

# Person-centred commissioning and co- production

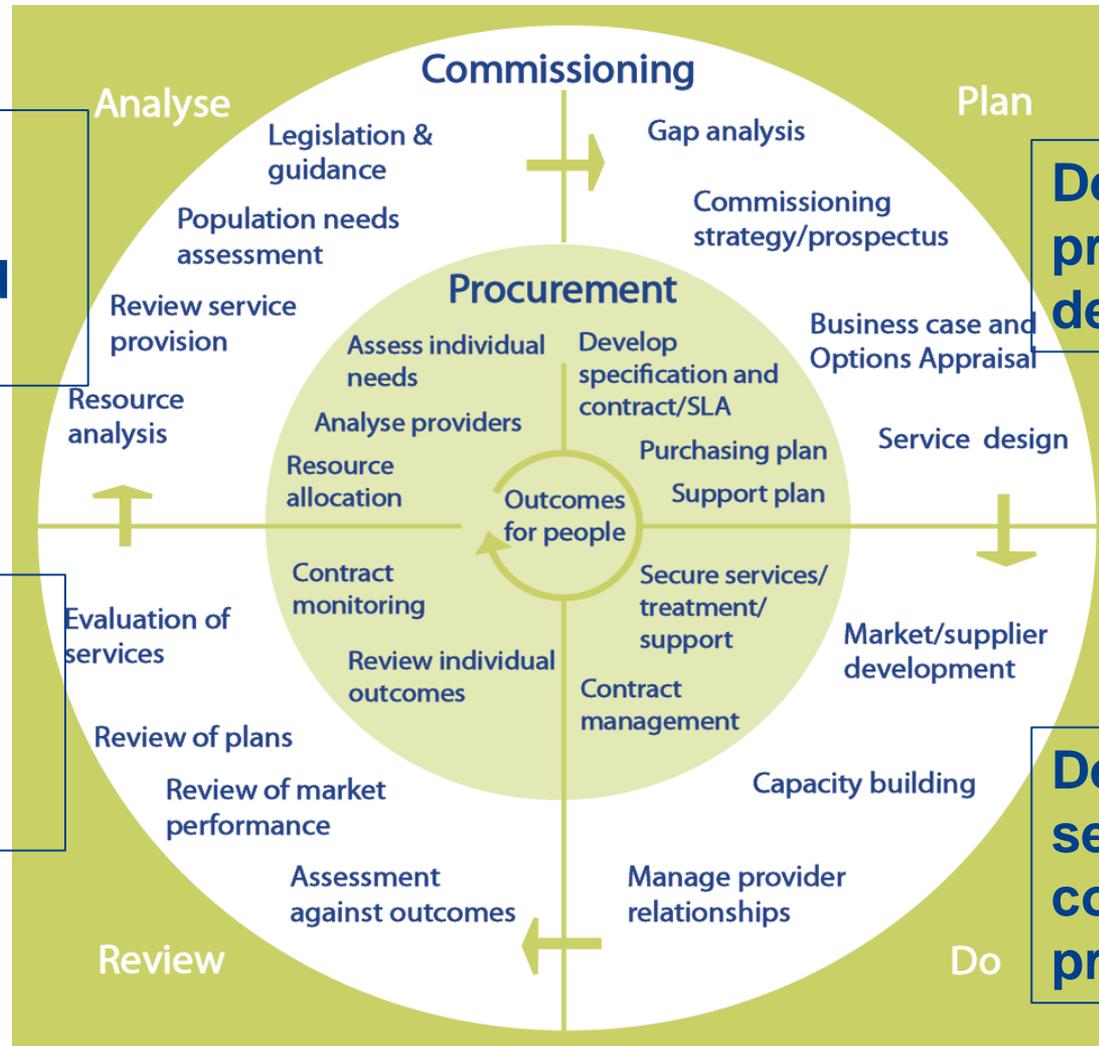
# When can we involve people in commissioning?

**Identify and assess what people want and need**

**Decide priorities and develop plans**

**Feedback on services, involvement in governance**

**Design services and contracting processes**



## Reasons for being person-centred?



# The person at the centre?



## What matters to you?

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- What is important TO you?
  - What are you good at?
  - What are the personal outcomes that you want to achieve?
  - What are your most important relationships (who, frequency of contact, type of support)?
  - What would you like to do in the future?
  
- What is important FOR you?



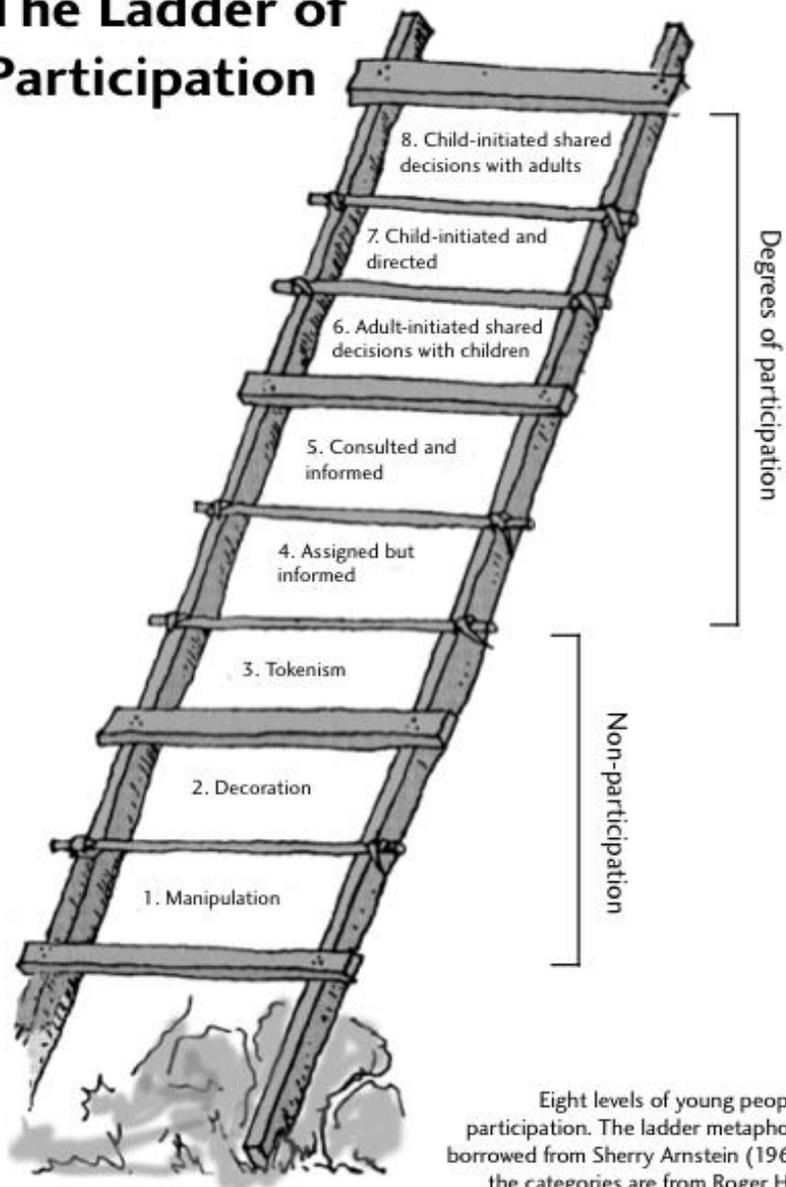


# Where are you now?

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## The Ladder of Participation



Eight levels of young people's participation. The ladder metaphor is borrowed from Sherry Arnstein (1969); the categories are from Roger Hart.

# Should I engage, consult, or what?

## Communication

- Providing information



## Consultation

- Ideas, suggestions, feedback



## Engagement

- Securing agreement



## Co-production

- Working together

# What is co-production?

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**“Co-production is not just a word, it is not just a concept, it is a meeting of minds coming together to find shared solutions.**

**“In practice , co-production involves people who use services being consulted, included and working together from the start to the end of any project that affects them.**

**“When co-production works best, people who use services and carers are valued by organisations as equal partners, can share power and have influence over decisions made.”**

# What is co-production?

		Who Designs		
		Professionals design services	People & professionals together	People design services
Who delivers	Professionals deliver services	Traditional service model	Co-designed services	
	Professionals & people together	Co-delivered services	Co-produced services	
	People deliver services	People trained to deliver services		Self-organised community provision

# Co-production: a change in the commissioning approach

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- **Change in the relationship with individuals, communities and groups**
- **Individuals, communities, groups, people who use services to be considered experts in their own circumstances**
- **Commissioners to support them in making decisions and having control over their lives**
- **Commissioners not FIXERS of problems but FACILITATORS who work with people to find solutions!**

## Key tasks for commissioners to deliver a person-centred approach...

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- Commission more effective early intervention and prevention services
- Financial flexibility
- New ways of supporting and engaging providers and other stakeholders
- Empowering and supporting citizens to shape the market for themselves
- Ensuring that accessible information is readily available
- Support front-line staff to be champions of a person centred approach
- Anything else?

# Involving citizens in commissioning

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- **Commissioners' task is to manage an effective balance of activities. The form of engagement should follow its function**
- **Design the activities to meet your aims**
- **Draw in people with the right skills to help you deliver - consider external facilitation**
- **Involving others means sharing power**



# Which level of engagement?

## It depends...

- No absolute rights and wrongs
- Positives and negatives at every level

<b>Negative context</b> Negative Motivation Limited Capacity Insufficient Assurances	LEVEL OF ENGAGEMENT	<b>Positive Context</b> Positive Motivation Sufficient Capacity Sufficient Assurances
Abdication of responsibility	1. CITIZEN CONTROL	Decision making power
Tokenism	2. SHARED POWER	Co-operation
Appeasement	3. CONSULTATION	Influence
Manipulation	4. COMMUNICATION	Information

Developed by Alain Thomas Consultancy (2001 Adapted 2014)

- Needs careful consideration...

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## More information

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- NHS England (2017) [Patient and public participation in commissioning: statutory guidance for CCGs](#)
- RCPCH (2017) [Involving children and young people in specialised Commissioning](#)
- LGA (2017) [New Conversations: guide to engagement](#)
- Scottish Health Council (2014) [Participation Toolkit](#)
- New Economics Foundation (2014) [Commissioning for outcomes and co-production](#)
- Nesta (2012) [People Powered Health Coproduction Catalogue](#)
- Cabinet Office (2016) [Consultation principles](#)
- HM Government (2008) [Code of Practice on Consultation](#)
- IPC (2019) Literature Review: Involvement of children and young people in commissioning  
[https://ipc.brookes.ac.uk/publications/pdf/Literature\\_Review\\_TUSLA\\_Involving\\_CYP\\_in\\_Commissioning.pdf](https://ipc.brookes.ac.uk/publications/pdf/Literature_Review_TUSLA_Involving_CYP_in_Commissioning.pdf)