


Item Number: 10	
Name of presenter: Rachel Potts, Chief Operating Officer	
GOVERNING BODY MEETING 2 OCTOBER 2014	 Vale of York Clinical Commissioning Group
Proposal to extend the current SLA with the North Yorkshire and Humber CSU for a period of 18 months	
For decision	
1. Rationale An effective Commissioning Support service is fundamental to the CCG meeting its objectives.	
2. Actions for the Governing Body Approval of the overarching Commissioning Support Unit (CSU) Service Level Agreement (SLA) and the individual service specifications that define the services provided on behalf of Vale of York Clinical Commissioning Group.	
3. Engagement with groups or committees Senior management team has reviewed and approved the overarching SLA. Individual service specifications have undergone a robust review and amendment process through a series of face to face meetings and two-way dialogue with the CSU senior managers and service leads.	
4. Significant issues for consideration There is a risk that the new joint CSU fails to develop appropriately, due to inability to secure and retain the required capacity and capability. This may result in loss or reduction of the delivery of agreed support services at the levels of efficiency and effectiveness that the CCG requires. There is also a need for a clear process to support the CCG in developing new services or products with the support of the CSU during the SLA period and opportunity for the CCG to change or opt-out of the SLA.	
5. Implementation As per detailed SLAs	
6. Monitoring SLAs have defined KPIs, agreed service reporting and are subject to bi-monthly customer satisfaction surveys. Outcomes will be reported to SMT.	
7. Responsible Chief Officer and Title Rachel Potts, Chief Operating Officer	8. Report Author and Title Pennie Furneaux, Policy and Assurance Manager
9. Annexes SLA Progress Schedule Overarching SLA Two CSU Side Letters Attached for Governing Body members and available at www.valeofyorkccg.nhs.uk/about-us/governing-body-meetings/	

CSU Service Specification Update

On 1st October 2014 North Yorkshire and Humber and Yorkshire and Bassetlaw CSUs will merge to create one overarching NHS organisation; Yorkshire and Humber Commissioning Support, covering Yorkshire which will support 23 clinical commissioning groups with a turnover of approximately £90m across the region, covering a population of 5.6 million people.

Commissioning Support Services

The CCG entered into a Service Level Agreement (SLA) with North Yorkshire and Humber Commissioning Support Unit (NYHCSU) to provide commissioning support services for a period of 18 months until 30th September 2014, the 18 month contract period being a requirement of NHS England. The CCG has been working in collaboration with other CCGs within to agree an approach to re-procurement. This paper provides an update on progress, and includes a proposal to extend the current CSU contract.

CSU Re-procurement

NHS England announced that they had initiated a program nationally to establish a Lead Provider Framework (LPF) to facilitate CSU procurement by CCGs. To fit in with the LPF timeframe, CCGs were given the option to extend existing SLAs with CSUs for a period up to 31st March 2016. Therefore the focus of current negotiations has been on renegotiation of the current contract in the short term, and to coordinate the approach to the LPF in the longer term.

CCG approach to commissioning support

The CCGs operating model has been based on a mixed economy with the CCG buying in the majority of its support services from North Yorkshire and Humber CSU. This has allowed the CCG itself to focus on its key commissioning objectives but facilitates some adaption of services to meet local priorities and approach. The current list of services provided is as follows:

- Communications and Engagement
- Corporate
- Quality: Infection Prevention & Control
- Quality: Serious Incidents and Investigations
- SDA (RSS and Referral Management and Choice)
- SDA DoS/111
- SDA IFR (N.B. Need a copy of the final agreed service specification for our records)
- SDA Programme Management
- SDA Clinical Networks
- Medicines Management
- Quality: Patient Relations and Complaints Management
- Workforce and Human Relations
- Quality: R&D
- IM&T
- Procurement
- Business Intelligence

Elements of the Corporate and Quality: Patients Relations and Complaints management have been brought under the direct management of the CCG; (risk management and corporate complaints).

Version 13 of the overarching SLA provides a flexible six month notice period, (clause 2) which can be implemented at any time during the duration of the SLA and an improved approach to performance management (clause 9), including:

- The formal establishment of a Joint Contracting Board between the senior teams of each CCG and the CSU
- A generic set of service standards that the CSU will adhere to in the delivery of all services
- A methodology for discussing, agreeing, and categorising any areas of service underperformance and service failures
- The establishment of a formal escalation procedure to ensure that any areas of underperformance or service failures are discussed and dealt with in a timely and effective fashion
- A formal requirement for the CSU to develop Service Rectification Plans to address agreed service failures

The overarching SLA was reviewed at the 16th September meeting of the Senior Management Team. It was agreed that the approval of the Governing Body would be sought for the overarching SLA and agreed supporting service level specifications.

Detailed SLAs for Individual Services Provided by the CSU

The overarching SLA is supported by sixteen detailed services specifications. In respect of the detailed service specifications for services provided to Vale of York CCG, ten of the sixteen detailed SLAs have been agreed with the CSU. The remaining service level SLAs, are either pending final review by CCG or agreement of a specific clause(s) as detailed:

- IM&T, (pending final review by CCG);
- Procurement, (pending final review by CCG);
- Business Intelligence, (final agreement pending resolution of support for CCG Integrated Governance system and review by CCG for Contracting purposes);
- Workforce, (pending inclusion of support for Subject Access Requests);
- Corporate Services, (pending inclusion of support for Subject Access Requests); and
- Individual Funding requests, (pending inclusion of support for Subject Access Requests).

It is intended that a further review of the operating model is undertaken prior to a procurement against the lead provider framework to ensure that the arrangement remains the most effective for this CCG.