

# Delivering HLS in Thurrock

**Ceri Armstrong –  
Head of ASC  
Transformation and  
Commissioning**

**Sarah Turner –  
Commissioning  
Manager**



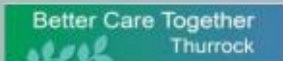


# Conditions for Success #1

A clearly articulated 'Case for Change'

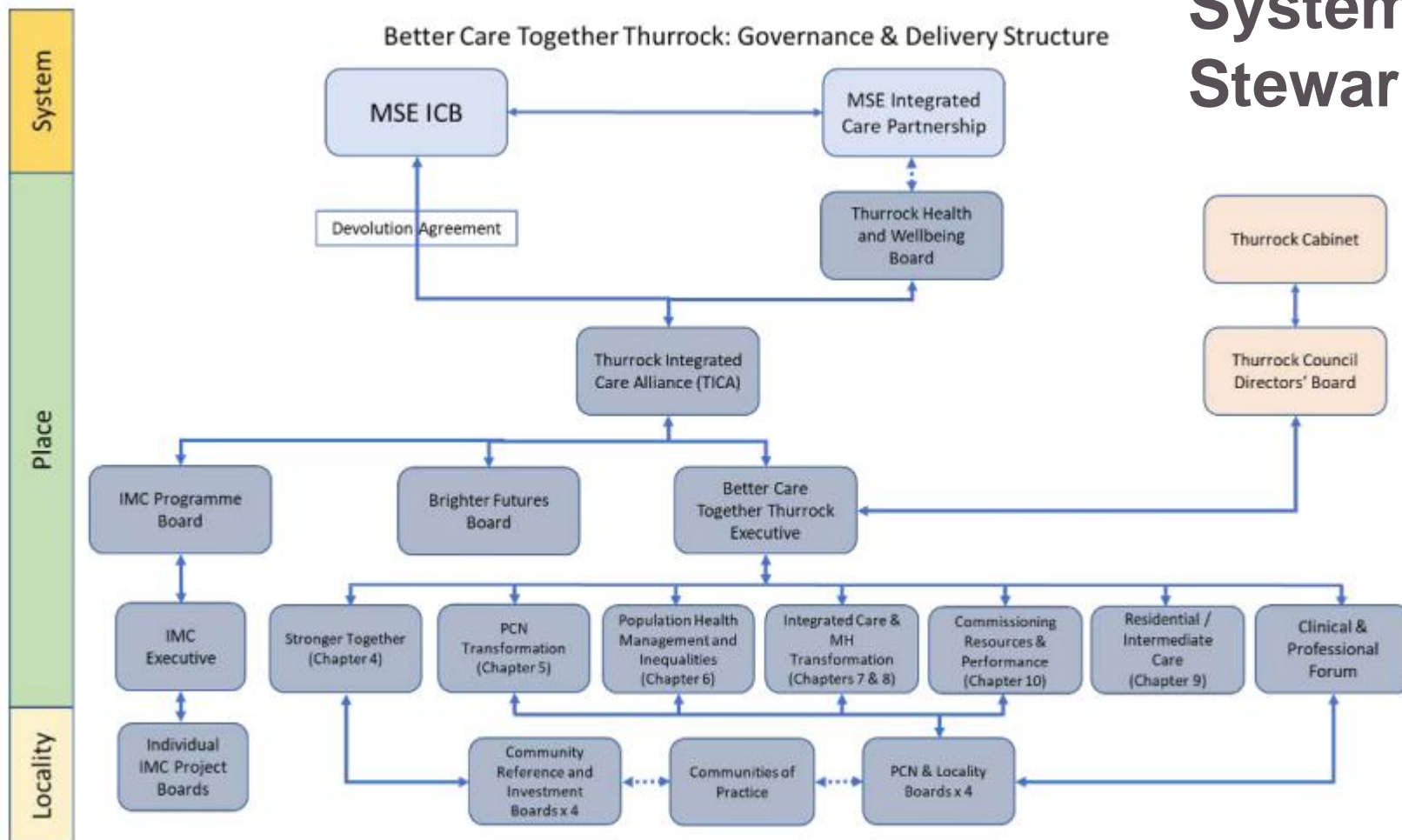
**Better Care Together Thurrock**

The Case for Further Change  
2022-2026



# Leadership Support – including political leadership and trustees

## System Stewards



# #3 Strong and diverse relationships across the system

## Better Care Together Thurrock

### A Partnership of:

Thurrock Council

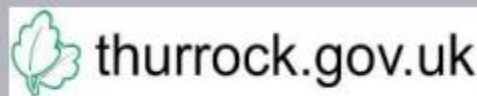
NELFT NHS Foundation Trust

Mid and South Essex NHS Foundation Trust

Essex Partnership University NHS Foundation Trust

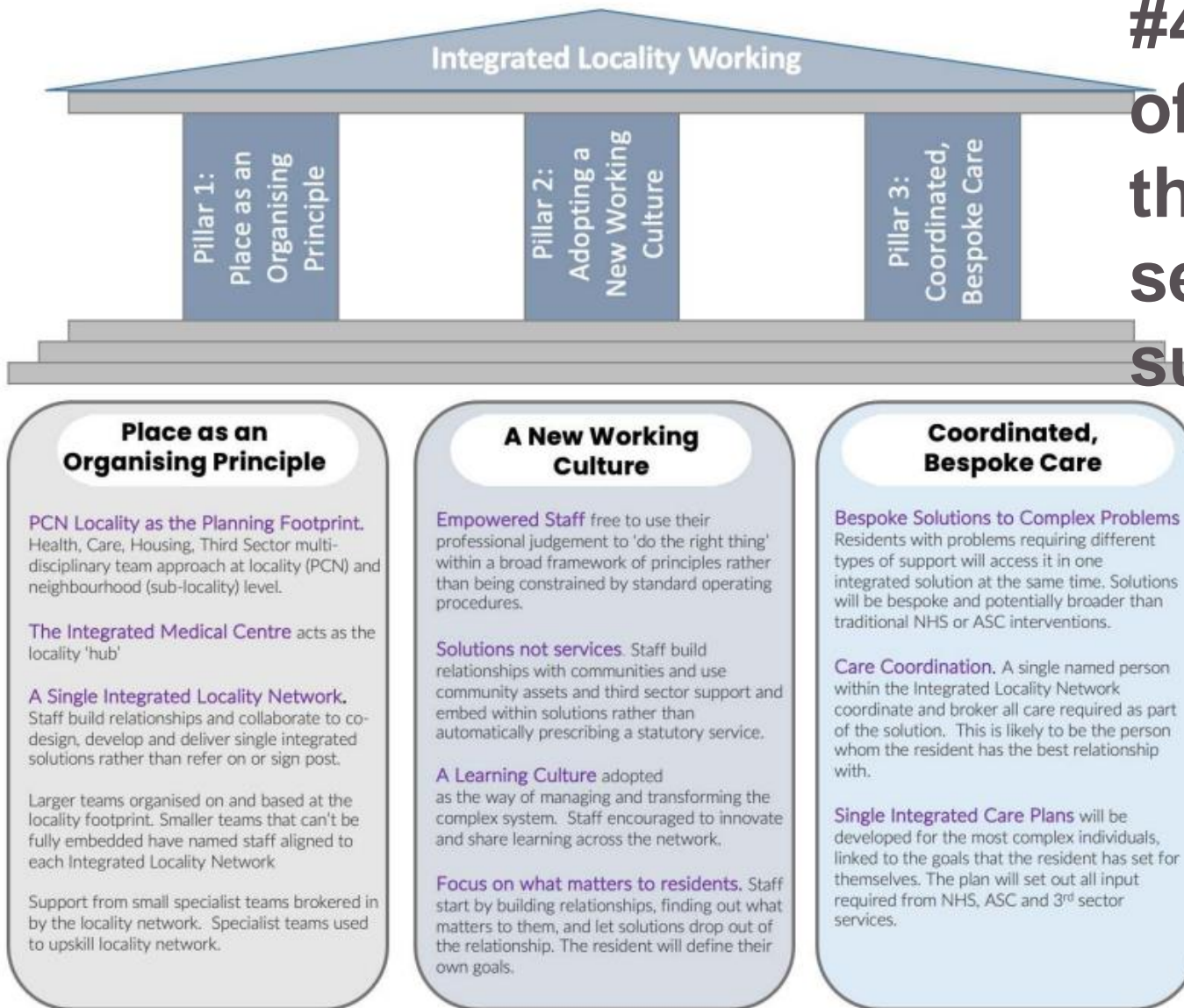
NHS Thurrock Clinical Commissioning Group

Working with Communities and the Voluntary Sector





# #4 Involvement of people who the system seeks to support

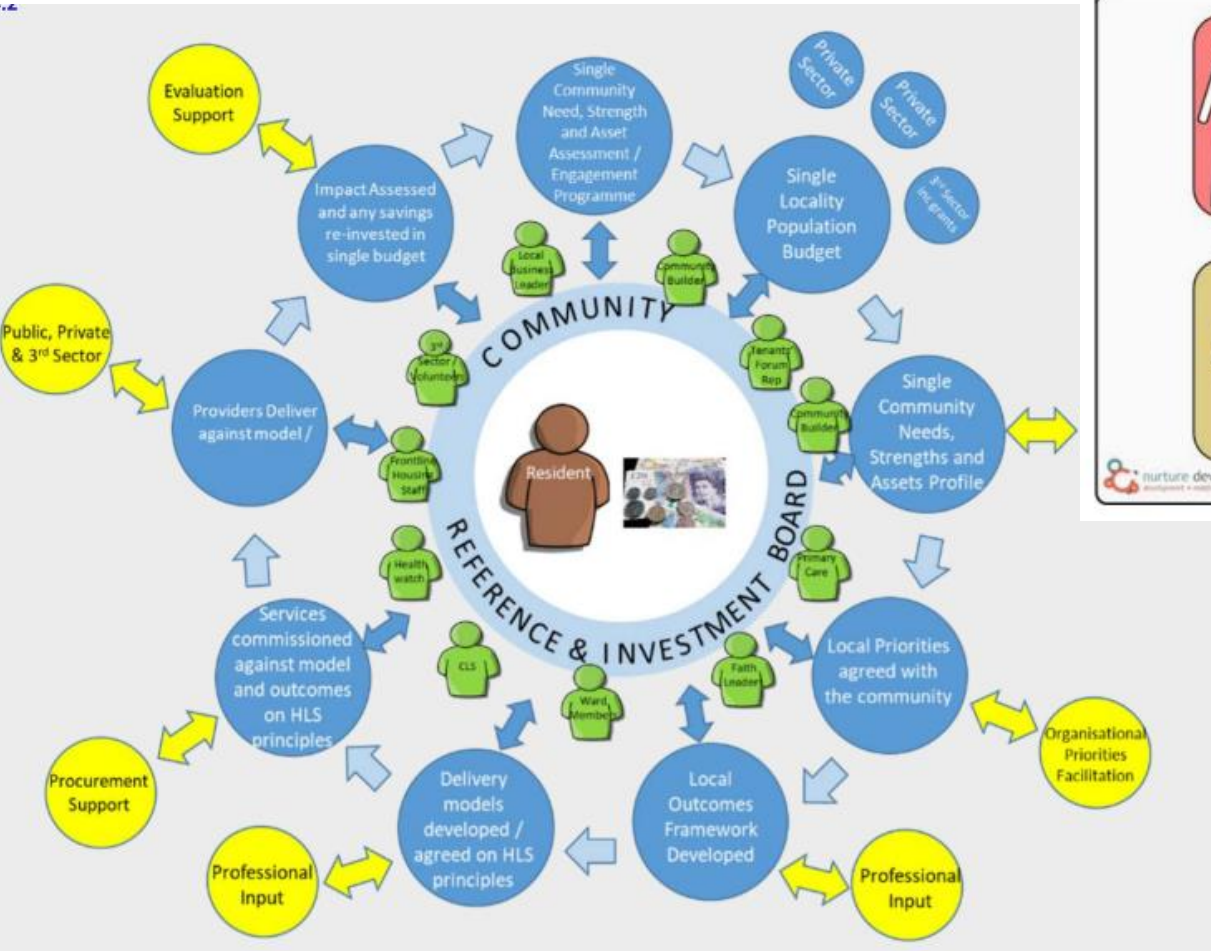


# Community Engagement and Empowerment

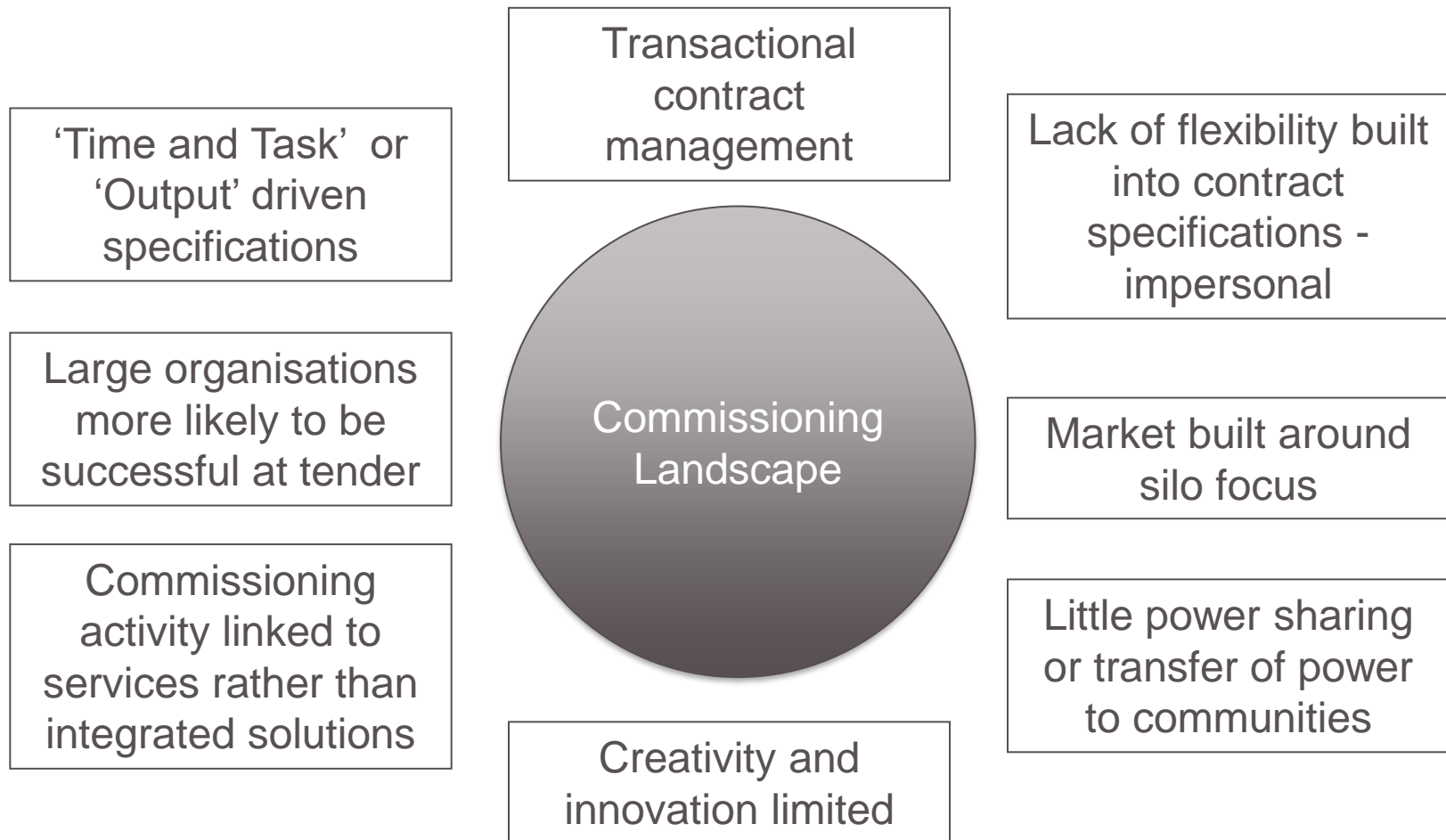
Asset Based Community Resilience focuses on moving the system from 'doing to' to 'doing with' and ultimately 'doing by'



nurture development  
development + wellbeing



# Commissioning – New Public Management



## Enablers

- Areas that are not subject to significant external regulation and legislation
- A willingness to be creative

## Barrier

- Areas subject to significant and restrictive external reporting and compliance requirements

# Condition for success # 5

# Flexible regulation and legislation



APPENDIX 1	
	EAST OF ENGLAND SERVICE OUTCOMES AND STANDARDS OF CARE
Outcome Domain 1	Involvement & Information
Standard 1	Respecting & Involving Clients
	What outcomes can people who use your Services expect?
Core criteria in bold	Clients understand the care and support choices available to them. They are encouraged to express their views and are always involved in making decisions about the way their care and support is delivered. Their privacy, dignity and independence are respected and their (or their carer's) views and experience are taken into account in the way in which the Services is provided.
	To achieve this the Partner will:
1.1	Ensure that its Staff do not discriminate against people because of their age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity, have policies that will incorporate respect for both their Staff and Clients irrespective of race and gender and treat Clients with respect, recognise their diversity, values and human rights.
1.2	Have systems in place that uphold and maintain the Client's privacy, dignity and independence.
1.3	Encourage and support Clients to always express their view, choices and preferences about the way their care and support is delivered.
1.4	Put Clients at the centre of their care by giving them adequate information in an appropriate and meaningful way to enable them to make informed decisions about the care and support they receive.



# Room to Manoeuvre???

## Barrier

- A lack of shared understanding



## Condition for success # 6

**Ability to influence key functions including legal, finance, procurement and audit**

# Condition for success # 7

## Local Relationships



### Enablers

- Developing HLS approaches typically involves responding to people where they are at and connecting them to opportunities in their community.

### Barrier

- Lack of local connections

**Condition for  
success # 8**

**Letting go the  
illusion of control**

