Moray Commissioning Team Improvement Plan 2023

Report Type: Actions Report
Generated on: 27 September 2023

Action Status	
❌	Cancelled
🛑	Overdue
⚠️	Unassigned; Check Progress
▶️	Not Started; In Progress; Assigned
✅	Completed

2.1 Governance Structure

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.1.1a	Introduce a Terms of Reference for the Managers Commissioning Meeting	Commissioning Team	31-Aug-2023	Terms of Reference is agreed and authorised	100%	✅
HSCM COMM AP2.1.1b	Ensure Commissioning activities are a standing item on every agenda for Practice Governance Board and that it is discussed.	Service Manager, Commissioning	31-Aug-2023	Commissioning Activities are a standing item on every agenda for Practice Governance Board and it is discussed	100%	✅
HSCM COMM AP2.1.2a	Ensure Commissioning is represented at Practice Governance Board	Service Manager	29-Feb-2024	Service Manager with responsibility for Commissioning attends	100%	✅
			29-Feb-2024		100%	

| HSCM COMM AP2.1.2b | The Terms of Reference for Managers Commissioning will cover attendance and expectations for Deputes and decision making | Commissioning Team | | Terms of Reference covers attendance and expectations for Deputes and decision making | | ✅ |
| HSCM COMM AP2.1.3 | An Agenda and Action Log will be created for Managers Commissioning Meeting | Commissioning Team | 31-May-2023 | An agenda and action log has been created for Managers Commissioning Meeting | 100% | ✅ |

2.2 Roles and Responsibilities

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.2.1a	Ensure every member of staff that works in the Commissioning Team has a Job Description and it is available	HR	31-May-2023	Saved on the Shared Drive	100%	✅
HSCM COMM AP2.2.1b	Ensure every member of staff that works in the commissioning team has had the opportunity to discuss their job description at supervision to determine understanding	Commissioning Team	31-May-2023	Supervision is documented	100%	✅
HSCM COMM AP2.2.2a	Commissioning and Procurement will meet regularly to corroborate the contract timeline	Commissioning Team	31-Aug-2023	Meetings have been held in July/August/September 2023	100%	✅
HSCM COMM AP2.2.2b	The Commissioning Manager and Chief Finance Officer will meet every month to review block funded commissioned budgets	Commissioning Team	31-Aug-2023	Dates set	100%	✅
HSCM COMM AP2.2.2c	A presentation of the remit of the Commissioning Team and future direction of the commissioning function will be created and delivered for colleagues in HSCM.	Commissioning Team	31-Aug-2023	Ethical Commissioning presentation is completed. Discovered a need to include information on the prioritisation of expired contracts. This action is delayed in order to include this information - will make the presentation more robust.	50%	🛑
HSCM COMM AP2.2.3a	A team meeting will be held every week to discuss workload and this will be monitored with a work tracker	Commissioning Team	29-Feb-2024	A team meeting is held every week and the workload tracker is updated at this meeting.	100%	✅
HSCM COMM AP2.2.3b	A Contract work plan that informs the Departmental Procurement Action Plan and a Monitoring annual work plan will be created.	Commissioning Team	29-Feb-2024	The annual work plan will be created by 31st March each year and agreed through the Managers Commissioning Meeting reporting structure as outlined in the Terms of Reference	50%	▶
HSCM COMM AP2.2.3c	All staff will engage with supervision sessions with their line manager in accordance with policy.	Commissioning Team	29-Feb-2024	Supervision takes place every 6-8 weeks and is diarised throughout the year	100%	✅

2.3 Training

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.3.1	A training matrix will be created that clearly details intended training for all commissioning staff members. Staff will be trained in core and service specific training.	Commissioning Team	31-Aug-2023	A training matrix has been created and staff have undertaken core and service specific training	100%	✅

2.4 Process Documentation

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.4.1	A detailed Commissioning Procedure will be created with underpinning process maps and guidance	Commissioning Team	31-Aug-2023	A commissioning Procedure has been created with underpinning process maps and guidance	100%	✅
HSCM COMM AP2.4.2a	The Commissioning Procedure will be discussed at the weekly commissioning team Meetings and Supervision	Commissioning Team	31-Aug-2023	The Commissioning Team have started discussing this procedure at the team meeting. Process Maps have been discussed.	50%	🛑
HSCM COMM AP2.4.2b	A library of process maps and guidance documents should be maintained and made available to staff for future reference.	Commissioning Team	31-Aug-2023	Complete - a commissioning needs form, CCIs, Contract Monitoring Form	100%	✅
HSCM COMM AP2.4.3	Budget Managers will be informed through a workshop of their budgetary responsibilities	Accountancy	31-Aug-2023	Budget Managers engaged in this workshop on the 21st September 2023. A second session for those that missed this is booked for the 25th October 2023	80%	🛑

2.5 Sample Testing

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.5.1	An action plan will be put in place to ensure all contracts are current, appropriate and signed. Agreement needs to be reached with Procurement Colleagues and Service Managers regarding the timeline of this.	Commissioning Team	28-Feb-2025	Six priority contracts were identified and are the immediate plan for completion. The timeline for the remaining contracts needs to be agreed and an action plan created for this.	25%	▶️

HSCM COMM AP2.5.2	Invoices are matched against Service Agreements within the Care first system, ensuring approved expenditure matches provider invoice. This is detailed within the Invoice Processing Standard Operating Procedure (SOP).	Community Care Finance Team	28-Feb-2025	Standard Operating Procedure complete and authorised by Chief Finance Officer	100%	✅
HSCM COMM AP2.5.3	Invoices are recorded and approved by managers. Moray Council Payments Team have a further check in place to ensure all invoices have appropriate approval. This is detailed within the Invoice Processing Standard Operating Procedure (SOP).	Community Care Finance Team	28-Feb-2025	Standard Operating Procedure complete and authorised by Chief Finance Officer	100%	✅
HSCM COMM AP2.5.4a	A robust process will be put in place that provides a clear audit trail for the authorisation of contracts and associated documentation.	Commissioning Team	28-Feb-2025	A robust audit trail is in place for the authorisation of contracts and associated documents.	100%	✅
HSCM COMM AP2.5.4b	Health and Social Care Management will put in place a peer support system and management quality check system for the Commissioning Team and Community Care Finance	Service Manager	28-Feb-2025	An effective system needs to be explored	0%	▶

2.6 Strategy

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.6.1	The Commissioning Service will attend and be active members of the Strategic Planning and Commissioning Group	Commissioning Team	29-Feb-2024	Commissioning Manager attends these meetings and will delegate as required	100%	▶

2.7 Invoicing

Code	Action Title	Agency	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.7.1	The Community Care Finance (CCF) team will include a process for variances (when an invoice does not match the Carefirst Service Agreement) in a Standard Operating Procedure (SOP) for the invoicing process.	Community Care Finance Team	29-Feb-2024	Standard Operating Procedure complete and authorised by Chief Finance Officer	100%	✅
HSCM COMM AP2.7.2	Will ensure all evidence is retained throughout the invoicing process to ensure there is an adequate audit trail for all decision making.	Community Care Finance Team	29-Feb-2024	Process for this is detailed in the Standard Operating Procedure and this has been authorised by Chief Finance Officer	100%	✅

2.8 Contract Management

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.8.1	The Departmental Contract Database will be reviewed, brought up to date and maintained.	Commissioning Team	31-Aug-2024	The Departmental Contract Database has been reviewed, brought up to date and is maintained	100%	✓
HSCM COMM AP2.8.2a	The Departmental Contract Database will be a protected document and updated by the team's Clerical Assistant under instruction from Senior Commissioning Officers and Commissioning Co-ordinators.	Commissioning Team	31-Aug-2024	The Departmental Contract Database is a protected document and updated by the team's Clerical Assistant under instruction from Senior Commissioning Officers and Commissioning Co-ordinators	100%	✓
HSCM COMM AP2.8.2b	Senior Commissioning Officers will carry out quarterly checks on the Departmental Contract Database regarding the information being up to date and accurate with no gaps in data.	Commissioning Team	31-Aug-2024	Diarised for Sen. Commissioning Officer	50%	▶
HSCM COMM AP2.8.3	The Departmental Contract Database will be saved on the Moray Council Social Care Shared Drive.	Commissioning Team	31-Aug-2024	Saved on the Commissioning shared drive	100%	✓

2.9 Performance Management System

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.9.1a	A Performance Management system should be put in place	Commissioning Team	29-Feb-2024	Explore Pentana	50%	▶

2.10 Contract Review

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon

HSCM COMM AP2.10.1a	The Contract Management Process in place will be reviewed, standardised and strengthened with process maps. This process ensures monitoring of providers for suitability. This will be reflected in the contract.	Commissioning Team	31-Aug-2023	Process maps for proactive and reactive monitoring are in place.	100%	✅
HSCM COMM AP2.10.1b	A Contract Record Document will be created that will support the reviewing of contracts.	Commissioning Team	31-Aug-2023	Contract Record Document has been created and is being piloted with two contracts	100%	✅

2.11 Block Contracts

Code	Action Title	Responsibility	Due Date	Latest Status Update	Status Progress	Status Icon
HSCM COMM AP2.11.1	All Providers are subject to an Annual Contract Meeting and a 6 monthly budget meeting to ensure best value is being achieved. This is reported to the Chief Finance Officer as required. This will be in every contract going forward	Commissioning Team and Finance Team	31-Aug-2023	Annual Contract Meetings have taken place this year for all providers and the 6 month budget meetings will take place throughout October 23	100%	✅

MORAY COMMISSIONING TEAM IMPROVEMENT PLAN

Code	Action Title	Due Date	Status Progress	Status Icon
HSCM COMM AP2.1	2.1 Governance Structure	29-Feb-2024	100%	✅

HSCM COMM AP2.2	2.2 Roles and Responsibilities	29-Feb-2024	87%	▶
HSCM COMM AP2.3	2.3 Training	31-Aug-2023	100%	✔
HSCM COMM AP2.4	2.4 Process Documentation	31-Aug-2023	83%	⬣
HSCM COMM AP2.5	2.5 Sample Testing	28-Feb-2025	65%	▶
HSCM COMM AP2.6	2.6 Strategy	29-Feb-2024	50%	▶
HSCM COMM AP2.7	2.7 Invoicing	29-Feb-2024	100%	✔
HSCM COMM AP2.8	2.8 Contract Management	31-Aug-2024	87%	▶
HSCM COMM AP2.9	2.9 Performance Management System	29-Feb-2024	50%	▶
HSCM COMM AP2.10	2.10 Contract Review	31-Aug-2023	100%	✔
HSCM COMM AP2.11	2.11 Block Contracts	31-Aug-2023	100%	✔