



**Agenda Item**

6.3

**Quality, Safety & Experience Committee**

**Status Report on Commissioned Services  
(Quality Focussed)**

<b>Dyddiad y Cyfarfod / Date of Meeting</b>	18/11/2025
<b>Statws Cyhoeddi / Publication Status</b>	Open/ Public Not Applicable
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<b>Cyflwynydd yr Adroddiad / Report Presenter</b> <i>If you do not wish for your name to be included in the public domain, please only include your job title</i>	Richard Hughes, Executive Director of Nursing, Midwifery & Patient Care
<b>Noddwr Gweithredol yr Adroddiad / Report Executive Sponsor</b>	Richard Hughes, Executive Director of Nursing, Midwifery & Patient Care

<b>Pwrpas yr Adroddiad / Report Purpose</b>	For Noting And for Approval of a revised approach to quality assurance for commissioned services
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<b>Engagement (internal/external) undertaken to date (including receipt/consideration at Committee/Group)</b>		
<b>Committee / Group / Forum Individuals</b>	<b>Date</b>	<b>Outcome</b>
(Insert Details)	Click or tap to enter a date.	

<b>Acronyms / Glossary of Terms</b>	
LTAs,	Long-Term Agreement – covers ongoing service provision over multiple years.
SLAs	Service Level Agreement – defines specific service standards and monitoring arrangements.



## 1. Situation /Background

- 1.1 Cwm Taf Morgannwg University Health Board (CTM UHB) commissions over 100 clinical and third sector services through formal agreements (LTAs, SLAs, contracts, and grants) with NHS partners and external providers. The Quality, Safety & Experience Committee has requested a review of these arrangements from a quality perspective, with a focus on assurance, monitoring, and future developments in line with Welsh legislation and the Health Board's duty of quality.

### Commissioning Relationships:

CTMUHB holds numerous agreements with NHS bodies:

Organisation Name	Service/Role
CTM UHB (Cwm Taf Morgannwg University Health Board)	Commissioning Body
ABUHB (Aneurin Bevan University Health Board)	NHS Partner
C&VUHB (Cardiff & Vale University Health Board)	NHS Partner
HDUHB (Hywel Dda University Health Board)	NHS Partner
SBUHB (Swansea Bay University Health Board)	NHS Partner
PTHB (Powys Teaching Health Board)	NHS Partner
Velindre University NHS Trust	NHS Partner
University Hospitals Bristol & Weston NHS Trust (UHBW)	NHS Partner (England)
WAST (Welsh Ambulance Services NHS Trust)	NHS Partner
PHW (Public Health Wales)	NHS Partner

As well as third sector organisations:

Organisation Name	Service/Role
Age Connect Morgannwg	Older people support
BAVO	Bridgend Association of Voluntary Organisations
Care & Repair	Independent living support for older people
Cancer Aid	Cancer support services
CRUSE	Bereavement support
RNIB	Support for blind and partially sighted people
Halcyon	Mental health support
INTERLINK	Voluntary action organisation
Marie Curie	Hospice and palliative care
MIND	Mental health advocacy and counselling
New Horizons	Mental health day services
Rowan Tree Cancer Care	Cancer support
Stroke Association	Stroke recovery and communication support
Terence Higgins Trust	Sexual health and HIV support
Ty Hafan	Children's hospice
Valley Steps	Self-management support
VAMT	Voluntary Action Merthyr Tydfil
Mental Health Matters Wales	Mental health support and wellbeing hubs
Adferiad	Mental health and substance misuse support
Platform	Mental health and housing support
Hepatitis C Trust	Support for people affected by Hepatitis C
Cerebral Palsy Cymru	Support for children with cerebral palsy
Bridgend Care and Repair	Local Care & Repair branch
Bridgend Carers	Carer support
Homestart	Family support
Snap Cymru	Support for children with additional needs
New Pathways	Sexual abuse counselling
RCT Citizens Advice Bureau	Welfare rights and debt advice
Care Collective	Community support

### **Agreements:**

All agreements reference statutory requirements, including the Health and Social Care (Quality and Engagement) (Wales) Act 2020, Welsh Language Standards, Safeguarding, Data Protection, and Quality Assurance. Providers are required to maintain robust policies and procedures, submit regular monitoring information, and participate in performance reviews focused on quality and safety.

### **Review and Monitoring:**

Regular commissioning meetings and contract reviews are held, with frequency determined by service type and value. Quality and safety are embedded in contract terms, with expert input during tendering and ongoing monitoring.

Engagement and consultation with staff and the public are mandated for service changes, supported by Equality Impact Assessments (EIA).

## **2. Specific Matters for Consideration**

### **Duty of Quality:**

The Health Board and providers are legally required to deliver high-quality, safe, effective, efficient, equitable, and person-centred care. The Health & Care Quality Standards (April 2023) provide the framework for assurance and improvement, covering safety, timeliness, effectiveness, efficiency, equity, and person-centredness.

### **Quality Assurance Mechanisms:**

- **Performance Monitoring:** Providers must submit reports, with progress reviewed against agreed indicators. Failure to provide timely monitoring information may constitute a breach of contract.
- **Review Meetings:** Issues discussed include quality and safety, achievement of objectives, service improvement, user involvement, satisfaction, compliments, complaints, and concerns.
- **Policies and Procedures:** Providers must have comprehensive policies for safeguarding, health and safety, confidentiality, risk management, incident reporting, equality, and information governance.
- **Welsh Language:** Providers must embed bilingual services, reflecting the legal requirement and the importance of accessible, high-quality care for Welsh-speaking communities.
- **Duty of Candour:** Introduced in April 2023, this ensures openness and honesty in care delivery, with both parties cooperating in responding to concerns within agreed timescale



### 3. Key Risks/Matters for Escalation

#### Future Developments:

Current quality review arrangements for commissioned services are considered satisfactory; however, there is recognition that these processes should and can be further strengthened.

Opportunities exist to enhance the robustness of quality monitoring, assurance, and integration across all commissioned services, ensuring that approaches remain responsive to evolving standards, best practice, and the needs of the population.

The Executive Director of Nursing is working with the Executive Director for Strategy and Transformation to enhance quality monitoring and assurance for commissioned services. This includes developing more robust frameworks, strengthening links with partner organisations, and ensuring expert quality and safety input in all commissioning activities.

### 4. Assessment

Objectives / Strategy	
<b>Dolen i Nod (au) Strategol BIP CTM /Link to CTMUHB Strategic Goal(s)</b>	Improving Care
	If more than one applies please list below:
<b>Dolen i Feysydd Strategol BIP CTM /Link to CTMUHB Strategic Areas</b>	Living Well
	If more than one applies please list below:
<b>Dolen i Ddeddf Llesiant Cenedlaethau'r Dyfodol – Nodau Llesiant / Link to Wellbeing of Future Generations Act – Wellbeing Goals</b> <a href="#">150623-guide-to-the-fg-act-en.pdf (futuregenerations.wales)</a>	A Healthier Wales
	If more than one applies please list below:
<b>Dolen i Hwyluswyr Ansawdd</b> (Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / <b>Link to Enablers of Quality</b> ( <a href="#">Duty of Quality Statutory Guidance (gov.wales)</a> )	Whole-systems Perspective
	If more than one applies please list below:
<b>Dolen i Feysydd Ansawdd</b> (Canllawiau Statudol Dyletswydd Ansawdd (llyw.cymru)) / <b>Link to Domains of Quality</b> ( <a href="#">Duty of Quality Statutory Guidance (gov.wales)</a> )	Effective, Efficient, Equitable, Person Centred, Timely Safe
	If more than one applies please list below:
<b>Effaith Amgylcheddol/ Cynaliadwyedd (5R) /</b>	No - Not Applicable
	If more than one applies please list below:



<b>Environmental /Sustainability Impact (5Rs)</b>	
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Impact Assessment		
<b>Ansawdd</b> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Ansawdd?</i> / <b>Quality</b> <i>Have you undertaken a Quality Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome:	If no, please include rationale below: Quality of patient care is at the forefront of improvements and decisions made and individual quality impact assessments are completed at the right time by the right person/team. This paper is presented for information and noting purposes.
<b>Cydraddoldeb a'r Gymraeg</b> <i>Ydych chi wedi ymgymryd â Sgrinio Asesiad o'r Effaith ar Gydraddoldeb a'r Gymraeg?</i> / <b>Equality and Welsh Language</b> <i>Have you undertaken an Equality and Welsh Language Impact Assessment Screening?</i>	Yes: <input type="checkbox"/>	No: <input checked="" type="checkbox"/>
	Outcome for Equality (delete as appropriate): POSITIVE/NEUTRAL NEGATIVE Outcome for Welsh Language (delete as appropriate): POSITIVE/NEUTRAL NEGATIVE	If no, please include rationale below: Quality of patient care is at the forefront of improvements and decisions made and individual quality impact assessments are completed at the right time by the right person/team. This paper is presented for information and noting purposes.
<b>Cyfreithiol / Legal</b>	There are no specific legal implications related to the activity outlined in this report.	
<b>Enw da / Reputational</b>	There is no direct impact on the reputation of the Health Board as a result of the activity outlined in this report.	
<b>Effaith Adnoddau</b> <i>(Pobl /Ariannol)</i> / <b>Resource Impact</b> <i>(People / Financial)</i>	There is no direct impact on resources as a result of the activity outlined in this report.	

## 5. Recommendation

- 5.1 It is proposed that the Committee **NOTES** and **APPROVES** a revised approach to quality assurance for commissioned services. This will include strengthened monitoring, reporting, and partnership working, with assurances integrated into the Committee's annual cycle of business.
- 5.2 Future papers will set out the revised framework and seek formal Committee endorsement, ensuring ongoing oversight and continuous improvement.

## 6. Next Steps

1. **Strengthen Quality Monitoring:** Continue to develop and implement enhanced quality assurance frameworks for all commissioned services, ensuring alignment with the Health & Care Quality Standards and the duty of quality in Wales.
2. **Improve Data Collection and Reporting:** Ensure all providers submit timely, comprehensive monitoring information, with clear escalation processes for non-compliance.
3. **Enhance Engagement:** Maintain robust engagement processes for service changes, including EIAs and public/staff involvement.
4. **Embed Welsh Language and Duty of Candour:** Ensure all providers meet Welsh Language Standards and operate in accordance with the duty of candour.
5. **Collaborative Working:** Strengthen collaboration between the Executive Director of Nursing, Strategy and Transformation, and commissioning teams to drive continuous improvement in quality assurance and monitoring.
6. **Regular Review and Audit:** Schedule regular audits and reviews of commissioning arrangements, focusing on quality, safety, and outcomes for service users.