

Specification - Additional Services

Supplementary Grant for Cambridgeshire Adult Engagement Services 2018-19

Cambridgeshire County Council Adults and Safeguarding

1.0 Introduction

- 1.1 Cambridgeshire County Council believes that all its citizens have the right to be involved in the Council decisions that affect their daily lives. One way of ensuring that this happens is by enabling its citizens to have a real voice in the design and delivery of the local services which they use. The Council knows that working together co-productively with the people who use its services is the best way to ensure that local people's needs are met and resources used in the most effective way.
- 1.2 The Council has set up a range of groups/boards that enable people's voices to be heard. Members of these groups/boards include people who access the Council's services, carers, and representatives from the voluntary and community sector and statutory services such as health and local councils. These groups/boards:
- Raise practice issues and concerns with the Council.
 - Share examples of good practice.
 - Identify common themes and problems.
 - Discuss ideas and issues that are important to them.
 - Help the Council to design and deliver services that meet people's needs.

This includes four Adult Social Care Partnership Boards which support and improve social care practice in Cambridgeshire.

2.0 Policy context for the service

- 2.1 The requirement to work co-productively with people with lived experience, their carers and families is outlined in the statutory responsibilities and other Government guidance below.
- 2.2 The Care Act 2014 *Care and Support Statutory Guidance* states under its 'Market shaping and commissioning of adult care and support' chapter that:

'Local authorities should pursue the principle that market shaping and commissioning should be shared endeavours, with commissioners working alongside people with care and support needs, carers, family members, care providers, representatives of care workers, relevant voluntary, user and other support organisations and the public to find shared and agreed solutions.' (4.51)

It goes on to state that:

'A co-produced approach will stress the value of meaningful engagement with people at all stages, through design, delivery and evaluation, rather than simply as 'feedback'.' (4.55)

Also it elaborates that:

'... In determining an approach to engagement, local authorities should consider methods that enable people to contribute meaningfully to:

- setting the strategic direction for market shaping and commissioning
- engaging in planning – using methods that support people to identify problems and solutions, rather than relying on 'downstream' consultation
- identifying outcomes and setting priorities for specific services

- setting measures of success and monitor on-going service delivery, including through the experience of people who use services and carers
- playing a leading role throughout tendering and procurement processes, from developing specifications to evaluating bids and selecting preferred providers
- contributing to reviews of services and strategies that relate to decommissioning decisions and areas for new investment
- managing any changes to service delivery, recognising that long-term relationships may have developed in the community and with individual people receiving care and support and carers' (4.64)

2.3 Previous best practice guidance such as the Social Care Institute for Excellence's *Co-production in social care: what it is and how to do it* guide (October 2015), developed in partnership with Think Local, Act Personal (TLAP), also highlights the key role of user-led and voice organisations in helping to shape local care and support services.

2.4 The NHS Accessible Information Standard (first published July 2015, revised August 2017), which is mandatory and applies to all organisations providing NHS services or publicly-funded adult social care, aims to make sure that people who have a disability, impairment or sensory loss get information they can access and understand and any communication support that they need. In the Standard *Guidance* published by NHS England it states that organisations providing adult social care may wish to work in partnership with:

'... organisations from the voluntary and community sector to facilitate the development of accessible materials and approaches for individuals with information and communication needs to feedback on their experiences. Such groups may also be able to directly support engagement with individuals and communities with information and communication needs.'

In addition, the *Guidance* talks about supporting the need for the assessment and monitoring of the Standard by third parties and empowering groups and organisations to challenge non-compliance with the Standard and support effective implementation and best practice.

3.0 Service delivery

3.1 The main duties required for this service are:

- To work in partnership with the four Adult Social Care Partnership Boards to provide a representative, effective and robust voice in the design, commissioning, monitoring and evaluation of Cambridgeshire's social care services. For example, this can include:
 - Support to develop service specifications.
 - Support with tendering processes, including the creation and evaluation of method statement questions for tenders.
 - Support with the development of Council policies and strategies.
- The organisation, facilitation and administration of four Adult Social Care Partnership Boards on behalf of Cambridgeshire County Council:
 - Carers Partnership Board (all age) – held on a bi-monthly basis.
 - Learning Disability Partnership Board – held on a quarterly basis.
 - Physical Disability and Sensory Impairment Partnership Board – held on a quarterly basis.
 - Older People's Partnership Board – held on a quarterly basis.

This includes:

- Facilitating agenda setting for Partnership Board meetings.
- Minute taking for Partnership Board meetings.
- Booking of suitable accessible venues for meetings.

- Administration of Participation Budget for Partnership Board meetings and other engagement activities.
 - Recruitment of new Partnership Board members to ensure that the membership is representative, i.e. at least 50% of the membership for each Board should be independent people who access services and/or carers.
 - Induction of new Partnership Board members.
 - Training to support the personal development of Board members to enable them to undertake their roles successfully.
- To support the involvement of people with lived experience, their carers and families in the development of Adult Social Care operational practice materials and procedures.
 - To ensure that operational practice issues and concerns, common themes and problems are raised with the County Council.
 - To offer leadership, comment and challenge to the County Council and other public sector bodies (such as health) in the delivery of local services.
 - To develop effective working relationships with a cross-section of local stakeholders, including: other public sector bodies; voluntary and community sector groups/organisations; other local 'voice' groups such as the Speak Out Council; voluntary and community sector infrastructure bodies such as Support Cambridgeshire, etc.
 - To carry out communication and marketing activities which support people with disabilities, older people, their carers, families and the wider public to take part in engagement, consultation and co-production work with the County Council and other stakeholder organisations.
 - To set up outreach activities and special interest groups (where appropriate) to ensure that a wider cross-section of the public is able to engage and influence the delivery of local public sector services.
- 3.2 In addition, the provider will be required to work with Cambridgeshire County Council and Peterborough City Council to develop a specification for a new voice and participation service that would cover Cambridgeshire and Peterborough, starting in April 2019.
- 3.3 Cambridgeshire County Council and Peterborough City Council recognise and value the strategic and operational independence of the provider of this service.

4.0 Staffing

4.1 The Grantee will ensure the following staff capacity to deliver the service:

- 1 x Management support (part-time)
- 1 x Development Officer post (full-time, which can be job-share)
- 1 x Administrator post (part-time, 18 hrs per week)

5.0 Skills and training

5.1 The provider of this service shall ensure that all staff and volunteers will have the relevant skills, training and experience in order to carry out their roles competently and safely.

6.0 Grant monitoring

6.1 The provider shall ensure adequate quality assurance systems and procedures are in place for effective evaluation and monitoring.

6.2 Contract review meetings will take place twice a year. The provider will provide a contract monitoring report to the Council ahead of each contract review meeting.