

# **Developing the bid**

## **Jobcentre Plus role**

**What level of involvement should we be looking for from Jobcentre Plus in terms of developing the bid? How should Jobcentre Plus' involvement be demonstrated in the bid?**

Jobcentre Plus is committed to delivering the Right to Control and supporting bids. A great deal of work has been done to ensure local districts are aware of the Right to Control and what it means for their customers. Jobcentre Plus has also developed some possible customer journeys to assist with putting together the Trailblazer bid. The bid should contain a jointly agreed proposal from the local authority, Jobcentre Plus and any other agencies involved as to how they would implement the Right to Control in their area. The Right to Control policy is about agencies working together to deliver better tailored services to disabled people.

## **Co-production**

**We've consulted with a local disability organisation/ULO. Is this enough to fulfill the requirement to co-produce our bid?**

Co-production is about more than consultation and ideally a representative organisation of disabled people should be involved at the very beginning of developing a bid. Co-production is therefore about working in partnership to develop a bid – with disabled people as much as Jobcentre Plus and other partners. It isn't about asking people what they think of a proposal once the local authority and other stakeholders have agreed it.

Co-production means having a more equal relationship between those who make policies and deliver services, and those whose lives are affected by policies and who use services. A more equal relationship means recognising the expertise, experience and skills that individual service users and representative organisations

have. It also means equipping, supporting and facilitating groups and individuals to participate in the decision-making process.

We would therefore be looking for some evidence that disabled people have, and will be, genuinely involved in developing the bid.

### **What do you mean by ‘user-led organisations’?**

The term ‘user-led organisations’ has been formally defined (in co-production with disabled people) in the context of the Department of Health’s User-Led Organisations Project. This definition is to be found in the Policy document adopted in 2007, at the start of the government’s work to deliver the commitment that, by 2010, there should be a user-led organisation in every locality (“User-led Organisations Project: Policy”).

[http://www.dh.gov.uk/prod\\_consum\\_dh/groups/dh\\_digitalassets/@dh/@en/documents/digitalasset/dh\\_078802.pdf](http://www.dh.gov.uk/prod_consum_dh/groups/dh_digitalassets/@dh/@en/documents/digitalasset/dh_078802.pdf)

However, the full list of criteria set out in this document is very much an ‘ideal type’ and we recognise that many local disability organisations will not fulfill all of the criteria.

We would suggest that local authorities will wish to ensure that the organisations that they work with can demonstrate that they are ‘user-led’ in terms of their **governance** and **accountability** as it is these two criteria which will determine the extent to which they can genuinely represent disabled people and provide the expertise needed for developing your bid.

In terms of **governance**, the DH criteria stipulates that at least “75% of the voting members on the management board are drawn from the organisation’s constituency”, and that “the organisation’s constituents are effectively supported to play a full and active role in key decision-making”. However, we are not suggesting that an organisation whose management committee is only, say 60% made up of constituent members, should not be recognised as user-led. Instead, the DH criteria are offered as a guideline as to what organisations which seek to be user-led should be aiming to achieve.

In terms of **accountability**, an organisation may be a service provider (e.g. of information and advice) and/or a body which

represents disabled people to the local authority and others. In the case of the former function, it will be important that it can demonstrate that its services are user-led: that is, designed, delivered and evaluated in partnership with its users. In the latter case, it will need to demonstrate that the organisation seeks the views of those it represents, conveys those views to the local authority and others, and reports back to its constituency.

### **We have many different local groups representing disabled people? How wide should our involvement of disabled people go?**

If your area has a local coalition of disabled people, or Centre for Independent Living, which genuinely encompasses all impairment groups, and includes older disabled people, such an organisation is likely to provide an effective and efficient way of working in partnership with local disabled people.

There may also be specific groups that could be very helpful in developing your proposal for how you will deliver the Right to Control to, for example, people with mental health support needs, people with learning disabilities, older disabled people. However, we recognise that the more detailed involvement of such groups may be more easily achieved during the design phase, should your bid be successful.

The most important thing is that those you involve in your bid have accountability to disabled people, through a user-led organisation (see above), rather than just representing their own individual views.

### **Other Partners/Stakeholders**

#### **Who are the other stakeholders that we need to be involving in developing our bid?**

You will want to involve any organisations that are central to delivering the Right to Control. Jobcentre Plus will be the main local partner, together with second tier authorities delivering DFGs.

We recognise that some stakeholder engagement will not be fully developed until the design phase of a Trailblazer. However, there may well be local service providers, with whom you currently have contracts, who are keen to use this opportunity to personalise their services. There also may be local organisations well-placed to assist disabled people with developing their Support Plans and/or arranging services or using a direct payment to employ PAs. If the delivery of the Right to Control in your area will depend on any such organisations then it would be helpful to include them in the development of your bid.

## **Scope of Trailblazers**

**Some funding streams are going to be easier to include than others. Does it matter if our bid contains clearer commitments for some funding streams and leaves some open questions still to be addressed for others?**

The purpose of the Trailblazers is to test how to deliver the Right to Control across all the funding streams covered by the legislation, together with alignment of adult social care. We recognise that inclusion of some funding streams will be more difficult than others. Although each bid will need to include a commitment, as set out in the Prospectus, to include all the Right to Control funding streams, we also recognise that there are likely to be some important issues which cannot be properly addressed until the design phase of a Trailblazer.

Where there are particular challenges with including a funding stream, we will ensure that Trailblazers receive assistance and support with addressing these difficulties. We will also assist Trailblazers to learn from and share good practice with each other.

## **What is the best way to present our bid?**

We have given word limits on the application form, and will not accept promotional material or leaflets attached to your application. However, we will accept diagrams of how the

customer journey will work in your area, or of governance and project management arrangements, for example.

We are keen to see how you propose to implement the Right to Control in your area. There is no right or wrong answer, and different areas will have different priorities, and be at different stages of personalisation.

**What figures are you looking for?**

We would like to see a broad indication of where you expect to spend the money, including an outline of how it might be split between the local authority, Jobcentre Plus and other agencies. We would also like assurance that the Trailblazers as a whole will deliver large enough client groups for our evaluation and are happy to discuss the sizes of bids on an individual basis.

## Questions

From this sheet, and from our opening presentation, what do you regard as the key challenges in preparing your bid?

Where would it be helpful to have further clarification of what we are looking for?

Have you considered how you will involve disabled people in implementing the Right to Control in your area if your bid is successful?

Have you developed organisational charts or overviews of the customer journey?