

Commissioning for better outcomes for children and young people – the national landscape



Ann McNicholl
19 November 2009

What is Commissioning?

“Commissioning is the process for deciding how to use the total resource available for children, young people and parents in order to improve outcomes in the most efficient, effective, equitable and sustainable way.”



Commissioners should be aiming for...

- Clear and straightforward process in which everyone can participate appropriately
- Feedback loop from individual experiences
- Outcome focussed strategy backed by outcome focussed plans at all levels and followed by accountability through performance management for **all** providers (in house and external)
- Objective and fair ways of choosing which organisations and teams should provide children's services



Partnerships for results are Commissioning Partnerships

- Strategies are based on outcomes
- Strategies are commissioning strategies
- Agreement of a strategy is agreement to deliver
- Performance measurement is built in
- Strategy followed by plans, budgets and action
- There is the expectation and means to hold providers to account
- There are clear terms of reference and standards of behaviour which everyone understands and applies

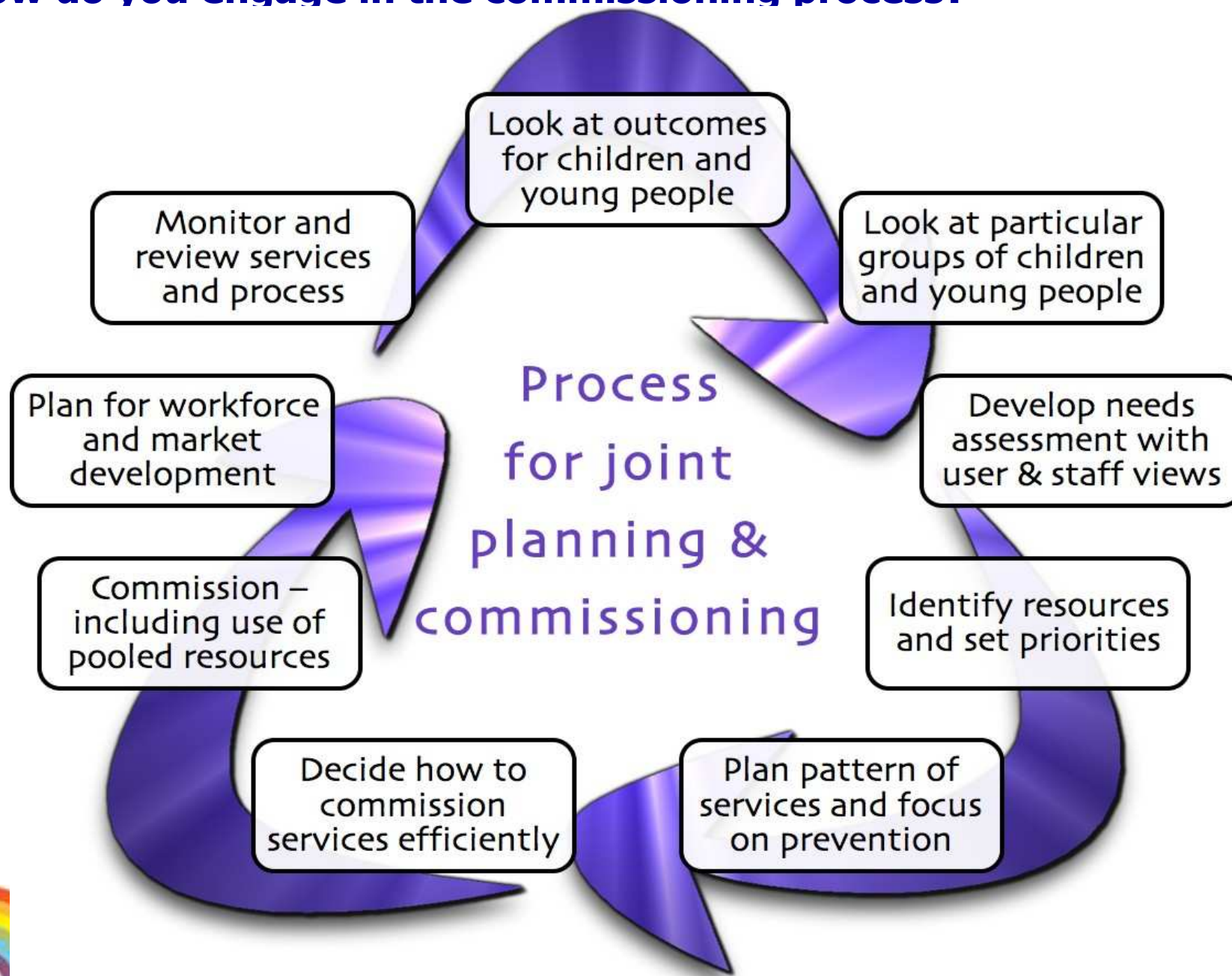


What is becoming more important:

- Providing evidence of what works
- Partnership working
- Different modes of procurement
- Regular and effective performance reviews
- Taking a holistic approach to the children's workforce
- Incentives to change, remodel or extend services
- Knowing what services are available to children, young people and families



How do you engage in the commissioning process?



The Commissioning Cycle – how you can support commissioners

- Understand
 - Know the strategic planning timetables for statutory bodies, the Local Strategic Partnership etc. This is the time to talk about *needs* and *priorities* locally
- Plan
 - Where specific services are redesigned. There will be many of these discussions. You need to ensure the sector play a role in ensuring commissioners think creatively about solutions and future service provision. This is the point at which you talk to commissioners about *options* for patterns of service and how they should be *procured*
- Do
 - Good data management helps you as well as your client. You can and should *respond* to what the data is telling you and *raise issues* with commissioners
- Review
 - What would make things better? This is where you develop *ideas for the future* and *proposals for new services*



On-line solution – home page

The screenshot shows the homepage of the Better Outcomes website. At the top left is the logo, a rainbow with the text "Better Outcomes" and "COMMISSIONING FOR CHILDREN AND YOUNG PEOPLE". To the right of the logo is a navigation bar with links: "Help using this site", "Contact us", "FAQs", "Log out", and "Profile". Further right is a search bar with the text "I am looking for: -- Please select --" and a "go" button. Below the navigation bar is a secondary menu with links: "About our Programme", "Learn about commissioning", "Community area", "Resource bank", "Marketplace", "Events & Training", "News on commissioning", and "Find support & services". The main content area features a large orange rounded rectangle on the left with the heading "Youth" and text: "Access the latest resources on Youth commissioning", "Join and contribute to the Youth Commissioning Support Group", "Sign up to the multi-stakeholder event on Developing Quality Standards for Positive Activities by clicking here.", and "View our answers to a number of FAQs on Youth and add your own questions in the Youth Group here". To the right of this is a 3D Rubik's cube graphic. On the far right is a vertical sidebar with colored buttons: "Welcome to the", "Community", "Schools", "Children's health", "Youth", and "Children and Families". Below the orange rectangle is a section titled "Latest News and Events".

