

SENT VIA EMAIL

15 January 2025

Dear Colleague

We are grateful for the work of the private, independent and voluntary sector in supporting people who live in Gloucestershire with health and care needs. We know that you and your staff are as committed to improving the services that you offer, and we want to support you in that improvement.

As part of our commitment to supporting you in your improvement we are starting two key projects to change the way we provide quality assurance and improvement support to you and to change the way we manage contracts. These are intended to improve the experience of people using services, and your experience as providers of services.

These two projects will change the way quality assurance and improvement and contract monitoring are carried out by our teams that support NHS and Local Authority contracts for care.

The work also reflects the national ask of health and social care – set out in ‘*The adult social care outcomes framework 2023 to 2024: handbook of definitions*’ which can be found here [The adult social care outcomes framework: handbook of definitions - GOV.UK](#), and in ‘*A plan for digital health and social care*’ [A plan for digital health and social care - GOV.UK](#). Some of this work also addresses requirements of the national Care Data Matters Strategy & Roadmap (more info here [Care data matters: a roadmap for better adult social care data - GOV.UK](#)).

We know we cannot do this alone and want to engage with you and work collaboratively. We have three planned workshops to start this. These sessions will sit outside of the current quarterly provider forums and will be taking place online so that as many of you can attend as possible.

Please let Vicky Williams, Project Manager know which date you would like to attend as well as any questions or comments prior to the meetings via Asp1@gloucestershire.gov.uk.

- Tuesday, 4th March 14:00 hrs
- Tuesday, 11th March 14:00 hrs
- Tuesday, 18th March 14:00 hrs

We look forward to working with you on these exciting new projects in the months to come.

Yours,

A handwritten signature in black ink, appearing to read 'Benedict Leigh'.

Benedict Leigh
Director of Integrated Commissioning
Gloucestershire County Council & NHS Gloucestershire

Workstream Summary

Why does the Council and its Partners need these projects?	
Quality Assurance and Improvement To develop a framework that ensures high-quality care through comprehensive assessments and monitoring.	Centralisation & Streamlining: One central data repository and a dedicated quality assurance team. Standardisation: Clear quality standards and a single escalation process. Relationship Management: Transparency and shared understanding among all stakeholders. Digitalisation: Use of digital platforms to streamline processes. Measuring Performance: Scoring mechanisms and performance dashboards to manage risks
Contract Management To enhance our contract management system with a focus on centralisation, standardisation, and digital solutions.	Centralisation: One central system for data and intelligence in relation to contract management. Standardisation: Consistent processes and standards for contract managers. Digital Solutions: Automation and improved data management. Improvement: Better business approaches to contracts and frameworks.

Implementation, Approach & Projected Timelines:			
Commissioning Project	Phase 1	Phase 2	Phase 3
Quality Assurance Framework	Design & Development October 2024 – April 2025 (7-months)	Engagement & Team Development May 2025 – October 2025 (6-months)	Mobilisation November 2025 – May 2026 (7-months)
Contract Management Framework	Discovery & Development January 2025 – June 2025 (6-months)	AP Ariba Development & Staff Upskilling – July 2025 – December 2025 (6-months)	Provider Mobilisation & SAP Ariba Testing January 2026 – June 2026 (6-months)