



Learning Disability Wales
Anabledd Dysgu Cymru

Commissioning and Me

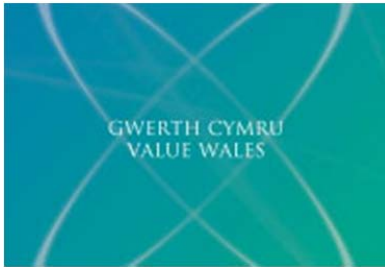


This document explains what commissioning is
and how you can be involved.

October 2011



Learning Disability Wales
Anabledd Dysgu Cymru



This document has been written by **Learning Disability Wales** and **Value Wales** to help you understand **commissioning**.

Learning Disability Wales is an organisation that works to make Wales a better place to live for people with learning disabilities.

Value Wales is part of the Welsh Government. They work to help councils spend their money carefully and get the best services for everyone.



Commissioning is when the council make sure that the **services** people need which are most important to them are available.

Commissioning involves finding out what services people need, and then making sure the services which are most important are available at the right pace

Services means things like support to be more independent, day time activities, adult placements and short breaks.

The Welsh Government have told all the councils in Wales how they should commission services.





The Welsh Government has published two documents with lots of information for councils about how to commission services.

These documents are called:

“Fulfilled Lives Supported Communities Commissioning Framework.”

This was written in August 2010



“Practice Guidance on Developing a Commissioning Strategy for People with a Learning Disability.”

This was written in January 2011.



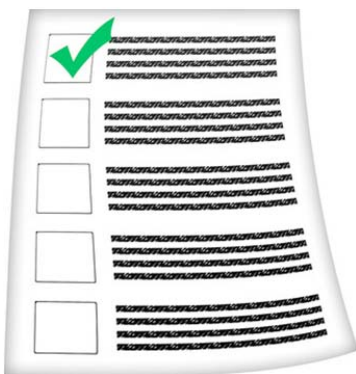
This easy read document explains what the Welsh Government has told your council to do.

What is commissioning?



Your council has to make sure that everyone gets the services they need which are most important to them.

Commissioning is when the council make sure that the services which are most important to you and other people are available at the right place and the right time.



To do commissioning well your council must:

- Find out what services you and other people need.
- Plan for services to be provided.
- Make sure the services are provided.
- Find out how good the services are.
- Listen to the people that use services.



Find out what services people need

The council will need to find out what support people need and where and when they need it.

The council will work out what services people will need now and in the future.



Plan for services to be provided

The council will plan what services are needed for everyone.

The plan will include what services are needed now, as well as in a few years' time.

The council also have to plan how they are going to make sure the services are provided.

This is called a Commissioning Plan.

Make sure services are provided

The council will work with **Service Providers** to make sure that they are providing the services the council has planned for.



Service Providers are organisations that give you services and support.

A Service Provider is either

- from a different part of the council
- separate from the council, such as a voluntary or private organisation.

The council pay Service Providers to give you the services you need.



Find out how good services are

The council need to

- find out if people are getting the services they need
- know if the services are good or bad
- find out what difference services are making to people's lives.



Listen to the people that use services

The council should make sure that the people who receive services are involved in commissioning.

This means the council should listen to what you think about services you already get.

They should listen to what services people want to get in the future.

The council should listen to who you want to provide services.

Why is commissioning important?



When your council does commissioning well everyone gets good services that they need.



Good services help make you more **independent**

Independent means able to make decisions about your life and do things on your own.



Good services help you learn and **develop**.

Develop means learning and being able to do more things yourself.



Good services include you in your community.

This means doing things in your local area with other people.



Good services should be **sustainable**.

Sustainable means that the services will keep supporting people and not stop suddenly.



Good services should be value for money.

This means that the council should not waste money on services that people do not need or services that are not good.

Who should be involved in commissioning?



Lots of different people should be involved in commissioning. These include:



- **Commissioning Officers** should be involved in commissioning.

Commissioning Officers work for the council. It is their job to do commissioning properly.



- **Local Councillors** should be involved in commissioning.

Local Councillors are people who work to make sure the council do the things people want them to do.

Local Councillors are elected by the people who live in your area.



- **Social Services Managers** should be involved in commissioning.

Social Services Managers work for the council. It is their job to make sure that services are run well and given to the people who need them.



- **Service Providers** should be involved in commissioning.



- **The people that use services** should be involved in commissioning.

It is really important that the people who use services are involved to make sure that commissioning is done well and people get good services.

How can you be involved in Commissioning?



There are lots of ways you can be included in Commissioning. These include:

Our Voice



- Your council or Service Provider may run **Service User Groups or Networks**.

Services User Groups and Networks are groups of people who use services.

The groups get together to talk about the services they use and then tell the council or service provider what they think.

Some people do not like the words “service user” so your group will probably have its own name.

- You might be asked to fill out a **Questionnaire**.



A **Questionnaire** is a form which asks you questions about the services you use or would like to use.

Lots of people are asked to fill in the form.

Someone will then read all the forms so they can see what everyone thinks.



- Your council or Service Provider may invite you to a **Focus Group**.

A **Focus Group** is a like a Service User Group or Network.

Focus Groups meet to talk about certain issues or decide on an answer to a question.



- You may be asked questions directly about what you think and feel about the services you receive now or would like in the future.



If you need support, you should be given the support you need to take part in any of these things.

How to make it happen



Sometimes the council will ask you to get involved in commissioning.

If you think that you are not being involved in commissioning but you would like to be, these are some of the things you can do:



- Speak to your local People First Group to see if they are involved.



- Speak to your Service Provider about joining their Service User Group or Network.



- Contact your Local Authority and ask to speak to a Commissioning Officer in the social services department.

Tell them that you would like to get involved in commissioning.

How you can contact Learning Disability Wales



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This information was provided by Sue Lloyd Selby from Value Wales, part of the Welsh Government.

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