



Issue 5, August 2014

Quality Assurance of External Provision

Work is starting on identifying how we can improve our assurance of services commissioned in adults and childrens social care.

The scope, main objectives and approach for this work are currently being devised. We will want to ensure that quality assurance and service improvement are based on evidence, particularly from people who use services, are consistent across the county and increasingly proactive. We also need to recognise the impact of our shift from direct provider of services to commissioner, the regulatory environment, our role and that of our key partner agencies.

We will keep you updated in future newsletters including how you can contribute to the work. For further information please contact [Neil Pack](#) (Project Manager).

Source: Social Care Commissioning – Change Delivery