

Commissioner subscriptions

PACKAGES OF SUPPORT FOR 2017/18

Core offers

Discussions with clients have informed a number of significant improvements to the PCC subscription offer for 2017/18, to make access to the support you need more flexible and useful than ever.

The core elements of a national event programme, local workshops and the quarterly client update are unchanged, but we have removed restrictions on use of the helpdesk to give your teams unlimited access to our advisers for expert help with contracting queries. We have added webinars to the programme, again with unlimited access, as an alternative to face to face events and networks where this is more convenient, and to allow more of your staff to learn or refresh their knowledge without having to leave the office.

A number of new e-learning courses are also available and can be used in place of event places. Some of you asked for this flexibility last year, so we have decided to build e-learning into this year's programme as standard.

In recognition of continuing financial pressure and despite the added value in this year's package, we have decided to freeze the cost of subscriptions.

For clients who renew before the end of the financial year on 31 March we are once again offering 14 months of support for the price of a 12-month subscription. This can be added to your existing subscription even if your existing package does not end until after 1 April.

NHS England local office offer:

Content	Amount
Specialist helpdesk advice	Unlimited
Event, face-to-face networks and e-learning places	100
Local workshops	5
Webinar places	Unlimited
Newsletters	Weekly, bi-monthly, quarterly
Price	£41,700 excluding VAT

CCG offers:

Components	Essentials	Standard	Premium
Specialist helpdesk advice	Unlimited	Unlimited	Unlimited
Event, face-to-face networks and e-learning places	10	25	50
Local workshops	1	2	3
Network/webinar places	Unlimited	Unlimited	Unlimited
Newsletters	Weekly, bi-monthly, quarterly	Weekly, bi-monthly, quarterly	Weekly, bi-monthly, quarterly
Price	£5,700 excl VAT	£12,700 excl VAT	£22,700 excl VAT

Specialist helpdesk advice

PCC operates a quality assured online helpdesk service, which is available at <https://helpdesk.pcc-cic.org.uk/> To ensure all queries are answered within three working days and are quality assured, clients must submit their queries through the helpdesk. Please link with your local adviser to register staff you wish to access this service.

Access to our helpdesk is only available to employees of subscribing organisations.

Events, face-to-face networks places and e-learning courses

Our clients are able to attend our events and face-to-face networks that are run nationally during each calendar year. Details of our programme can be found at www.pccevents.co.uk/calendar In addition you can access our growing range of e-learning courses.

Our subscribers can use 13 of their event places to access our Confident Commissioner learning development programme. They can also access coaching support with our ILM level 7 trained executive coaches. Four coaching sessions can be delivered instead of 12 event delegate places.

Local workshops

On a quarterly basis we will provide you with details of the workshops that are available under your commissioner subscription. Bespoke workshops can also be provided and additional workshops may be purchased separately.

Network/webinar places

A subscription allows our clients to access our webinars.

Access to our networks/webinars is only available to subscribers.

Newsletters

Clients will receive our weekly newsletter for commissioners, the bi-monthly Commissioning Excellence and quarterly Client Update – a client-only newsletter that shares information about new events, helpdesk queries, feedback from local workshops and insights about work programmes from around the country.

To ensure copies of all newsletters reach everyone who needs them, your local adviser will ask you for email details of relevant team members when you subscribe. (Individuals can opt-out of newsletters they no longer wish to receive at the click of a button.)

Multi-organisational subscription offer

Our offer is available where four or more commissioning organisations agree the delivery of a joint support programme.

This covers:

- a) Four or more commissioning organisations wishing to work together
- b) Support is delivered through one agreed support programme
- c) There is a separate contract with each organisation

We will agree a discount to each organisation's package where economies of scale are achieved on delivery of the joint support programme.

Summary of benefits – what's new

- Unlimited helpdesk and webinar access
- Webinars as convenient alternative way to access learning
- Access to an expanded range of e-learning courses
- Simplified offer with increased range of standardised elements reducing time and bureaucracy associated with using the service
- Access to resources that are only available to subscribers (helpdesk, face-to-face networks, webinars).

Plus all the existing benefits

- Access to PCC knowledge, expertise and support through all our channels of delivery
- Opportunities to network with peers at our events and network meetings to share experiences and information, support each other and learn together
- Confidence that decisions can be based on up to date quality assured information, reducing risk to you and your organisation and resulting in better, faster decisions
- Avoid legal costs for routine queries
- Regular updates about PCC services and developments around commissioning policy and practice through our newsletters and online resources.