

**Title:** Collaboration without Duplication

**Wards Affected:** All

**To:** Health and Wellbeing Board      **On:** 19 September 2013

**Contact:** Gerry Cadogan  
**Telephone:** 01803 207342  
**Email:** [gerry.cadogan@torbay.gov.uk](mailto:gerry.cadogan@torbay.gov.uk)

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## 1. Purpose

- 1.1 Torbay regularly achieves national recognition for being innovative and leading the way in terms of health and social care. In a time where there are financial constraints, and staff are already working to full capacity, instead of creating new groups and starting new processes to address issues identified above, there is an opportunity to collaborate and co-operate to ensure that there is:
- Clarity about the finances available for consultation, advice and information;
  - One process, agreed and signed up to by all the funding organisations in the Bay, which identifies **who** will co-ordinate, **how** the process is best delivered to ensure that is both current, and accessible to all, **when** consultations occur, and is **monitored** by the people and organisations of the Bay.
  - How is independence and credibility maintained- can organisations providing services effectively evaluate and monitor their impact on the users and carers?.

## 2. Recommendation

- 2.1 It is recommended that the Board discuss this paper and identify the most cost-effective way forward which ensures the most comprehensive service. The process can be managed as a project which will report regularly to the Health and Wellbeing Board which is the overarching group that oversees the Health and Wellbeing Strategy for the people of Torbay.

## 3. Supporting Information

- 3.1 At a previous meeting of the Health and Wellbeing Board there was a discussion about the fact that there needed to be some clarity around the co-ordination of information, advice and consultation with the general public and with patients, clients and carers around health and social care issues.

3.2 Currently the following organisations covering the Torbay area are providing these services as part of their role:

- The Clinical Commissioning Group (undertakes Advice and Liaison in the community, except in relation to primary care services which is covered by NHS England);
- Healthwatch Torbay, which covers health and social care issues in Torbay;
- Local Authority, which undertakes consultation exercises on a variety of issues;
- Torbay and Southern Devon Health and Care NHS Trust, who deliver information services in terms of health and social care, and undertake consultation;
- The variety of other health and care voluntary and community sector organisations that provide information and advice to people in the Bay.

3.3 As a result of the work currently being undertaken by the above, the following issues have arisen:

1. There is a substantial amount of **finance** involved in developing, implementing and maintaining the above services. This relates to actual funding allocations within the various organisations themselves, and/or funding available for the Torbay area. There is no understanding of the total amount of finances currently (or potentially) being used for the purposes identified in paragraph one above. Each organisation that holds the finances tends to prefer to lead on its allocation.
2. Consultation, information and advice services require **ongoing time commitment and staffing** in order to remain current. Currently there are processes in place which took time to develop but are not regularly maintained (Torbay Directory), separate consultation processes, separate advice, information and complaints procedures, yet all relating to the same group of people, that is, the population of Torbay, but all managed by different organisation. Services are often impatient that for effective consultation to occur, there needs to be time set aside for this.

3.4 The points identified in 1 and 2 above, lead inevitably to the fact that there is constant **duplication** of information, advice and consultation processes. These elements need to be planned, undertaken comprehensively yet swiftly, stand up to scrutiny, and deliver meaningful outcomes which are supported by the organisations in Torbay.

#### **4. Relationship to Joint Strategic Needs Assessment**

4.1 To ensure that the needs within the JSNA are met in the most cost effective and efficient way.

#### **5. Relationship to Joint Health and Wellbeing Strategy**

5.1 To ensure that the outcomes within the JHWS are delivered in the most cost effective and efficient way.