



Commissioning Services

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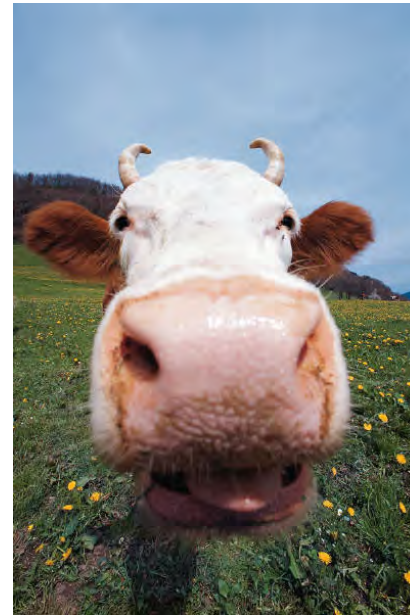


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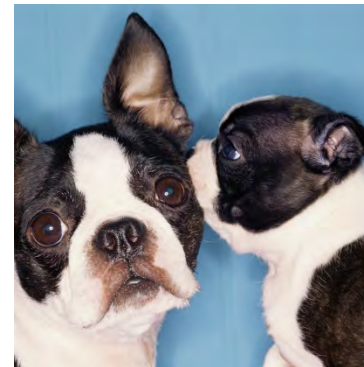
A Commissioning Viewpoint

What's works in Redbridge



The Real World

- Within Local Authorities, it is rarely the department the needs the service that will be actively commissioning the service.
- Commissioners have a different viewpoint of what is required and aren't focussed on individual needs, in general they want to know about costings, policies and procedures.
- Don't ever assume that different departments within LA's talk to each other.



Government Trends

- Keep up to date with current legislation and tailor your services accordingly.
- Identify where central government is providing additional funding, for example Aiming High for Disabled Children, supported employment etc.
- Be outcome focused and make sure that these are SMART (Specific, Meaningful/Measurable, Attainable, Relevant and Time Sensitive).
- Personalisation is becoming more popular and services need to adapt to this way of commissioning.

Working with Local Authorities

- Find out exactly what your local authority is looking for.
- Work in partnership with the local authority.
- A number of authorities will offer training and support in regards to writing bids, policies and procedures etc. If the LA doesn't provide this, then they may be able to link you up to a voluntary organisation that does.
- Find out what percentage of points are awarded in regards to finance and value for money. This can be as much as 70%.
- Ensure that you have answered all points, in the application form (make sure the person running the service is involved in completing the forms).

What's worked in Redbridge?

- Uniqueness.
- Flexibility.
- Creativity.
- Partnership working with other providers.
- Services that can meet more than one area of need e.g. short breaks, education or health.
- The ability to understand that accessibility isn't all about ramps.
- Working with us and communicating issues.

Be Unique

- What can you provide that no-one else is?
- What are the benefits to individuals of your particular service?
- What outcomes can you enable people to achieve?
- What are the areas of need in your locality?



Be Flexible



- You are not necessarily going to get it right first time, have a plan B, C, D etc.
- Don't get stuck into one way of doing things, adapt to different people, days etc.
- If a project is not succeeding, find out if there is flexibility in the contract to change it.

Be Creative

- Check whether you can send in additional material or whether there will be children's panels
- There is not a one size fits all service.
- Do consultation beforehand to find out what is needed.
- Build on existing good practice.



Partnership Working



- You can add value to contracts by working in partnership with other local agencies.
- Other services can provide opportunities that you might not be able to e.g. personal care.
- Working together with similar agencies can help with avoiding unnecessary competition

Working across two or more areas

- There is a current focus on joint commissioning across health, education and/or social care at present.
- Look at the different aspects of your various projects and identify the different areas that they cover.
- Education is becoming more outcome focused and looking towards future independence.
- There is often additional funding available for alternative educational or therapeutic provisions.

Accessibility

- Accessibility covers a wide variety of issues including sensory, communication, dietary needs and physical access.
- Identify the different ways your service can support with different access needs and demonstrate how you will support with these.



Personal Budgets

- The marketplace is changing and there is a far greater emphasis on Personal Budgets.
- A lot of local authorities are asking organisations to bid to go on preferred providers lists.
- Identify what directories of services are available in your local and surrounding areas and ask to be placed on these.
- Advertising is key, so ensure that you promote your services well
- People are less likely to spend money on services that they don't know, so offer free taster sessions, either individually or via open days.

Top Tips

- A service that meets the needs of individuals.
- A service that regularly communicates about difficulties and successes.
- A service that is easy to book and welcoming from the outset.
- A service that is able to grow and develop over time.
- A service that is value for money, not necessarily cheap.

