

The Commissioning Council

London Borough of Sutton



Sutton

– thought you knew us? Think again!

Sutton: a unique opportunity for London's future growth

Positioned between Heathrow and Gatwick airports, and just 30 minutes away from central London by rail, Sutton has become one of the most popular places in the UK to live and work – and is ambitious for more.

As London's population of 8.3m expands to a predicted 9.5m by 2031, Sutton can help create opportunities that will protect and advance London's competitiveness within world markets.



*Subsea7's new
flagship office in
Sutton town centre*

With excellent parks and open spaces, outstanding schools, a low crime rate and a local authority committed to generating clean energy and cleaner air, Sutton has the potential to improve the quality of life for thousands of Londoners.

Sutton is developing a 15 year vision to unlock development opportunities that will drive prosperity, provide jobs and 21st century smart living solutions.

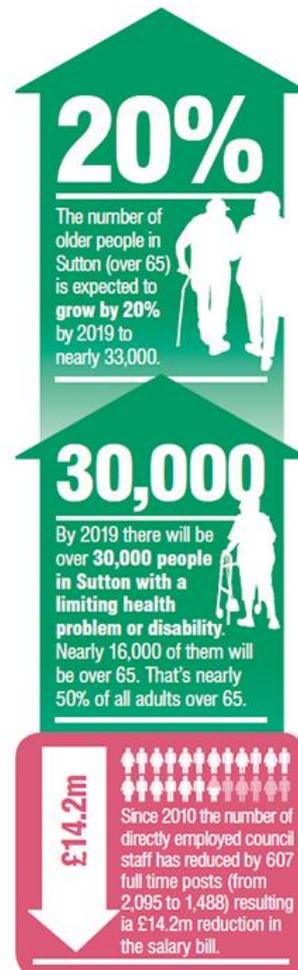
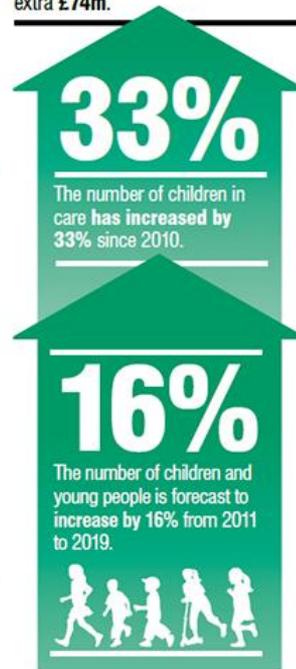


A well known story,
Sutton is no different....



WE'RE FACING BUDGET PRESSURES LIKE NEVER BEFORE

Since 2011 inflationary, demographic and other budget pressures have meant the council has had to find an extra **£74m**.



(Sources: population and forecast data - ONS and Census)

Moving to Commissioning 2.0

Belief that listening to residents and involving them in service commissioning delivers better outcomes.

Current focus in our journey:

Resident led commissioning, building on our young commissioner project.

Outcomes focus and an anti-deficit model

Commissioning Board

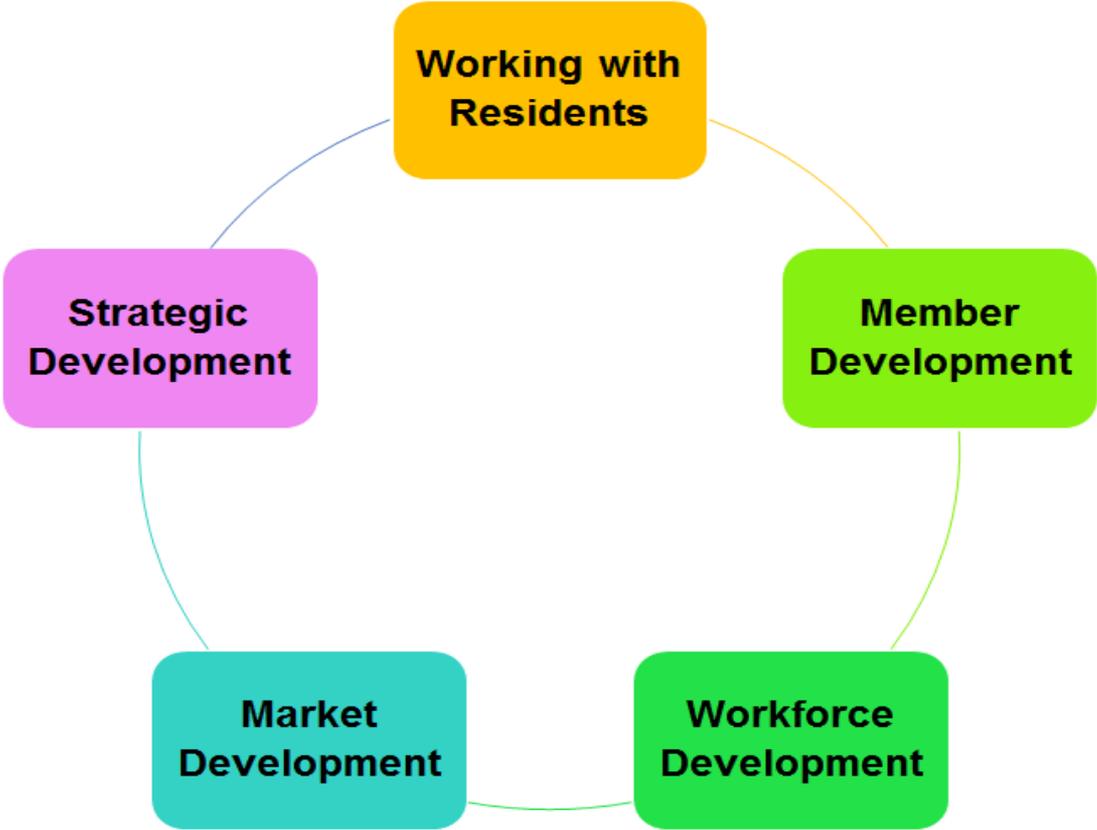
Mainstreaming innovation

Ensuring a consistent 'one council' approach...

.... still a long way from integrated public sector commissioning

... but strong on cross-borough joint commissioning

Focused on Five Themes



Member and workforce development

For officers:

- Built our own e-learning module
- Extended Leadership Team masterclasses
- Specific training on the 'Sutton Way' of commissioning (which includes the voluntary sector and was co-designed with them)
- Training on specification and contract management
- Involvement in the National Commissioning Academy - including a site visit
- Recent work with Kingston to initiate a local Commissioning Academy - including a regional Commissioning Conference
- Specific training for Members as part of their induction and special session with the LGA as part of a follow up

Market development

- We have our first cross Council Market Development Strategy that starts out by analysing our current approach to market development, before assessing our strengths and pinpointing areas for potential improvement.
- We also encourage staff to use the Public Service Diagnostics Tool, developed by the Institute for Government (IfG), which enables commissioners to extend and systematise their knowledge of market intervention.
- The strategy includes an action plan, co-produced with the Council's Commissioning Board, that explains how we will support the market to be better able to meet the future needs of Sutton's residents.
- This work has been in response to some local issues:
 - As a small borough, we do not have the buying power of other public sector agencies.
 - The local voluntary sector does not always see itself as part of a wider market, but has to develop to compete successfully within it.
 - We have experienced recent market failure, particularly around social care, that requires a level of intervention that is new to us.

Working with residents extending traditional consultations



LIBRARIES

Around 3,000 people took part in the consultation on the future of Sutton's Library Service: nearly 2,000 through an online/paper questionnaire, 1,000 through a telephone survey and around 40 people attended a public open meeting.

YOUTH SERVICE



Total responses to the Sutton consultation: 144

Total young people engaged: 529 young people were engaged by Participation People

SUTTON'S FUTURE



CHILDREN'S CENTRES

Phase One: 682 survey responses; 140 residents attend 14 workshops

Phase Two: 437 survey responses; 88 residents attend 14 workshops

CARE ACT



491 survey responses

56 residents attended the 8 workshops held



Giving Commissioners a **NEW** dialogue with Communities

“Co-production is about seeing people and communities as active agents.”



“Understanding that people are not problems to be fixed but assets that can be used to drive even better outcomes.”

“A pool of engaged, trained and informed residents that actively participate in the co-production of commissioned services across the Council.”

- 96 residents recruited, including 21 Young Commissioners.
- An average of 4.6 Commissioning activities per month.
- £19,305 = Economic value of time given by volunteers in first 11 months.
- Sustainability plan in place.
- As from 2017 Citizens Commissioning will be run by the community, self funded and delivered independently.



Engagement in Commissioning

Projects included:

- Information & Advice
- Health watch
- Beddington Park
- Grove House
- Community Wellbeing
- Personal Care Framework
- Food Diary Challenge
- Opportunity Sutton Website
- Sutton Recycling Campaign

REVIEW
Evaluation

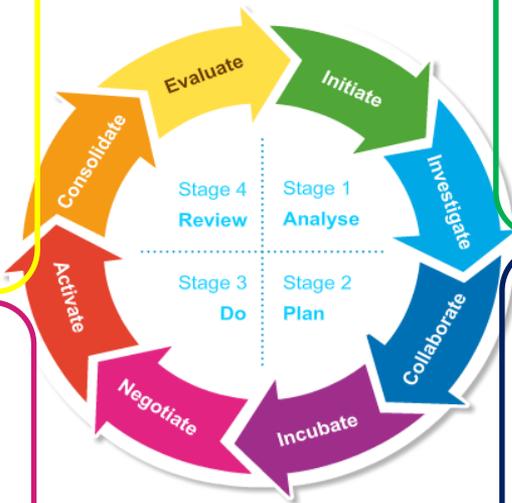
Peer Research

Mystery Shopping

Testing the customer experience

DO
Contract award process

Performance & Contract Management meetings



ANALYSE
Consultation

Market Testing

Thorough understanding of local issues

PLAN
Develop method statements for procurement

Develop evaluation criteria

Clarification interviews

"That's the kind of opportunity I would like to offer my free time to. The briefing really helped to understand what do the Council need."
Citizen Commissioner, Personal Care Framework

"I felt heard and included by the commissioning officers. I felt welcomed in the clarification interview, and my views as a resident were sought with interest."
Citizen Commissioner, Information and Advice

"I enjoyed the experience. I felt like we gathered more substantial data."
Citizen Commissioner, Beddington Park Playground Consultation

Beddington Park and The Grange HLF Project

In July 2016 Sutton Council was awarded £3m from the Heritage Lottery and Big Lottery Funds to deliver a project to restore, conserve and enhance Beddington Park.

This project was part of a commitment from Sutton Council to have projects which are commissioned by residents to improve their environment.



Strategic development

•Commissioning 2.1:

- move to place-based commissioning for shared outcomes through the Sutton Plan and other partnership projects
- more innovative support for commissioners throughout commissioning cycle in order to build on assets rather than replace or duplicate
- clearer focus on outcomes rather than services – with a change to how we think, set budgets and take decisions
- stronger central support including active contract, supplier and relationship management, a more assertive, evidenced based approach and a better understanding of value rather than cost