Commissioning Skills Training

Systems Mapping

The **BIG** question?

- Are we spending 'our' money wisely?
- Do we know who we spend it on, how we spend it and where we spend it?
- How do we know?

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What is systems mapping?

- Systems mapping in the context of commissioning children's services is reporting information about resources including:

  - What is provided, and for whom

  - What activities are undertaken

  - How much they cost

- Total Place - mapping total public spend (in a range of pilot sites) to achieve efficiencies through improved distribution and configuration of services www.localleadership.gov.uk/totalplace/
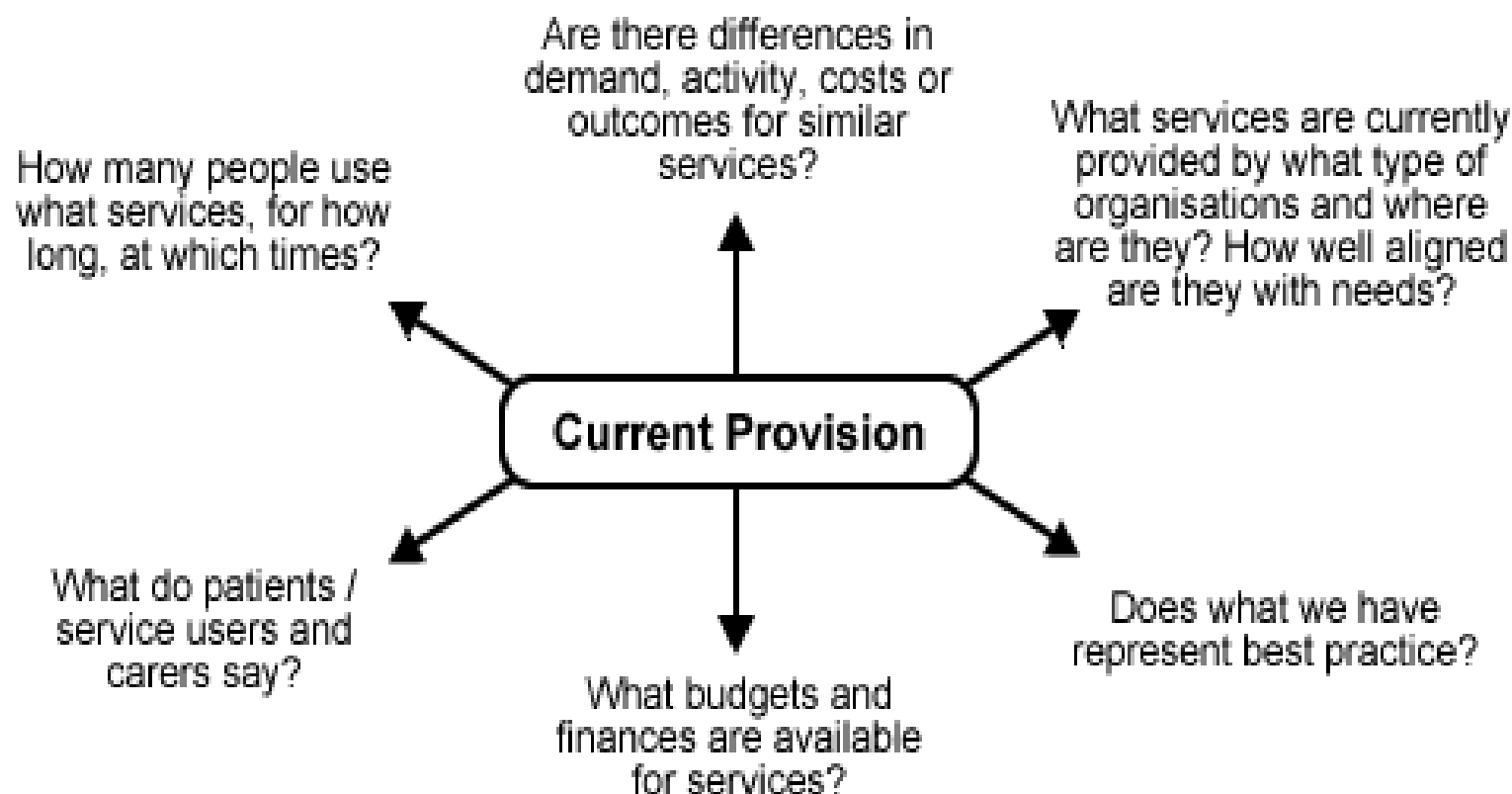
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Systems mapping

- Resources include:
  - Services (internal and external) provided to users (including the impact of these on outcomes).
  - Other resources (staff, money, buildings etc.) used to deliver the services (by providers/partners).
- Systems mapping can be applied at three levels:
  - Strategic : across a wide range of services (proactive, helps identify priorities, can be overwhelming).
  - Service/operational: in relation to identified priority/priorities (reactive but manageable, focused resources).
  - Individual: specialist services.

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Why is it important?

- Supports national benchmarking
- Supports fair cost sharing across the Trust
- Helps identify best practice from which to learn
- Allows detailed understanding of current services
- Informs market shaping and management
- Resources can be targeted at priorities
- Helps identify which services/resources contribute best to outcomes

Understanding current provision

Are there differences in demand, activity, costs or outcomes for similar services?

How many people use what services, for how long, at which times?

What services are currently provided by what type of organisations and where are they? How well aligned are they with needs?

Current Provision

What do patients / service users and carers say?

What budgets and finances are available for services?

Does what we have represent best practice?

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Mapping and evaluation

1
- Regular reporting and geographical analysis describing what type of provision, is provided by whom, and located where?

2
- Regular reporting of throughput and description of how many people use what services, for how long, at what cost?

3
- Confidently provides a more detailed qualitative assessment of services eg does it deliver the outcomes which were intended, what statements of quality from inspections and or service users are available, what eligibility criteria apply and what is the demand for the service?

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Resource allocation

- Financial and other resource information is important in helping determine the affordability and further potential/limitation for growth:
    - What resources are available, projected over the next 3 years, from each agency?
    - Of these budgets what is tied up in contract commitments, for how long?
    - Who makes the decisions about the allocation of budgets from each agency?
    - What other sources of income might be available during the period?
    - What is the resource allocation available to individual service users?

What helps?

- Clear, written view of what aiming to achieve and why:
  - Agreed programme of systems mapping activities.
  - Agreed priorities and outcomes.
- Agreed view on the scope and depth of the project:
  - Realistic expectations of what can be achieved.
  - Readiness for unwelcome findings.
- Agreement on how data will be presented and to whom:
  - Consider what product needs to look like, eg map, on-line directory, which will depend on the audience.

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Managing systems mapping

- Identify and put in place:
  - Senior manager with overall responsibility for delivery
  - 'Task force' of stakeholders if necessary – external and internal
  - Project manager and support staff
  - Skilled input
  - Data/information analysts, health, finance, contracts
- Consider appointing a Children's Trust Board Champion:
  - Ensures commitment
  - Deal with any political issues

Children's service mapping

- Funded by DH, DCSF, run by Durham University
- Aims:
  - Create inventory of all health, social care, youth and leisure, criminal justice and education support services in England
  - Identify the investment in these
  - Support development of National Service Framework for Children, Young People and Maternity Services
  - Provide annual comparative data on progress on service frameworks and delivery plan targets
    www.childrensmapping.org.uk