Stronger Partnership
Work in Knowsley

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Making it Real in the North West

Market Relations Protocol Workshop
16th July 2013
A Good Place To Start

- The protocol links closely to *Making it Real*
- Recognises a gap between the rhetoric and the experience on the ground in many areas and proposes a way forward
- Describes a number of principles that should underpin engagement between commissioners, providers and people and describes behaviours and actions each party can take
- Describes what success looks like
- Using it **well** means adapting and adopting the protocol to make it relevant and focus collective thought and action on making a difference
The Importance of Coproduction

• Local communities should be seen as part of the solution, and truly engaged in the challenge of finding new ways to support people
• The energy, commitment and professionalism of staff employed across the sector should be harnessed to find new ways of meeting people’s needs
• Above all, priority should be given to coproducing solutions with people themselves, their carers and families – recognising they are the experts in how problems can best be resolved
• National Market Development forum was jointly sponsored by TLAP and ADASS, established in 2010
• Brought together more than 50 leaders from across the sector
• Convened in 2010-11 to explore challenges for commissioners and providers in developing diverse markets of personalised care and support
• In 2012-13 the NMDF worked through Task & Finish Groups to develop tools which would make the most impact in improving the market for people with care and support needs
The TFG explored what works in incentivising and supporting new models of care and support to develop.

The top thing people said was it comes down to the quality and nature of relationships between commissioners, providers and people with support needs, their carers and families.

A similar conclusion was reached by the North West Market Development Forum.

The TFG has therefore worked in parallel with the NW Group to develop a “protocol” to help improve market relations.
Transitional Model for Commissioning & Provision

Commissioner -> £ -> Provider

Provide

Person with a need
Personalised Model

- Commissioner
- Provider
- Person with a need

Support & consult

£

£

£

£
Model for Market Facilitation

**PRINCIPLES OF ENGAGEMENT:**
1) Sharing risks
2) Reducing bureaucracy
3) Increasing capacity
4) Measuring success

**KEY BEHAVIOURS:**
- Consumers
- Commissioners
- Providers

**MARKET FACILITATION MODEL**

- Understand
- Intervene
- Plan
• Knowsley Commissioners and AFG are working together and alongside people and families we support to make a live working version of TLAPs market relations protocol.
• Our shared belief is that this protocol gives us the best foundation possible to focus our collective efforts on improving outcomes for the people with care and support needs who we support in Knowsley.
• We want to ensure that collectively we can give people the best support possible and help them achieve whatever is most important in their lives.
Behaviours

“Develop a Market Position Statement including:
- Demographic trends and population needs
- Current use of resources and how this is likely to change
- What is available locally/£
- Gaps and opportunities
- Choices people are making with PBs and DPs”

“Share information about your services through a transparent and accessible menu of support options”

“Provide feedback to commissioners and providers and share ideas for doing things differently”
Why is developing stronger partnerships useful?

**Commissioner**
- Value for money
- Contributes to required savings
- Clarity of what we are purchasing for individuals
- Optimised capacity and honesty

**Provider**
- Involved in key decision making about savings
- Transparency and opportunity to debate
- Recognised as a value stakeholder – not feeling done to
- No fear
Outcomes We Achieved

• Contributed £500k to the savings needed by the Council
• Reduced bureaucracy and increased understanding
• Broke down a historical block contract – £4M
• Individual Service Funds – People now know what their allocation is in monetary terms and actual hours.
• Quality measurements – What is quality to the person?
• Minimum impact on service delivery.
• Closer partnership working – transparency and trust
**Commissioner**

Roles - care manager – review coordinator
- Used rich information from person centred review to complete statutory assessment
- Signed off support plan
- Confirmed budget
- Helped people supported to think about how they wanted to use their allocation of hours

**Provider**

Roles – team leader – review facilitator
- Used rich information to develop or update the support plan and one page profile with the person
- Worked to the allocation of hours and developed the typical ‘week in the life’
- Identified the top 3 outcomes
  - What’s Working
  - What’s Not Working
  - Important TO future
Where do we hope this will lead us?

- A continued structured approach to engagement with people using services
- Better engagement with other local providers following the recent Working Together For Change event
- Maximising resources by exploring collective purchasing
- Working Together For Change will inform strategic commissioning and the local strategies
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