OXFORD BROOKES UNIVERSITY

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Certificate in Commissioning and Purchasing for Public Care

Module 4 – Session 1

Working online – what we expect from you

Give yourself the space to learn and engage with the course

Respect and professional confidentiality

Raise your 'virtual hand' if you would like to contribute or ask a question

This is still a learning environment – be present, join in and contribute

Be prepared to go into breakout rooms and self manage activities and contributions

Keep your camera on where possible

Mute your microphone when not contributing to reduce background noise

Be on time for the modules and from breaks

Sessions will cover

- The national and local agenda
- What is commissioning and how well are we doing it?
- Needs and resource analysis
- Planning and options appraisal
- Market shaping
- Commissioning for outcomes
- Monitoring and review
- Contract management and procurement
- Accreditation
- Person centred approach to commissioning - ✓
- Delivering change - ✓
- Commissioning skills - ✓
- Accreditation - ✓

Institute of Public Care Commissioning Cycle

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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

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The person at the centre?

What matters to you?

https://wmty.world/

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?

Reason for being person-centred?

What is co-production?

"Co-production is not just a word, it's not just a concept, it is a meeting of minds coming together to find a shared solution. In practice, it involves people who use services being consulted, including and working together from the start to the end of any project that affects them"

(NEF, 2021)

"A way of working whereby citizens and decision makers, or people who use services, family carers and service providers work together to create a decision or service which works for them all. The approach is value driven and built on the principle that those who use a service are best placed to help design it."

(TLAP, 2011)

"Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using service, their families, and their neighbourhoods. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change."

(Nesta, 2013)

Principles of Co-Production

Recognising people as assets	Building on people's existing capabilities	Developing two-way reciprocal relationships
Encouraging peer support networks	Blurring boundaries between delivering services and receiving services	Facilitating, not delivering to

Source: NEF: Public Services Inside Out

Source: NHSE & Coalition for collaborative care: A co-production model

Ladder of co-production

Co-production: Co-production is an equal relationship between people who use services and the people responsible for services. They work together, from design to delivery, sharing strategic decision making about policies as well as decisions about the best way to deliver services

Co-Design: People who use services are involved in designing services, based on their experiences and ideas. They have genuine influence but have not been involved in 'seeing it through'

Engagement: Compared to the consultation step below, people who use services are given more opportunities to express their views and may be able to influence some decisions, but this depends on what the people responsible for services will allow

Consultation: People who use services may be asked to fill in surveys or attend meetings, therefore helping to inform decisions, but they do not have the final say or power to influence or effect change

Informing: The people responsible for services inform people about the services and explain how they work or what changes are being embedded. This may include telling people what decisions have been made and why

Educating: The people who use services are helped to understand the service design and delivery so that they gain knowledge about it. That is all that is done at this stage

Coercion: This is the bottom rung of the ladder. People who use services attend an event about services as passive recipients. Their views are not considered important and are not taken into account

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

Negative context Negative Motivation Limited Capacity Insufficient Assurances	LEVEL OF ENGAGEMENT	**Positive Context** 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…

Top Tips for Achieving Co-Production

Culture Shift

- Co-production is not part of the job - **it is the job**

Involve people at the beginning of the process or decision

- The earlier you involve people, the more likely you can embed co-production

Time and Resources

- Co-production takes significant time and dedicated resources - and this must be built into timescales and budget management

Flexibility

- The more flexible you can be, the more co-productive your approach can be
- Things won't always go to plan and you need to be able to adapt to this

Understand the Interest

- Generally the more people are impacted by an activity, the more likely they will want to be involved
- If they want to be involved, find out why. This can be just as telling.

Clear Expectations

- Be clear about local people's roles and what is expected of them
- We may not agree on everything but we will be working as a collaborative

Outline scope of decision making power at the beginning

- Be honest how much scope local people have to shape, design and influence and where they do not

Start with relationships

- Ensure you take the time to interact with people on a human or personal level to help breakdown barriers and build relationships

Develop agreements on behaviour

- Encourage openness, honesty and create a safe space for people to share their views

Be Human

- We are people working with other people and we need to give people the space to share their experiences and views

Start with a blank page

- Where possible, come without an agenda and work in partnership with others to build and agree a shared vision for the activity

Support people involved in co-production

- Being involved in decision making may be an emotive experience for people it could affect - support must be available for those who need it

Top Tips for Achieving Co-Production

Think about location / venue

- Pick a location that is neutral, rather than a Council building or similar

Be clear on consent, confidentiality and safeguarding

- Be clear what will be recorded and shared and when you would need to break confidentiality

Make it fun and encourage creativity

- This will support people to want to keep involved but helps to open people's minds to think about new solutions or ideas

Keep people updated as regularly as possible

- Ensure you say what you are going to do and feedback on the progress and outcome of their contributions

Show people they have been valued and listened to

- People want to know their insights and experiences are acknowledged and have been acted upon

Training and skill development for people involved

- Invest and develop in your co-production group - helps people to understand their role and prepare them for the task ahead

Recruitment of local people

- Ensure your co-production group is representative of the target population and that everyone who wants to be involved is able to do so

Skills of public service professionals

- Professionals facilitating co-production must have the right skills and approach to foster co-production

Lessons Learnt

- Identify and share lessons learnt following a co-production exercise and share corporately

Identify barriers and consider how to overcome these

- Investigate and identify what might be getting in the way of effective co-production, working to overcome these where possible

Engaging people in commissioning

Refer back to your target populations, and consider:

- 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?

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