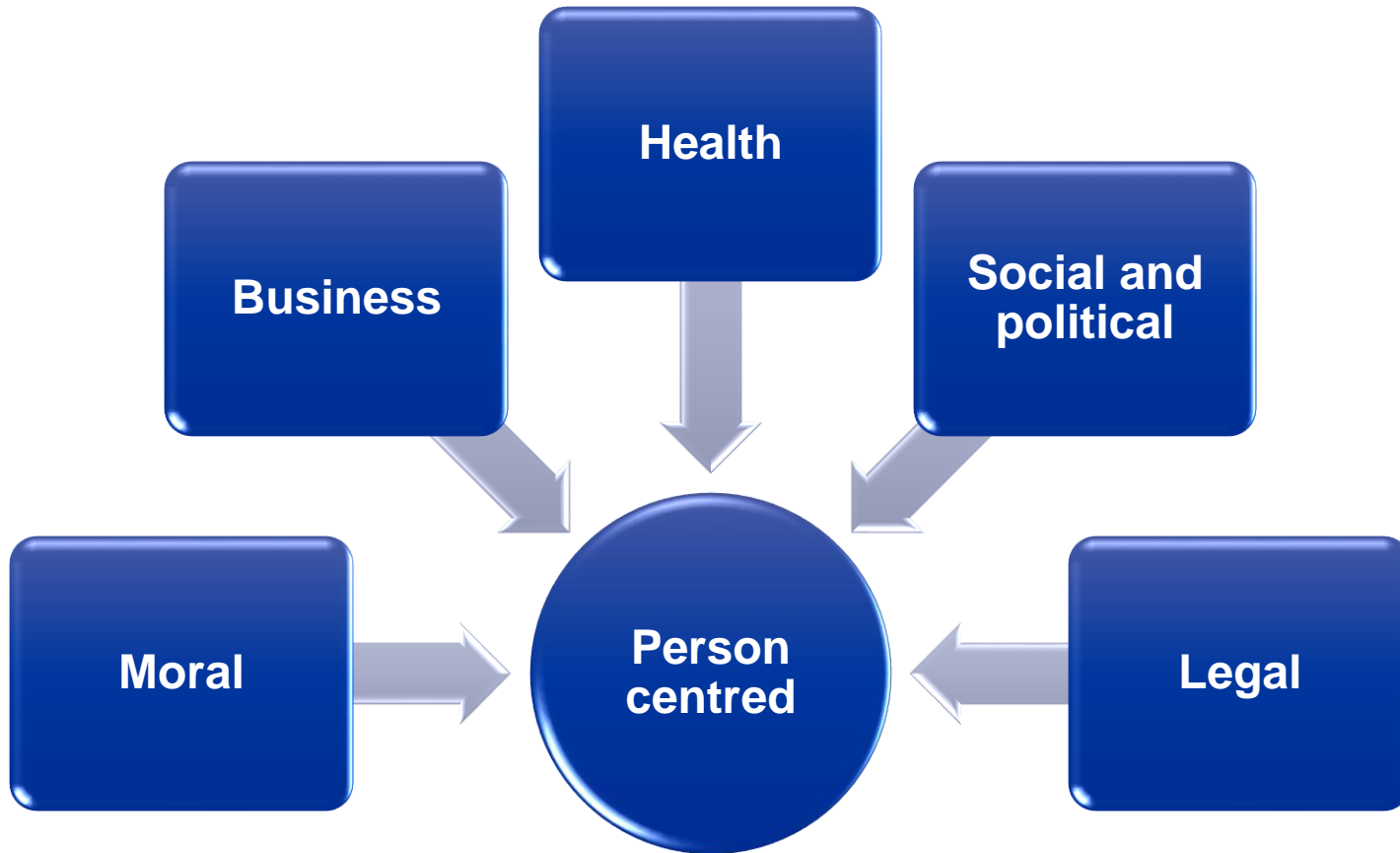


# Person-centred commissioning and co- production

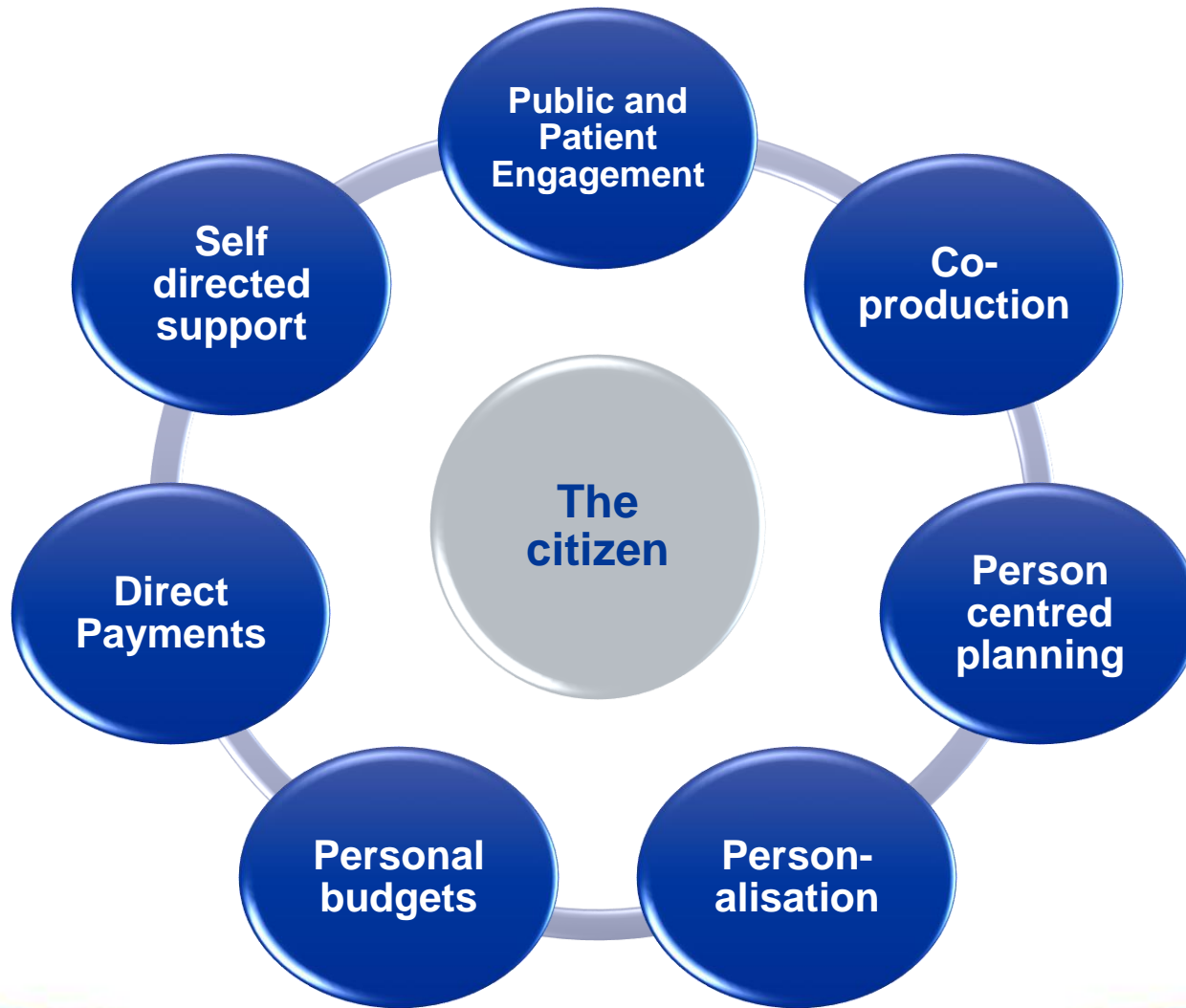
# When can we involve people in commissioning?



# Reasons for being person-centred?



# The person at the centre?



# What matters to you?

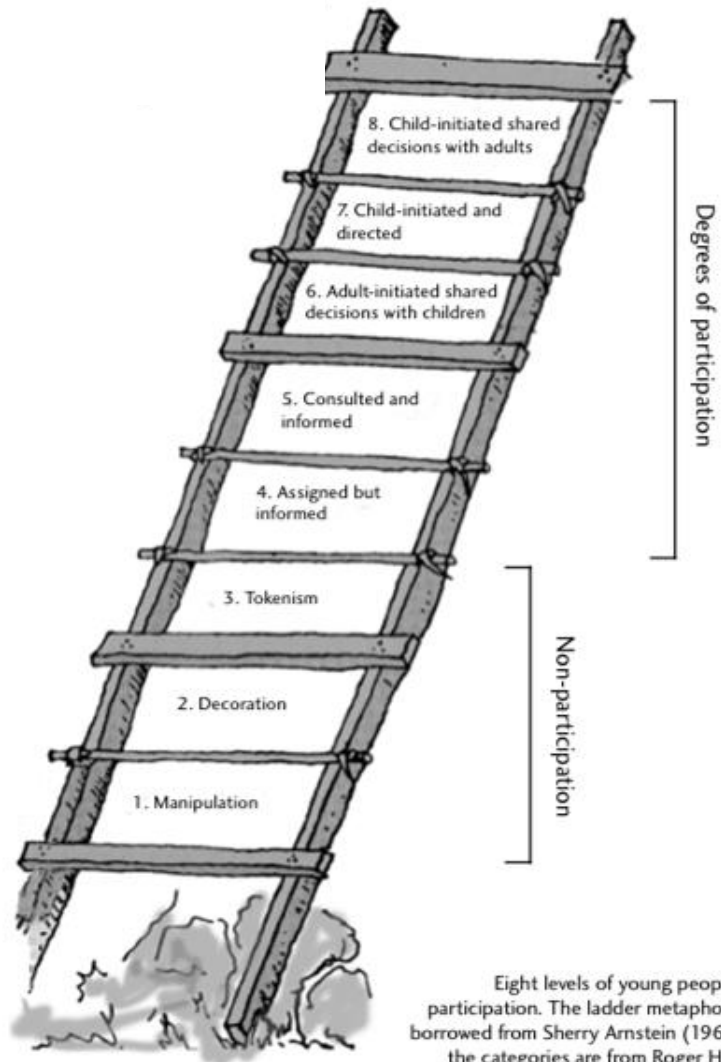
- What is important TO you?
  - What are you good at?
  - What are the personal outcomes that you want to achieve?
  - What are your most important relationships (who, frequency of contact, type of support)?
  - What would you like to do in the future?
- What is important FOR you?



# Where are you now?

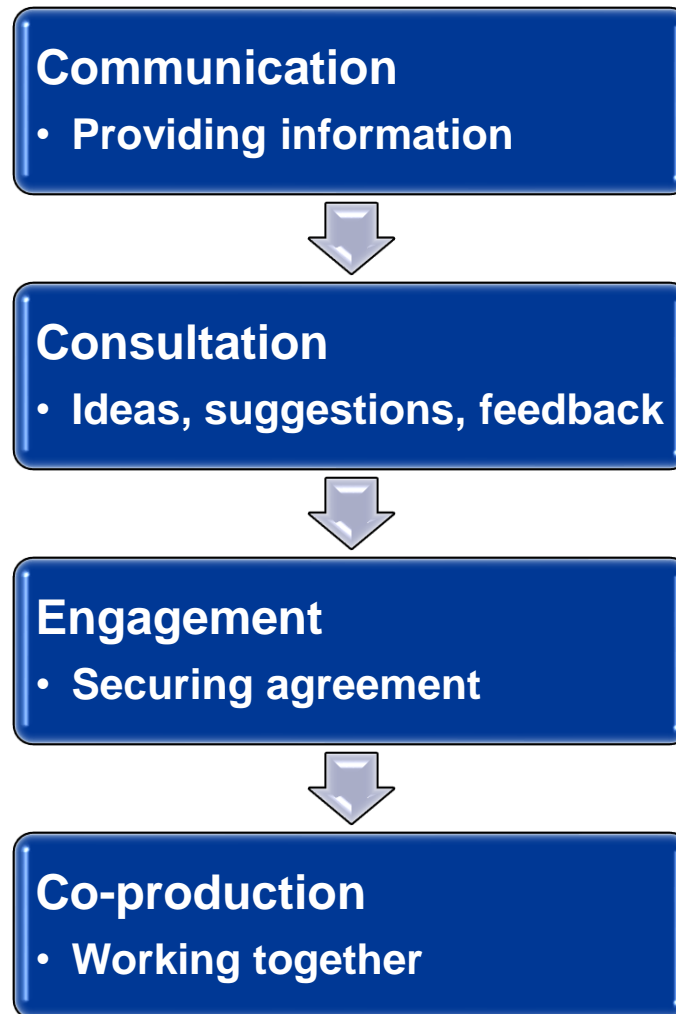


# The Ladder of Participation



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

# Should 1 engage, consult or what?





# What is co-production?

“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.”

TLAP National Co-production Advisory Group

# 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	<b>Co-produced services</b>	
	People deliver services	People trained to deliver services		Self-organised community provision

# Co-production: a change in the commissioning approach

- 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

- 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

- 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

# How do I decide?

- What is the objective?
- Who are the stakeholders?
- What stage of the process?
- What resources?



# Which level of engagement? It depends...

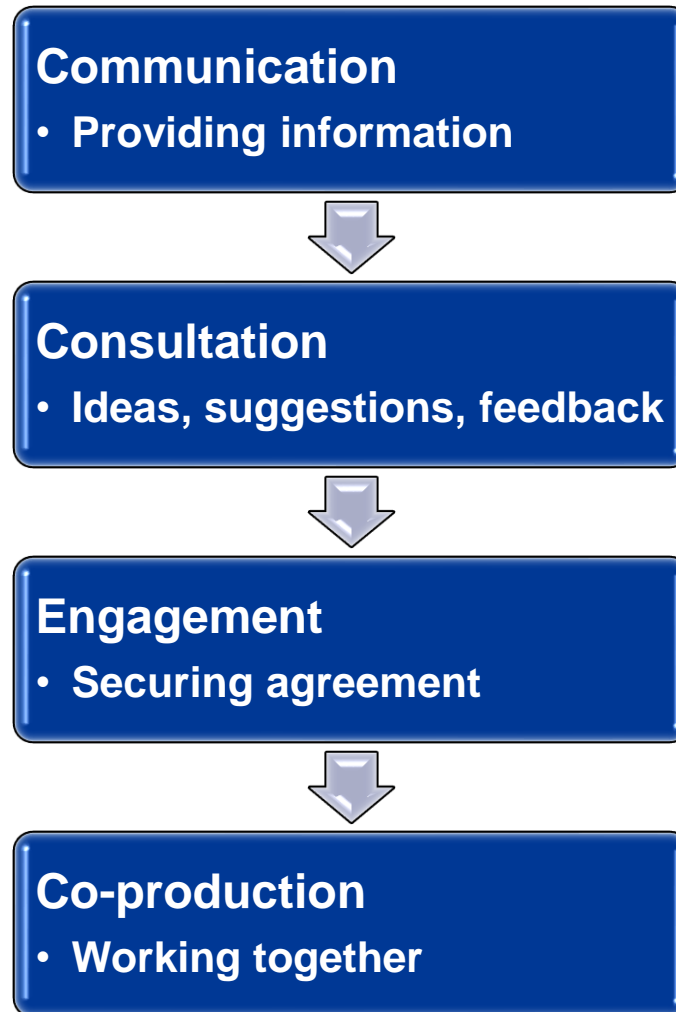
- No absolute rights and wrongs
- Positives and negatives at every level

<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...

# Should I engage, consult or what?





## Engaging people in commissioning



- What examples of activities or methods of involvement have you already used or considered?
- At what points in the commissioning cycle?
- What approach(es) might you introduce or improve to ensure the person's voice and experiences are included in your commissioning activity?

## More information

- 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](#)

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