Person-centred commissioning and co-production

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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?

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?

Reasons for being person-centred?

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	**Co-produced services**	
	People deliver services	People trained to deliver services		Self-organised community provision

Source: New Economics Foundation

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

Involvement

Key issues

- 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?

Should I engage, consult, or what?

Communication
- Providing information

Consultation
- Ideas, suggestions, feedback

Engagement
- Securing agreement

Co-production
- Working together

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…

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?

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 https://ipc.brookes.ac.uk/publications/pdf/Literature_Review_TUSLA_Involving_CYP_in_Commissioning.pdf

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