

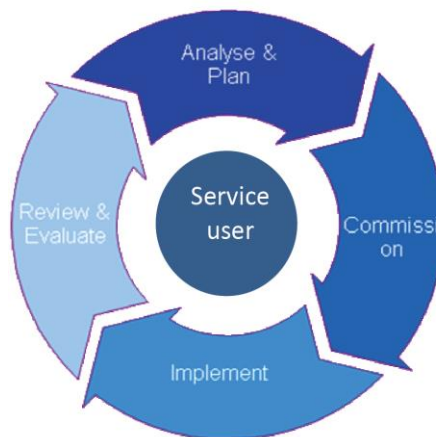
Expert commissioning for mutual library services

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Commissioning

- *“The process public bodies use to assess the needs of people in the area, design the services to meet those needs and select an appropriate service to meet those needs.”*
- A cyclical process that keeps the user at the heart. What’s the outcome for them?
- Includes procurement and contract management as processes
- Builds a set of ethics and a vision into the relationship



Analyse and Plan

- **Features:** planning of services required to meet need
- **Outputs:** specifications of services to improve outcome measures

Commissioning

- **Features:** appointing the best providers and brokering contracts
- **Outputs:** agreed Service Level Agreements (SLAs)

Implement

- **Features:** assess quality, activity & effectiveness of services
- **Outputs:** engaging users, performance management, outcomes

Review & Evaluate

- **Features:** engagement of all relevant stakeholders
- **Outputs:** JSNA as detailed understanding of needs

Making commissioning work

- Understand the current service and its users – a qualitative process
- Horizon scan
- Understand the future needs of users, the council, potential partners and stakeholders
- Market shape
- Build trust. Be a critical friend
- Allow entrepreneurship, adaptability and managed risk
- Needs political as well as sector and professional awareness



Statutory service vs specified service

- Statutory service must be “comprehensive and efficient”
 - Comprehensive - accessible to all residents using reasonable means, including digital technologies.
 - Efficient - make the best use of the assets available in order to meet its core objectives and vision, recognising the constraints on council resources.
 - Requires service development to take place
 - *Not* a minimum, or a holding position, for compliance.
- Specified service is the core service
 - Specification should be outcome based, and aligned with local, regional and national strategies
 - Must take account of local needs, resources and aspirations
 - KPIs must have SMART targets, and be meaningful across the council
 - Allow flexibility for local variation and additions to service

Horizon Scanning

- Professional and sector-specific
- National and local government plans and initiatives
- Opportunities for new alliances, partnerships and business



Market shaping

- One provider or many?
- Scanning the market place
- Building a future market for future needs
- Creating and initiating new services

Why is expert commissioning needed?

- Client expertise in-house ensures not only that the duty is met, and also that the ongoing relationship includes stretch and development
- No client expertise can mean that the relationship is provider led
- Complex issues which emerge with apparent ambiguity need expertise to resolve them, especially on equalities and ethical questions

Lets explore how it works

- We are going to divide into two groups...a group of commissioners and a group of providers.
- We are then going to think about how you commission or provide by outlining a 5 year specification.

Lets think about how we would expertly commission for

- Staff and volunteers
- Stock and content
- Library opening hours
- locations and new/ replacement libraries
- information and digital
- Additional activities
- New work and new partnerships eg learning and skills
- Maintaining standards
- portfolio services
- local priorities