



Welcome to our new Provider newsletter. This is a period where we are looking at taking forward a number of changes and developments and it is going to be really important that we discuss this with all our commissioned providers. As such, I wanted to take a little bit of time to set out some of the areas most on my mind at the moment. After nearly a year now working with the commissioning team in Walsall we have developed a clear roadmap for how we would like to shape support services and work with providers to move forward.



Our spotlight for December 2024 includes:

- Message from the Director of Commissioning
- Quality Assurance & Compliance update
- Technology Enabling Care
- Provider Forums



Feedback

If you have any feedback about our newsletter or have suggestions about future content, please email adultsocialcarecommissioning@walsall.gov.uk

Comments, compliments and complaints

To suggest improvements, compliments or complain about our services, please visit [our website](#).

I hope many of you have been able to make it to some of the sessions we have run around market position statements. These are important sessions and documents for us as they set out what we think the areas you work in will look like in the future. They are a key signal for you around what we will see as important.

The latest budget announcement has presented us with a big challenge on how we take forward the plans we set for you earlier in the year around fee levels and quality.

We have written to the Government setting out our concerns and the financial implications of their proposals and hope that we get a positive response. We will want to stick as closely as we can to the plans we set out and continue to build fee levels across Walsall, but retaining a focus on the links to quality. There will be more details on this as soon as we know what the Government approach will be.

The other big focus going forward will be around personalisation and outcomes. We already have a project looking at our approach to assessment and support planning, but its going to be important that we develop a shared language around outcomes for people so you know what we need you to be doing to support people. Building trust and respect for the role you have will be

a key part of this and an issue I know has been raised on a number of occasions.

Workforce is the other area I would really like us to focus on. Building skills and capacity is crucial. This includes fostering relationships where providers are treated as equal partners, and ensuring that commissioners have a deep understanding of frontline service delivery.

Investing in the quality of provision and improving internal relationships within adult social care are also essential steps. I am keen to promote "Proud to Care" to ensure people know the range of roles and the value of working in adult social care.

Finally, I also want us to embrace technological changes and integrating new technologies into how we deliver care and support. It's a fast moving area but I am keen for us to develop plans and start to trial new approaches that harness assistive technology.

We want we to build communications and engagement with you all, and I would like to hear form you about the areas that we are tackling. Please feel free to get in touch with me about any matters above or anything else you want to raise.

Director of Commissioning



Residential & Nursing Provider Forum for January 2025

- Monday 13th January 2025 via Microsoft Teams

Community Based Services Provider Forum for January 2025

- Thursday 23rd January 2025 via Microsoft Teams

Supported Living Provider Forum for January 2025

- Thursday 16th January 2025 via Microsoft Teams



Upcoming Newsletter for January 2025

- Technology Enabling Care
- Workforce
- International Recruitment
- Project Updates

Market Shaping and Strategic Partnerships update

Diane Jones, Quality Assurance and Compliance Officer

I joined the Commissioning Team in June 2023 and now currently on a secondment as a Quality Assurance and Compliance Officer alongside my colleague Timothy Omodeni.

As a team, we aim to build supportive relationships with our providers. We want to forge a respectful and mutually beneficial partnership with a clear focus on Quality Assurance and Quality Improvement. As a team we are prepared to offer Quality Assurance support, provide guidance, and address any issues that you would like to share with the Quality Assurance and Compliance Team. For example, following visits to several providers in September 2024, I learnt of the numerous data requirements providers received from the Commissioning Team. We have taken this feedback to ASC Commissioning Officers and Managers as part of our commitment to improve the way we engage with the market.

Timothy Omodeni, Quality Assurance and Compliance Officer

The Quality Assurance & Compliance Team will be visiting care providers to build a stronger relationship with the market. We aim to address any concerns you may have in an open and transparent manner, using these findings to make the necessary quality improvements. This could involve signposting you, or contacting the relevant teams to provide you with the necessary assistance. As we collaborate in working, we hope for a better Walsall for all of us!

Amy Hughes, Senior Commissioning Officer

I joined the team in November 2024. I am a registered nurse by background and I have worked in the nursing home sector for a number of years. We are currently undertaking a review to determine if our quality offer meets specified requirements and standards. In the meantime, if you have any quality related queries, please email adultsocialcarecommissioning@walsall.gov.uk

Technology Enabling Care update

Stuart Steele, Digital Lead

My name is Stuart Steele, the newly appointed Digital Lead in Adult Social Care. I bring a wealth of experience and expertise to the role.

Having worked in Walsall Council's Resources and Transformation Team since 2020, initially as a Project Support Officer and later as a Programme Manager, I have demonstrated my ability to innovate and drive change. I have played a key role in mobilising Change Agents, Microsoft Copilot across the Council and I have extensive knowledge of the Microsoft toolset. My background in managing complex projects, experience with digital technologies, and my commitment to fostering collaboration and efficiency makes me exceptionally well-suited for his new role, where I will act as a crucial link between Digital and Technology Services (DaTS) and Adult Social Care. More news about this project will be shared with you in January 2025.

