



# **Involving Parents and Carers With Commissioning and Service Development**

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## East Riding of Yorkshire Council and East Yorkshire Parent Carer Forum

### Co-Production Charter

The Children and Families Act 2014 places the child and family at the centre of assessing needs and planning services. The values and commitments that form this charter have been co-produced by East Riding of Yorkshire Council (ERYC) and East Yorkshire Parent Carer Forum (EYPCF) to show how the two organisations will work together to ensure that children and young people with SEND and their families will play a central role in decision making and service development.

#### **Together we will...**

- Ensure services meet the needs of parents, carers, children and young people with SEND
- Reach as many isolated families as possible
- Celebrate successes
- Promote one another
- Develop feedback mechanisms to gather the views of parent carers
- Facilitate two-way communication
- Respect each other's viewpoints

#### **ERYC will...**

- Recognise that co-production is relevant at all levels of decision making
- Listen to, respect and include the views of all children and young people with SEND and their parent carers
- Seek and act on feedback
- Be flexible and recognise the range of demands placed on parent carers

#### **EYPCF will...**

- Gather, represent and feed-back the views of parent carers
- Respect the various roles and responsibilities of the Local Authority and partners
- Engage with the Local Authority and partners and endeavour to attend relevant meetings and events.

## Must Do's for Co-Production

1. When you start a piece of work your first thought should be 'who do I need to involve' AND involve them immediately. Then ask 'who have I missed out?'
2. The best starting place for co-production is at the beginning – right at the start of the blossoming idea.
3. Come to the table without an agenda and build that agenda with people who use your service.
4. Involve people who use services and their families in all aspects of a service – the planning, development and delivery of the service.
5. Make sure that everything in the co-production process is accessible to everyone taking part.
6. Before you start the actual work decide together how you are going to work and what will make it successful and stick to it.
7. Good facilitation, listening, acting upon what is heard and reflecting are key.
8. Make sure that no one group or person is more important than anyone else. Everyone can contribute given the right support.

### Involving Parents and Carers in Commissioning and Service Development:

#### 1. Introduction and background:

- 1.1. Section 19 of the Children's and Families Act 2014 makes it clear that local authorities, in carrying out their functions under the Act, must have regard, amongst other things, to the importance of children and young people, and their parents and carers, participating as fully as possible in decisions about their individual care. Local authorities must also ensure that children, young people, parents and carers are involved in decisions about local provision. They need to ensure that children, young people, parents and carers are provided with the information and support necessary to enable participation in those decisions.

#### 2. What is the purpose of this document?

- 2.1 This guidance will build on existing good practice and help embed parent and carer involvement into the day-to-day work of the local authority, health partners and its other partner organisations represented through the East Riding of Yorkshire Children's Trust Board.
- 2.2 It will provide a framework for expanding and co-ordinating involvement opportunities within the local authority and help ensure both the quality and equality of them. Improved co-ordination and partnership working with our local parents and carers will also help make better use of existing resources and reduce duplication.
- 2.3 This guidance will develop the process to ensure we have the capacity and skills to encourage and grow parental and carer involvement and that the involvement work is monitored and evaluated. It will also support the development of effective communication and reporting systems so that parents and carers can see how their involvement is influencing commissioning and service development.

### 3. Who has developed it and who is it for?

3.1 This guidance has been developed in partnership with professionals, parents and carers and representatives from East Yorkshire Parent Carer Forum and will be used by these groups to ensure that opportunities for joint co-production, participation and involvement activities are planned and undertaken to gather the views of families to achieve meaningful input and impact.

### 4. Levels of participation:

4.1 Participation occurs at different levels which have been described as a ‘ladder of participation’<sup>1</sup>. These areas cover a range of levels, at the lowest level, parents and carers have little influence and at the highest level they are significantly empowered. Parents and carers’ active involvement is about their participation at the highest level – co-production.

4.2 “Co-production means delivering public services in an equal and reciprocal relationship between professionals, people using services, their families and their neighbours. Where activities are co-produced in this way, both services and neighbourhoods become far more effective agents of change.”<sup>2</sup>

### 5. Examples of what we do locally to involve parent and carers:

Levels:	Activity examples:
<b>Co-Designing/Co-Production Together</b>	<ul style="list-style-type: none"> <li>• The Local Offer website was developed wholly in partnership with parents and carers.</li> <li>• A range of parent/carers involved with monitoring and steering groups</li> <li>• Parent representatives involved with Tender evaluations for services for young people.</li> <li>• Young People’s Group</li> <li>• Parent and carer forums</li> </ul>
<b>Acting Together</b>	<ul style="list-style-type: none"> <li>• Parents and carers of children and young people with SEND are consulted with to identify and decide the best type of care and support/education for their child, through EHC Plans/reviews.</li> <li>• SNAP survey to gather information about service redesign.</li> </ul>
<b>Deciding Together</b>	<ul style="list-style-type: none"> <li>• Fostering or external residential placement search form.</li> <li>• Care leavers exit questionnaire.</li> </ul>
<b>Consultation</b>	<ul style="list-style-type: none"> <li>• Parents and carers are asked to feedback on a range of consultations, through EYPCF and the Local Offer website, Healthwatch.</li> <li>• Parent and Carer events</li> </ul>
<b>Information</b>	<ul style="list-style-type: none"> <li>• Developed a variety of websites, ensuring that there is a range of information, advice about what is available to support parents and carers with their parenting role. For a</li> </ul>

<sup>1</sup> Arnstein, Sherry R. "A Ladder of Citizen Participation,"

<sup>2</sup> New Economics Foundation, Co-production in commissioning.

	<p>range of universal services (FISH) and special educational needs and disabilities (Local Offer).</p> <ul style="list-style-type: none"> <li>• EYPCF Representatives attend the Information Group in partnership with the Local Authority – these representatives comment, amend and offer their views on all information going out to families in the East Riding. This makes sure that our information is understandable.</li> </ul>
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**6. Examples of You Said, We Did:**

<p><b>You said... “Not enough mainstream activities on the local offer”</b>          What we have done:          Added links to the FISH website where information about mainstream activities is held.</p>
<p><b>You said..... “FASP (Freedom Activity Support Payment) has stopped!”</b>          What we have done?          FASP was re-introduced in September 2016.</p>
<p><b>You said..... “The website is not young person friendly”</b>          What we have done:          We are working with T.Y.L.E.R. the ‘young leaders of east riding group’ to design a young person’s section.</p>
<p><b>You said..... “My child is on transport for a long time”</b>          What we have done:          Links to the Personal Travel Budget information on the local offer from the Transport for School Aged Children.</p>
<p><b>You said... “Keep it simple make it available online - how about links from local school websites?”</b>          What we have done:          We have worked with parent carers to make the website simple and easy to use. We are constantly asking for more information about how easy it is to use and we will always look to improve it based on comments and feedback. We also have asked schools to link to the local offer website on their websites so that it is easy for parent carers to find.</p>
<p><b>You said... “Link to neighbouring Local Offers”</b>          What we have done:          We have added links to our neighbouring local authorities on the useful links page.</p>
<p><b>You said.... “Couldn’t find information about CAMHS on local offer”</b>          What we have done:          Made clearer on local offer website and more search words added to ensure this comes up in searches.</p>
<p><b>You said..... “Businesses not aware of the Shop and Save card scheme and that LOOK AHEAD parents can use these”</b>          What we have done:          We discussed this with East Riding of Yorkshire council marketing team who contacted the business to confirm.</p>

7. How the local authority and its health partners will Involve Parents and Carers in Commissioning and Service Development - Action Plan 2017-2020:

Co-Production	Commissioning Cycle:	Commissioning tasks:	Co-production sought by:
	Analyse	Assessment of need of population	Qualitative and quantitative data and feedback gathered throughout the service/contract length
		Pathway Analysis	Identifying contracts that are due to end in a timely manner
		Gaps in provision	Timely consultation with parents and carers
		Modelling flow and bottlenecks	Seeking feedback on what works, what doesn't and suggestions for improvement
		Identify opportunities for development	
		Consider legislation/Guidance	
		Plan	Needs impact analysis
	Develop Business case and options		Produce new specifications involving parents and carer representatives on quality and accessibility aspects
	Consider Joint Commissioning Strategy priorities		Use EYPCF representatives during recruitment processes as required
Pathway design			
Consider Service (Re)design			
Identify funding (with/without partners)			

<b>Co-Production</b>	<b>Do</b>	Seek approval to procure	Involve parents and carer representatives on tender evaluations
		Seek Procurement/Legal/Audit advice as applicable	
		Tendering/Request For Quotation(RFQ) process	
		Contract variation/amendment	
		Evaluation of Tenders/RFQ	
	<b>Review</b>	Comply with document legislation/Contract Register	Seek feedback on fair access, quality and effectiveness:
		Collection and monitoring of contract performance measures	Use the Annual Review process to understand if the service(s) is meeting needs
		Understand quantity/quality of Framework Call Offs	Use feedback gathered from service users to inform the quality assurance process, service delivery and strategic priorities for the future
		Seek advice on contract compliance	
		Value for money	
		Service evaluation	
		Assess market performance	
		Review Strategy	

## Appendix 1: Commissioning activities - Jargon Buster

Assessment of need of population	What does our statistics tell us about the needs of our communities and individuals?
Pathway Analysis	Do existing services working correctly?
Gaps in provision	Finding out what is, or could be, missing
Modelling flow and bottlenecks	Understanding and mapping how services should work and any problem areas
Identify opportunities for development	What else could we do?
Consider legislation/Guidance	Comply with rules and good practice
Needs impact analysis	Is what we are doing working, or not?
Develop Business case and options	Telling the right people if changes or new services are required
Consider Joint Commissioning Strategy priorities	Making sure new ideas or changes fit with priorities and funding
Pathway design	Develop new services and how they should work
Consider Service (Re)design	Can we change something to make it better rather than start again?
Identify funding (with/without partners)	Do we need to do this ourselves, or can we do it better with others?
Seek approval to procure	Is everyone happy with our information and recommendations
Seek Procurement/Legal/Audit advice as applicable	Are we being fair and transparent?
Tendering/RFQ process	Following two different specific processes to buy services: Tendering – advertising to a wider market, usually a high value contract Request for Quotations – asking specific, specialist providers to quote for the service, usually low value contracts
Contract variation/amendment	Advising the provider of changes to a contract
Evaluation of Tenders/RFQ	Do we all agree on the best provider(s)
Comply with document legislation/Contract Register	Comply with legal rules about contracts
Collection and monitoring of contract performance measures	Checking the provider does what they said they would
Understand quantity/quality of Framework Call Offs	How many people are using the service and does it work well
Seek advice on contract compliance	If there is a problem or concern, checking where we stand legally
Value for money	Is the service the best we can get for the money we have?
Service evaluation	How well has the service done, looking at all points of view, from service users, staff and partner organisations they work with
Assess market performance	What else is going on, what has changed and what might be in development, externally or by other partners
Review Strategy	Is everything the same or do we need to change priorities?