**Procurement Journey**

**Care and Support Services Lessons Learned**

**Care and Support Services**

**Additional ‘Lessons Learned/Evaluating Procurement Activity’ Guidance**

In addition to the ‘general’ guidance laid out in the ‘Exit Strategy’ station, for Care and Support Services the following factors should be considered:

* + - the difference (if any) in the quality of the service and outcomes for people who use services and their carers;
    - the effectiveness of their assessment (at the planning stage) of the benefits and risks to people who user services and service delivery;
    - the effectiveness of its communication with, and the involvement of, people who use services and their carers;
    - the impact of the exercise on people who use services and their carers;
    - to what extent it helped to meet the requirements of the public sector equality duty;
    - any impact of the exercise on the workforce; and,

In addition to the above activity, the expertise of the following external bodies can be utilised to ensure all aspects of the contract performance are scrutinized.

**Healthcare Improvement Scotland** (HIS) is a statutory body (part of NHS Scotland) that works with healthcare providers to drive and support improvements in the quality of healthcare, and empower patients and the public. HIS does this through a combination of evidence-based standards and guidelines, a scrutiny and assurance approach, and quality improvement implementation support.

**The Care Inspectorate** regulates and inspects care services in Scotland to make sure that these meet the right standards. If services are found not to be good enough the Care Inspectorate will help them to improve. It offers advice, guidance and suggestions to help services reach the highest standards. The Care Inspectorate can issue recommendations for improvement and requirements for change and check these have happened. The Care Inspectorate wants to make sure services safeguard people, that these are well-managed, well-led and make a positive impact on people’s lives, based on their needs, rights and choices.

As part of their wider powers the Care Inspectorate and Healthcare Improvement Scotland are able to scrutinise commissioning plans and make recommendations in its joint reports.

Audit bodies also have regard to an organisation’s compliance with procurement obligations.

From a Care and Support Services perspective it is important that the key messages laid out below which an organisation should consider when reviewing and evaluating a procurement exercise are understood:

That is, depending on the value and complexity of the procurement, stakeholders may wish to conduct a post-project review in order to consider any lessons learned and take these into account in any future planning.

Also, individual services should be reviewed at regular intervals to determine if the service is:

* meeting quality standards and delivering the right outcomes for people who use services and their carers;
* responsive to current demand and potential future need;
* in line with the organisation’s strategic objectives and those of its partners, as described in local commissioning strategies.