

A SUMMARY OF REQUESTED NEXT STEPS FROM THE WORKSHOP ON 10 FEBRUARY 2016

34 delegates responded to the question “What should happen next?” The answers are summarised as follows:

Further workshops to develop common outcomes frameworks for each adult social care sector. This has an added benefit of continuing the training for providers, and reaching providers who could not attend the workshop. *Fourteen delegates.*

Events to facilitate networking across the private and VCSE sectors, encouraging partnerships. *Five delegates.*

Commission a system that makes it easy for providers to report outcomes. *Two delegates.*

Build on co-production with people who receive care, so Social Value reflects what matters to them. *Two delegates.*

Engage a measurement expert to help us develop robust measures. *One delegate.*

RECOMMENDED NEXT STEPS FROM MATT CLIFTON

The one-day workshop whetted appetites for further collaboration, with many providers asking for the chance to work with commissioners and each other to develop common outcomes frameworks, tailored to the sectors they operate in. This, and the other recommended next steps listed here, would help sustain the momentum generated by co-producing a Social Value Framework:

- **Appoint a Social Value lead to co-ordinate next steps**, and ensure ongoing communications with the mailing list. This is crucial to sustaining momentum. This role could be internal, commissioned or facilitated by an infrastructure support organisation.

- **Create workshops and working groups for each adult social care sector to co-produce common outcomes frameworks and measures.** These will need overall co-ordination to ensure consistency of quality and method. Prioritise these in line with forthcoming commissioning activity. For example, the recommissioning of Learning Disability Day Services is due for completion by April 2017, and would benefit from a co-produced quality and outcomes framework.
- **Support ongoing Social Value training and development for providers through the forthcoming commissioning of infrastructure provision, and also through private sector business support.** In outline terms, infrastructure organisations could support providers to:
 1. **Understand** Social Value in its legal context of the Public Services (Social Value) Act, and the latest developments in its implementation across the public sector
 2. **Identify** the Social Value they already achieve
 3. **Measure** their Social Value legitimately
 4. **Access** further training and funding to develop Social Value and Social Impact. An example is the Impact Readiness Fund from Social Investment Business
 5. **Present** their Social Value with integrity and impact to commissioners, funders and the public
 6. **Create** new Social Value through imaginative use of all their resources, and in particular through enriching their relationships and partnerships with other organisations
- **Consider commissioning the use of online technology to facilitate the co-production of outcomes and measures, including reporting from providers.** This may be best implemented across the authority, and could potentially facilitate a dynamic central register across all commissioning activity in the Council. This would ideally be delivered by a social enterprise which itself achieves Social Value!
- **Ensure the Framework is reviewed and refreshed annually.** Do this by enlarging the working group to include a small representation of providers and people who receive care, meeting annually for half a day.
- **Confirm the commissioning activity best suited to implementing the Framework in full,** i.e. from the Analyse Stage. Monitor and evaluate the use of the Framework as a pilot for the commissioning team and share this with providers. At the same time, implement the Framework appropriately within commissioning activity already underway, for example in Mental Health. Other initiatives to embed the Framework in commissioning practice may also be needed, perhaps including an update in the next whole-team away day.

- **Consider assessing selected well-developed measurement methodologies by accessing internal expertise, external consultants and training.** Prioritise Social Return On Investment (SROI) and engage Porchlight for this, as they have recently used SROI to analyse the impact of a service. Be very alert to the benefits and risks of developing financial proxies. Another recommended resource that may transfer well to Adult Social Care is the HACT Social Value Bank and Calculator.
- **Consider creating an annual Social Value Award.** This should give recognition to a provider who has achieved outstanding Social Value outcomes and innovation, as a way to encourage a Social Value culture.
- **Consider a commitment to a target percentage of contracts being awarded to SMEs, as a means to advance Care Act Market Shaping.** For reference, central government has set an aspiration of 25% of expenditure to flow through SMEs either directly or indirectly through the supply chain. This could be staged as a year-on-year increase.
- **Consider the potential for infrastructure organisations to independently verify outcome reporting.** The need for independence and objectivity might be compromised by the trend of infrastructure organisations tendering to deliver services.
- **Consider developing guidance to support the Framework, so that it matures into a Toolkit.** This was beyond the scope of our project, but is likely to enhance its practical usefulness to commissioners.