



CPC is an established and recognised 'top 75' national provider of Business Consulting and Project & Programme Management services to the public sector – we have offices in London, Manchester, Cardiff and Glasgow. Our key markets are:

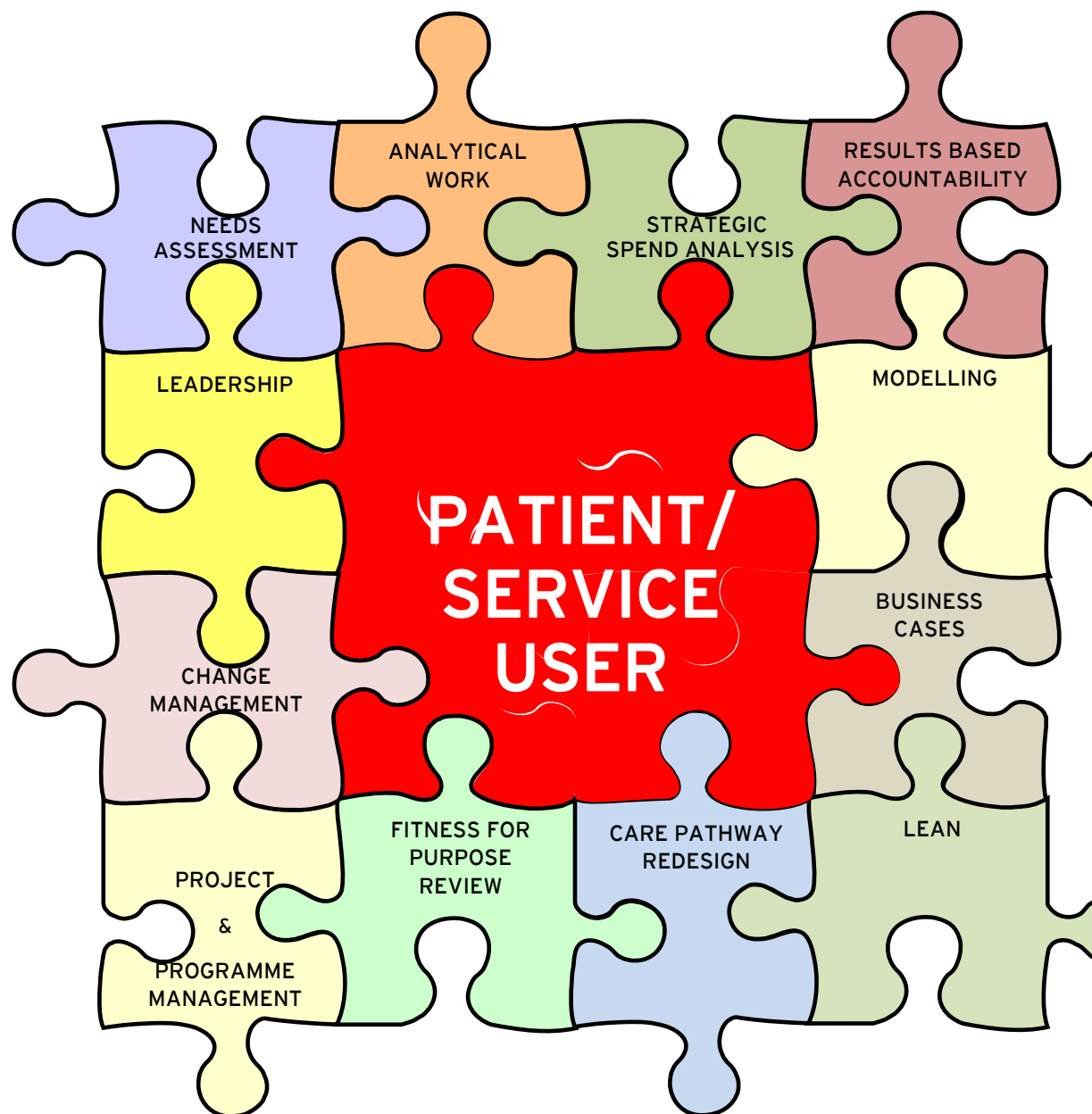
- Health
- Local Authority
- Central Government
- Education
- Transport

CPC's impressive track record of working successfully in partnership is evidenced by the high proportion of repeat client commissions (80%), and our position on a number of key frameworks.

We are known to our clients for offering the breadth of consulting services normally associated with larger companies, yet delivered with the care and appreciation of a niche consultancy. This has led to the development of long term partnerships with CPC acting as trusted advisors and implementers.

CPC has a broad and detailed understanding of health and social care and can support primary care trusts and local authorities to become more effective, efficient and client-focused organisations and to:

- Deliver services that are person-centred and promote health and wellbeing and the shift towards maintaining an individual's independence
- Work more collaboratively across the whole of the public and third sector to commission services that are outcome-focused and help to reduce inequalities



Outcomes UK and CPC have had the opportunity to work in a number of health, social care and housing environments across the country. These have provided us with a rich source of tools, techniques and experiences which we can in return offer PCTs and their provider services to support their development and enhance service delivery.

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Outcomes UK is a Children's Services organisation with a successful record of supporting the implementation of the Every Child Matters and equivalent agendas at all levels across social care, health and education, and with strong credentials in the safeguarding children and CAMHS fields.

We undertake work on behalf of the DCSF and the Department of Health CSIP, and directly with Local Authorities, NHS Trusts, Children's Trusts and Independent and Third sector providers.

Our services are focused upon supporting sustainable improvement and change and are often provided in combination to best meet clients' needs.

These services include: Outcomes Based Accountability; Creative Learning; Consultancy; Camhs Consultancy; Camhs Recruitment; Interim & Permanent Recruitment & Resourcing; Workforce Development & Training; NVQ; Independent Social Work Services.

We increasingly undertake work across health and social care in adult and older adult services, and with communities as a whole, reflecting our broader knowledge and skills sets in needs assessment, commissioning, service redesign and service review, combined with our understanding of the policy, practice, regulation and inspection drivers in these sectors.

INTELLIGENCE

Needs Assessment

The needs assessment process helps to establish the current and future health and wellbeing needs of a population and leads to improved outcomes for all and reductions in health inequalities.

We can assist with efforts to encourage a whole-system approach to the better design and commissioning of services across an area, in order to meet current and predicted future needs of your communities. By using intelligence from a range of agencies, we can ensure that there is a common understanding of need across all public sector organisations – to which you can all respond, ensuring resources have the greatest impact.

Analytical Work

(Eg: Demand Profiling, Policy/Strategy Development)

Using our detailed knowledge of health & social care, we are able to support provider services to become more effective, efficient and client-focused organisations.

We are able to:

- Develop intelligence to inform effective decision-making, through joint strategic needs assessments.
- Develop area-based (neighbourhood) intelligence assessments and deliver evidence-bases for strategic and operational change.
- Model potential developments and policy changes, through 'JSNA ^{PLUS}' or modelling techniques such as financial, health economics or 'routes to market'.
- Translate intelligence and needs assessment information into strategy and commissioning intentions and support development of intelligence-led practice (locality) based commissioning plans.
- Undertake analyses which allow you to understand where demand will be coming from in future and for demand management activities to be developed across a range of agencies.
- Support provider services to understand new and emerging markets and support them to make realistic business cases for developing new areas of business and for submitting bids for growth into other areas of provision.
- Undertake analyses of the provider market, identifying opportunities for development and expansion and management of the local market.
- Support provider services to make sense of their priorities and to set their strategic direction.

PRIORITY SETTING

Strategic Spend Analysis

This process takes the client through a journey to discover the contribution each budget or department makes to each objective or outcome. This process provides an evidence base for senior management team to distribute funding between budgets or services and for this team to coordinate the strategic direction of the spending behaviour of each of the budget holders.

The benefits of this to our clients are that they fully understand their cost base and reasons for it and that they can remove any items of cost that are not within their value chain.

We can support service line management and reporting and for organisations to understand the true costs of their service delivery.

SERVICE REDESIGN

Modelling

Our modelling solutions allow a full range of scenarios to be interrogated and the optimum decisions to be selected. Throughout the modelling process we place the likely audience at the centre of our thinking to ensure the messages can be effectively communicated, understood and to provide a sufficient evidence base to convince the stakeholders of the appropriate actions.

Business Cases

We have worked with a range of clients in health, social care, housing, children's services, central and local government to develop their assessments of major investment and to realistically justify and enumerate the financial and other consequences of their projects. Our range of experience allows us to bring in-depth insight into the range of possible funding sources.

Our realism in using the HM Treasury's five case model sets us apart from other organisations because we can bring specific understanding of a range of areas to any business case compilation. This added expertise means that we do not just produce a business case, we add value through understanding the context and being able to understand and question the assumptions and judgements made.

Lean

Whilst we have a raft of experience in all change related consultancy, our preferred approach to business process improvement is through the use of the 'lean' methodology.

Lean thinking focuses on dramatically improving flow in the value stream and eliminating waste. It is about getting the right things, to the right place, at the right time, in the right quantities while minimising waste and being flexible and open to change.

We believe in a practical approach to lean, so that we can help our clients realise the benefits of a lean review, as opposed to an academic approach to lean which will highlight areas where change is necessary, but where it will be almost impossible to implement that change.

Service Review/Redesign of Care Pathways

We have undertaken a number of services reviews across adult and children's services across the health, social care and housing interface. The requirement to develop sustainable joint health and social care managed networks is paramount in the quest to deliver services close to the client's home. Recognition of the wider policy agenda – Payment by Results, personalised care, Practice Based Commissioning (through which services must be developed and delivered provided the backdrop to a review framework which can be tailored to each service), children's therapy services, adult integrated health, housing and social care.

Fitness For Purpose Reviews

We recognise that within a world class environment the imperative of ensuring provider services and functions are fit for purpose. Through the development of an assessment process which focus's on a 5 stage organisational management model, we have designed a tool which can be adapted to the individual requirements of each organisation / service.

Benefits to the client are that the approach is inclusive of staff across the organisation, the assessment is tailored to the individual organisation without losing the national drivers and "must do's". A tailored improvement programme allows for continued growth and development.

DELIVERY

Programme & Project Management (PPM)

We can help organisations realise their change strategies by developing tangible solutions that focus on improved performance or organisational transformation and then helping in the effective implementation of these.

We aim to help organisations use PPM to deliver change by either advising upon PPM methodologies, providing tools and techniques as required, or we can provide skilled and experienced PPM staff to be part of the project team. We can also provide practicable PPM workshops to help develop the skills and understanding of in-house staff.

We believe it is much better, wherever practicable, for the client to have a significant presence within a project team so as to develop and maintain that sense of ownership for the project objectives. This also helps to facilitate knowledge sharing and the use of more formalised knowledge systems, such as a Lessons Learned register. We have high calibre teams able to fit into a project structure wherever support is needed, be that in a leadership role or as part of the team.

Change Management

We consider ourselves experts at Change Management, having completed over 30 change-related projects in the last 12 months alone. Our approach to change management recognises the fact that change is inevitable and that it is resistance to change, not the change itself that causes problems within an organisation. Coupled with the current need for public sector organisations and partnerships to 'do more with less', we pride ourselves in understanding the culture and 'pinch-points' of each distinct type of public sector organisation and in our ability to implement even the most difficult of change to our clients' satisfaction. Our change management strategy will always be based on good communication, strong process view and focus on the business and its objectives.

Leadership Development

Achieving high quality outcomes, and realising the ambitions of the public we serve, demands that you have leaders at all levels of your organisation that have the knowledge and skills to understand and deliver a high quality service. Through DCSF interventions and change management programmes we have delivered a range of leadership programmes to enable staff both from board level, including non-executive directors and members, through to front line leaders to examine and explore their own leadership style, make behavioural changes to support and empower them to fulfil their roles and in turn develop others. Our tools include personalised leadership programmes for teams, parliamentary debating modelling and performance management clinics.



Results Based Accountability

Integral to our way of thinking and approach to many of our assignments is Results Based Accountability (RBA). RBA can harness the power of the community to improve conditions and help community partnerships bring the public, voluntary and private sectors together to turn around conditions that are 'not OK'.

Why bother with Results Based Accountability? Because you need to improve outcomes for user and families and also be able to show results to partners, commissioners, inspectors and communities to whom you offer services. It provides a way to effectively communicate in plain language and to monitor the delivery of outcomes (rather than measuring performance) over longer periods of time.

Results or outcomes are end conditions of well-being stated in plain language, they include things such as a prosperous economy, a clean environment, a safe community, healthy children and adults, and children ready for/succeeding in school.

The second part of Results Based Accountability has to do with the **performance of services, agencies and service systems**. This is where managers **take responsibility** for the performance of the services they directly supervise. With this thinking process you can use results to drive budgets and develop cross-agency plans to turn around specific conditions of well-being. Examples might include reductions in teenage pregnancy, implementing strategic partnership priorities and addressing binge drinking.

We are able to support organisations to develop outcome measures in support of both their performance and contracting regimes.

outcomes uk

