

**National Commissioning Board**  
**and**  
**National Provider Forum (Wales)**  
**and**  
**Wales Council for Voluntary Action**

**Augmenting Partnerships in Sustainable Care, Support and Well-Being  
Services**

**Initially published February 2017 (reviewed & revised December 2020\*)**

\*It was further agreed that given changes to the terms of reference of the NCB, this Concordat will be fundamentally reviewed in 2021/2 to determine whether it is still necessary and / or whether it should be extended e.g., to all Local Authorities and Health Boards and/or NHS Confederation and WLGA with key partners such as Social Care Wales etc

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## Our Vision

The Vision is of a Wales in which constructive engagement between commissioners, care providers and advocates for citizens and communities, results in high quality, sustainable services in line with the aspirations of the Social Services and Well-Being (Wales) Act 2014, and the Well-Being of Future Generations (Wales) Act 2015.

## Mission

To promote, guide and influence national policy, and regional and local activities, in order to improve commissioning and to coordinate ongoing and constructive working partnerships between commissioners and providers and advocates for citizens and communities.

## Introduction

This concordat sets the outline understanding in the context of the Vision.

The concordat is designed to help National Commissioning Board members, National Provider Forum members, and advocates for citizens and communities, to work collaboratively on a shared objective: - ***to develop effective commissioning practice across Wales in line with the following drivers from the Social Services & Well-being (Wales) Act:***

- ☐ ***Well-being outcomes – for citizens – including co-production with citizens***
- ☐ ***Voice and control – for citizens***
- ☐ ***Partnership and co-operation***
- ☐ ***Prevention – enabling citizens to get help sooner than later***

## **Context**

Health, Local Government, providers and citizens all face considerable pressures. It is acknowledged that there are differences between priorities but there are also many common concerns. All signatories recognise the need to improve the quality, range and sustainability of services with the citizens using services being at the centre of all our considerations. All parties are committed, in partnership, to secure, nurture, develop and retain a skilled and committed workforce, and to give as much support as possible to the unpaid family carers who we acknowledge provide most of the country's care and support.

Regular strategic and responsible dialogue between commissioners, providers and users of health, social care and well-being services at a local, regional and national level is vital to the development of outcome focused, citizen-directed models of care and support to ensure needs and preferences are met and respected.

## **Objectives**

The aim of commissioner/ provider/ citizen engagement will be to support constructive, honest, collaborative and active partnership between all parties in providing and co-producing social care and well-being services by encouraging ways of working that:

- ☐ Support and prioritise positive outcomes and high-quality citizen directed care
- ☐ Develop and promote mutual trust; encourage openness and transparency
- ☐ Seek solutions and their implementation to resolve issues identified.
- ☐ Develop a shared understanding of demographic needs and social, health care and housing support infrastructures
- ☐ Identify efficiencies that could be achieved by better working together
- ☐ Share respective priorities and forward plans
- ☐ Develop an evidence base to promote and learn from best practice

The concordat will govern the conduct of the National Commissioning Board, National Provider Forum and WCVA Planning Group in identifying the means by which contributing organisations and representatives will examine challenges, discuss implications and agree recommendations to be made to their respective bodies to ensure their shared strategic objectives are attained at national, regional and local levels.

## Outcomes

The desired outcomes of this concordat include;

- ✓ ***People are able to manage their own lives, have a strong voice regarding how and when they access services, and can have as much control over their own lives as possible.***
- ✓ ***Effective, flexible and sustainable models of outcome-focused, citizen directed services to meet the complexity of need and that can respond to escalating demand.***
- ✓ ***A shared and accurate understanding of needs and markets, leading to an agreed, joined up approach to funding and commissioning.***
- ✓ ***Shared understanding of learning from positive risk management.***
- ✓ ***Clear outcomes for the care and support provided is achieved by mature and realistic relationships and engagement between partners.***

## Commitment

All participating organisations are committed to:-

Working together in partnership to deliver citizen directed outcomes for the people who need them.

Recognise and value a context in which social care is and will be provided by a diverse range of organisations in the statutory, third sector, not-for-profit and private sectors – but also recognise that models of organisation that give ownership and control to citizens (and for which section 16 of the SS&WB Act imposes a duty on Local Authorities to promote) are currently underrepresented in the “market”.

Constructively engage in regular dialogue between all stakeholders to understand the resources and constraints of each and work in partnership, establishing realistic and effective solutions.

Proactively recognise and acknowledge growing demands of population change, citizens’ expectations, and regulation; the realities of public expenditure restraint and the reality of private and third sector providers needing to operate on a sustainable basis.

Encouraging Providers of Care and Support services to become members of a Provider organisation (in particular one of the National Provider Forum organisations) in order to promote effective communication, information and practice exchange.

## **Governance**

Governance for the Concordat will be provided jointly by the National Commissioning Board, the National Provider Forum and WCVA. The National Commissioning Board will report through its representatives to its constituent organisations.

Up to three Forum members including the Chair of the National Provider Forum (or his/her nominee) will be invited to attend Commissioning Board meetings and a representative from the Commissioning Board will be invited to attend Forum Meetings. The WCVA-hosted Health, Social Care and Well-being Planning Group will nominate two representatives to advocate on behalf of citizens and communities. It will also allow for a point of contact between the National Commissioning Board and the Coproduction Network for Wales.

The Provider Forum and Commissioning Board and WCVA Planning Group will together form a strategic sub-group when and where necessary to act as liaison between each national body and report to respective stakeholders.

Participating organisations will encourage the development of area-based mechanisms for regular dialogue between commissioners and representatives of providers and users of care, support and well-being services

Appropriate local and regional mechanisms will provide a shared understanding of the needs and preferences of citizens who may require care, support and well-being services.

Agreed formal statements, including non-confidential Minutes from the National Commissioning Board, the National Provider Forum and the WCVA-hosted Planning Group will be exchanged.

Agreed actions emanating from the meetings will be followed up and completed in a timely manner.

## **Glossary**

*Commissioning:* Delivering the desired outcomes at the right cost through the optimal use of resources

*Provider:* Organisation, business or individual which offers services to support the needs of others to achieve agreed levels of well-being

*Social Care:* A range of services, information and advice to enable people in need or at risk to live their lives the way they wish

Signatories	
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