

Cheshire East JSNA Third Sector Intelligence Service Specification - 2016/19

Background

Health and Wellbeing Boards have a duty to produce a Joint Strategic Needs Assessment (JSNA) for their area. The “Statutory Guidance on Joint Strategic Needs Assessments and Joint Health and Wellbeing Strategies” published by the Department of Health in March 2013 outlines the required scope of JSNAs; to identify health and social care needs that can be met or affected by local authority and NHS partners working collaboratively. In Cheshire East these partners are Cheshire East Council, Eastern Cheshire Clinical Commissioning Group (CCG), South Cheshire CCG and NHS England.

In addition, involving a wide range of partners and local communities in developing the JSNA strengthens the assessment of local needs and ensures the JSNA is a useful resource base which can influence the work of service providers across all sectors, schools, criminal justice agencies and fire and rescue services. The public, including socially excluded and vulnerable members of the community, should be involved throughout the process of developing the JSNA so that their views, experiences, needs and assets are fully understood and that they have a genuine voice and influence over service planning.

The benefits of the JSNA include:

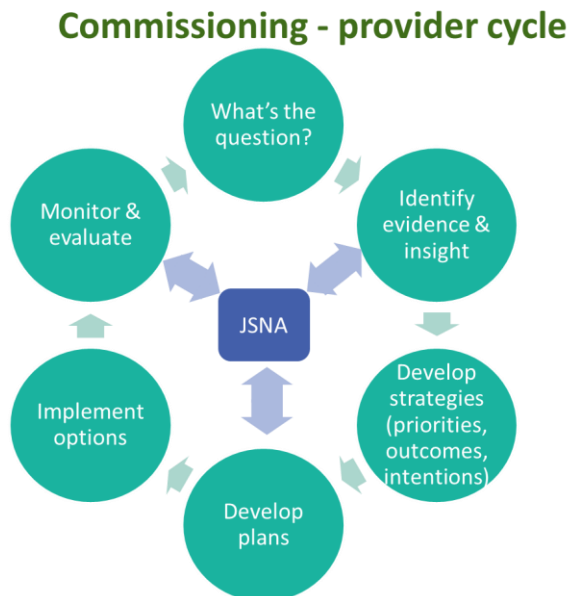
- Facilitating partnership working by combining data and information from a range of sources including the public and service users
- Combining differing professional and organisational perspectives to support a holistic view of individuals, families and communities and provide new insights
- Identifying and sharing information about local community assets to support commissioners and providers in developing community resilience
- Enabling commissioners to identify priorities for action based on the balance of different needs

In order to achieve these benefits, the production of Cheshire East’s JSNA content is guided by the following principles:

- Key stakeholders (subject matter experts, including communities/service users) will work collaboratively and actively participate in JSNA content production
- Levels of detailed analysis may differ across different organisational boundaries (e.g. more detailed analysis may be undertaken for specific geographical areas)
- The allocation of resources to creating/developing JSNA sections should be proportionate to the benefits of enhanced intelligence for evidence-based decision making

There will not be a time-bound scheduled review and refresh of all JSNA content. The creation and updating of JSNA sections will be prioritised in line with the JSNA work programme, which will be based on needs assessment gaps/required updates and the strategic priorities of Cheshire East Council, Eastern Cheshire CCG and South Cheshire CCG.

The process for creating and updating Cheshire East JSNA content has been designed to support the commissioning – provider cycle shown below:



Cheshire East JSNA content is being developed to include:

- variations in health and social care needs within Cheshire East's population
- wider determinants of these needs
- community assets
- current service delivery, intervention effectiveness, evidence of what works, outcomes
- content which encourages integration of mental and physical health, a focus on families not just individuals, empowerment and personal responsibility
- analysis of options to address needs

Service Description

The purpose of this contract is to inform decision-making by enabling the Voluntary, Community and Faith Sector (VCFS) to feed meaningful intelligence into the Cheshire East JSNA. Central aims of the contract are:

- In line with the JSNA work programme, to collate and analyse insight from VCFS organisations, their service users and communities (including seldom heard and vulnerable groups who may experience inequalities in access to services and/or outcomes)
- To work with VCFS organisations to:
 - promote the value of the JSNA

- develop their existing mechanisms for gathering and analysing data in order to build sustainable methods for contributing to the JSNA while supporting VCFS monitoring, evaluation, decision-making and bid writing
- To support and influence commissioners and other key stakeholders to use VCFS insight about community needs and assets to inform their decision-making
- To facilitate VCFS involvement in supporting commissioners to identify options to address needs and improve outcomes and/or value for money
- To develop and maintain mechanisms for:
 - sharing findings from the VCFS with commissioners and providers
 - gaining feedback from VCFS organisations on the JSNA
 - feeding back to VCFS JSNA contributors on how their insight has been used

Detailed Requirements

Work with third sector organisations:

1. Gather intelligence from across Cheshire East for specific JSNA sections as prioritised in the VCFS JSNA work programme. This involves:
 - a. working with a broad range of VCFS organisations and Healthwatch in Cheshire East, to collate the evidence they have gathered, particularly in relation to local peoples' needs, assets and outcomes
 - b. where there are gaps in VCFS intelligence available, working with the full range of VCFS organisations, including grass-root community organisations or networks to deliver consultations/ focus groups with the communities they serve to provide the intelligence needed
 - c. advising and/or training staff in relevant VCFS organisations in the recording and analysis of information, including measuring outcomes, in order to develop robust data sources, increase capacity and build sustainability for updating prioritised JSNA content
2. Develop mechanisms for engaging the sector and gaining their feedback on the JSNA and content production processes. This will include promoting the value of the JSNA as an evidence base for VCFS organisations in securing grant/trust/donation funding to deliver local services. It will also include developing mechanisms for gaining contributor feedback on the effectiveness and experience of feeding into the JSNA.
3. Develop and maintain relevant mechanisms for regularly sharing VCFS evidence in a timely way, to include regularly updating a public facing Community JSNA website with summary reports of intelligence gathered, collated and analysed.
4. Develop a flagging process to enable emerging trends or issues from intelligence gathered to be raised with Commissioners and the Health and Wellbeing Board as appropriate
5. Provide feedback to VCFS organisations, grass-root community organisations and networks on the impact that their intelligence has had on the commissioning of local services

Work with Cheshire East's JSNA Manager and all relevant commissioners:

1. Proactively identify potential opportunities for incorporating VCFS intelligence into JSNA sections, supporting delivery of the JSNA work programme.
2. Work with the JSNA Manager and key commissioners to agree the scope, approach and key questions to answer through VCFS intelligence, with associated timescales
3. Liaising with the JSNA Manager, statutory partners and Healthwatch as appropriate to ensure any engagement and consultation activity to be undertaken is joined up across organisations
4. Proactively engage with commissioners and other relevant teams/organisations so they are aware of VCFS insight and how this could link to commissioning or service delivery decisions. This involves:
 - a. meeting with individual commissioners/decision makers
 - b. actively participating in workshops to review intelligence and identify potential options to address needs
 - c. authoring content (e.g. content relating to community assets) to be included in published JSNA sections, in addition to Community JSNA page content
 - d. Sharing intelligence with the JSNA manager, relevant commissioners and other stakeholders, including the public, in summary reports, detailed reports (of between 3-10 pages), supporting information and/or attendance at workshops as appropriate
6. Gather evidence from commissioners on their use of the JSNA, in particular the community pages, and how this insight has influenced decision making
7. Encourage and work with commissioners and/or contract managers to include evidence from their commissioned services involving third sector organisations into the JSNA
8. Raise the profile and awareness of the community JSNA pages with commissioners

Contract Duration

This contract will run for 3 years from 1 April 2016 to the 31 March 2019 with the option to extend for an additional year.

Quality

Staff employed are expected to have the requisite skills in order to fulfil the responsibilities as laid out in this service specification. Work conducted should also be of expected professional standards in the different aspects of service delivery which include influencing people from a range of professional backgrounds, providing training, consultation and engagement (e.g. conducting focus groups/surveys with VCFS organisation service users), analysis and report writing.

Performance Monitoring

The JSNA manager will hold regular co-ordination meetings with the provider of this contract to ensure the VCFS project is given a clear mandate and to programme manage data gathering and analysis. These meetings will initially be held monthly and will include reviewing performance

under the terms of this contract on behalf of Cheshire East Council, Eastern Cheshire CCG and South Cheshire CCG. The frequency of and attendance at these meetings will be reviewed as JSNA processes are embedded into core commissioning processes.

The agenda and work plan will be circulated at least 3 days in advance of this meeting by the JSNA manager. Cheshire East Council reserves the right to call special contract meetings at any time due to a specific issue of concern identified by the council or either of the CCGs. These meetings must occur within 10 working days (except in exceptional cases).

Outcomes

Contract performance is to be assessed against the following outcomes:

1. Intelligence is produced for Cheshire East's JSNA (derived from the VCFS) which is valuable to commissioners, robust, wide-ranging in scope and appropriate to the agreed work programme
2. The process of producing JSNA related intelligence is collaborative and inclusive of all VCFS organisations, including grass-root community organisations or networks, groups and individuals (where relevant)
3. Cheshire East's JSNA is promoted with the VCFS and commissioners as an important resource to feed into and to derive information from

Outputs

The following outputs would be expected to be seen under the terms of this contract. This will provide a substantial part of the evidence for evaluating against outcomes:

- Progress and actions detailed against the set work plan (tasks and milestones set by the JSNA Manager on behalf of the Health and Wellbeing Board in discussion with the contract provider. The work plan will reflect the strategic priorities/commissioning intentions of Cheshire East Council and both CCGs). This should also demonstrate the inclusivity of this work with relevant VCFS organisations, grass-root community organisations or networks, groups and individuals [Outcome 1, 2 and 3]
- Proposals to be agreed with commissioners and key stakeholders, outlining the approach to be taken for projects identified in the work plan [Outcome 1, 2 and 3]
- More detailed reports and supporting information/data provided to Public Health and relevant commissioners (where this does not compromise data protection/confidentiality). Data and intelligence will relate to Cheshire East and should be analysed by CCG area where appropriate. [Outcome 1]
- The contract provider actively engages in JSNA content production processes. This will result in:

- identification of VCFS organisations, grass-root community organisations and networks in Cheshire East to actively engage in the production of specific JSNA sections
 - commissioners considering VCFS intelligence in decision-making processes
 - VCFS JSNA contributors are aware of the impact of their contributions
 - up to date community JSNA pages, including summary reports published to a public facing website (Cheshire East Council and both CCGs to be able to re-use this content without copyright issues)
 - appropriate VCFS content included in published JSNA sections
- [Outcome 1, 2 and 3]