Co-Designing Whole Family Support

Glasgow
Promise
Partnership

The Project

'explore **alternatives to traditional procurement** and **establish tests of change** which will create a blueprint for how children's services across the country can be planned, procured and delivered. We want to **work in partnership, not in competition** and **co-design services** with the children, young people, and families they are designed to support'.

The Staged Approach

We invited children, young people and families to take part in the consultation to talk about their experience of family support.

387 people took part in the consultation. This gave us a rich and detailed understanding of the experience of family support in Glasgow.

We analyzed the interviews, circulated the initial findings and invited all participants to a Co-Design Welcome Event to discuss the findings further and introduce the co-design process.

27 people attended one of two Welcome Events.

We invited everyone who attended a Welcome Event to take part in the Co-Design Sessions.

25 people took part in the Co-Design Sessions - we had 6 sessions in total.

Participants used design techniques to break down the issues and co-create a storyboard for a whole family support experience

14 members of the steering group had three further co-design sessions to operationalize the service and explore alternative commissioning routes.

The Problem

Families have told it's hard to know what support is available, or where to find out.

When they know, there are too many barriers to accessing the right support. It's not regularly available

- **at the right time**
- **in the right place**
- **in the right way**

This means their circumstances worsen, their wellbeing andmental health suffers, and they can reach crisis point.

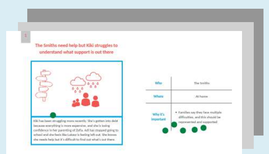
If they do get support

- **its's not always the right support**
- **it's not always effective**
- **it can be difficult to trust**
- **the communication is poor**
- **they don't get choices**
- **the support is not for as long as they need it**

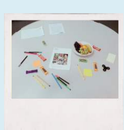
This makes people feel unheard, frustrated, scared and hopeless.

Problem Statement co-created by GPP Co-Design Team

The Storyboard



The GPP Co-Design team created a detailed user-experience storyboard of how a family could find out about, engage with, and move on from services. This had a focus on choice. communication and relationships.



The Outcome

A Meaningful Co-Design Experience

Almost everyone said they would take part in Co-Design again (one said maybe) and 100% of participants who completed an evaluation after the Co-Design said to some degree they felt heard, valued, empowered, more informed and like their participation has made a difference.

This is summed up in a quote from a participant -

"I felt that having the opportunity to have my voice heard allowed me to feel empowered and privileged to be a part of something that may help people who use services in the future."

A Partnership Approach to Commissioning & Procurement

After deep dive discussions with providers to identify existing issues regarding competitive tendering we have a direction for a partnership approach to maximising outcomes that reduces competition

Key learning points

- Good commissioning should be transformational not merely transactional
- Current flexibilities exist to commission more ethically, imaginatively, collaboratively and effectively
- Captured learning from different delivery models and a desire to test Consortia; Public Social Partnerships; Alliancing
- Time and resource is required to develop partnerships: "We need to front load the set up, and get it right, so that services can get on with doing what they do best"

A Commitment to Take This Forward Together

After a multi-agency presentation to GCHSCP on the project, we have a commitment to developing a collaborative action plan.

The response was that the work was comprehensive and insightful, and a "great contribution to the journey of what whole family support should look like".

Reports available -

● GPP Consultation ● GPP Co-Design Overview ● GPP Rewards and Recognition for Co-Design
● GPP Commissioning & Procurement Considerations

Contact everyoneschildren@gcvs.org.uk

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