



COMMUNITY DEVELOPMENT
AND HEALTH **NETWORK**

Engagement Toolkit for Commissioners

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- The DHSSPS asked CDHN to develop this toolkit because of its proven expertise in the area of community development and health, where meaningful engagement with communities means that communities can become co-designers, co-planners and co-providers of services.
- **Aim of this toolkit**
 - CDHN has produced this toolkit in order to provide guidance for commissioners on how to ensure that users, carers and communities get fully involved in the new devolved commissioning. The aim is to make sure that the engagement process is built on real partnerships, where users, carers and communities begin to have ‘citizen control’.
 - The toolkit suggests concrete ways of making consultation processes as effective and meaningful as possible.



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- **What are your experiences of engagement with commissioning bodies?**
- **With other statutory bodies?**
- **Can you tell us about some positive experiences?**
- **Can you tell us about some negative experiences?**

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- **What do you think are the ingredients of good engagement?**
- **Communities as co-designers, co-planners and co-providers of services.**
- **Where users, carers and communities begin to have ‘citizen control’**

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- **The new Local Commissioning Groups have more GPs and other health professionals on them – what impact do you think this might have on how they engage?**



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- **What's in the Toolkit?**

- Introduction
- Why has this toolkit been produced?
- Aim of this toolkit
- What is engagement?
- Why should commissioners engage with users, carers and communities?
- What do we mean by users, carers and communities?
- What counts as meaningful engagement?
- What are the benefits of engagement?
- What values underpin meaningful engagement?
- The commissioning process

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- **Planning the engagement – what you need to do before you start**
 - Why you are doing it?
 - What is the purpose of the engagement?
 - Objectives: what are the objectives of the engagement?
 - Outcomes: what do you want to get from the engagement?
 - Who are you?
 - Who do you need to engage with?
 - Using existing capacity, experience and partnerships
 - How you might engage with them?
 - Practicalities of engagement



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- What might be the barriers to the engagement and how you plan to overcome those barriers?
- Building capacity to engage
- What level of involvement will you go for in the engagement process?
- What is the overall commissioning decision-making process of which the engagement is part and to what degree will the engagement feedback will influence the final decision?
- How you intend to evaluate and monitor the success of the engagement, both in terms of process and content?
- Methods of engagement



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- **CDHN membership survey on engagement**
- Considering all the types of engagement you have been involved in, which of the statements below best sums up your most common experience of engagement (please tick only 1 option)
 - a. It is a 'done deal', i.e., the decision has already been made and you are being informed of the decision **10.7%**
 - b. You are being consulted on a pre-set list of options, with no room for negotiation outside of set options **22.7%**
 - c. You do have some influence over outcomes but you do not have the same power or influence as those who are consulting you to guarantee your views will be taken in to account **52.0%**
 - d. It is an open conversation where everyone decides what the outcome should be **9.3%**
 - e. You are an equal partner, who is involved in the design, planning and provision of services **4.7%**. You have the greatest control over the outcomes **0.7%**

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- **CDHN membership survey on engagement**

- 52% of respondents said that when it comes to engagement they only have some influence over outcomes but they do not have the same power or influence as those who are consulting them.
- 22.7% say that they experience an even less empowering version of engagement where it is not possible to negotiate beyond a pre-set list of options. 10.7% of respondents said that when it comes to engagement, it's only about being informed of a decision that's been made already.
- So we advise them to go for the full version and say there is precedent for this, and experience within health and social care organisations - 14% of people who said either that they were an equal partner, who is involved in the design, planning and provision of services or that it was an open conversation where everyone decided what the outcome should be.

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- **CDHN membership survey on engagement**
 - **What is your preferred method of engagement?**
 - Seminars / workshops 55.3%
 - Focus groups 48.3%
 - Community meetings 43.3%
 - Conferences 26.7%
 - Stakeholder one-to-one's 20.7%
 - Neighbourhood forums 16.0%
 - Public meetings 15.2%
 - Local surveys 12.0%
 - Consultation papers 9.3%
 - User groups 21.3%



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- Recording feedback from the engagement sessions
- Making decisions on the basis of engagement
- Monitoring and Evaluation
- Maintain the relationship as part of the engagement cycle
- **Case-studies – see request sheet being handed out**

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- **What's not in it**
- Detailed facilitation methods – e.g. RCN or RDC guides and various others

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- **What else do you think we should include?**
- **Please read it and get back to us before January 2008. All comments welcome. Contact Barbary Cook on 02830264606 and on barbarycook@cdhn.org**



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- **Timeframe**

- Consultation on first draft until beginning Jan 2008
- Website – PDF version
<http://www.cdhn.org/toolkit/index.asp>
- Consultation events:
 - Members – next event, networking event on 6th December in Ballymena, Derry (TBC)
 - LCGs/CCAs – ongoing with all 7
- Engagement case-studies – see request forms, over next 3 months
- DVD of engagement case-studies
- Final draft February 2008
- March 2008 printed version and launch