



**Northamptonshire**  
Children's Trust

# Northamptonshire Children's Trust

Commissioning Strategy & Framework 2021/25



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# 1. Introduction

At Northamptonshire Children's Trust we are dedicated to ensuring children, young people and families are at the heart of all we do – in every action we take and every decision we make. We know that what we do today affects children and young people's tomorrows and we are focused on helping children and young people to live safe, be safe; fulfil potential; develop resilience and enjoy good health and wellbeing.

Alongside the Early Help, Youth Offending & Social Care services that we deliver to achieve these outcomes, we also commission other organisations to work alongside us, to deliver support and achieve outcomes for children, young people and families on our behalf. We also commission 'enabling' goods and services that help our staff to work well with children, young people and families.

Northamptonshire Children's Trust's Commissioning Strategy and Framework sets out our overall vision and plan to use commissioning to contribute to the delivery of our Business Plan, and to improve outcomes for children, young people and families and to support our staff to do their work effectively and efficiently.

The Commissioning Strategy and Framework is also intended to inform our Board, stakeholders, partners and our staff of the purpose of our commissioning; our expectations of commissioned services; how they align with and support our service delivery function; our approach to commissioning; what good commissioning looks like; what we intend to commission over the next four years and how we will know what difference we have made for children, young people and families in Northamptonshire as a result.

In delivering this Strategy & Framework we will contribute to the achievement of the Trust Business Plan – to improve and sustain the experiences and outcomes for children, young people and families who need our support, and to make the best use of our resources.

## What is commissioning?

**Commissioning is the process for deciding how to use the total resources available for children, young people and families in order to improve outcomes in the most equitable, efficient, effective and sustainable way<sup>1</sup>**

Commissioning provides a framework to understand the outcomes, needs and experiences of a child or group of children; to plan the best approach to improve or sustain good outcomes; to do something to improve or sustain outcomes; and to review what impact has been achieved. However, like everything we do in the Trust, we know the best results are achieved by taking a strengths based, relationship based, collaborative approach with children, young people and families at the heart of all we do – in every action we take and every decision we make.

When we commission we follow the 4 stage cycle shown below. Effective commissioning absolutely needs to be led by voices of children, young people and families and by the practitioners who work with them, supported side by side by skilled commissioners who have children, young people and families at the heart of all they are doing.

<sup>1</sup> Commissioning Support Programme, 2010

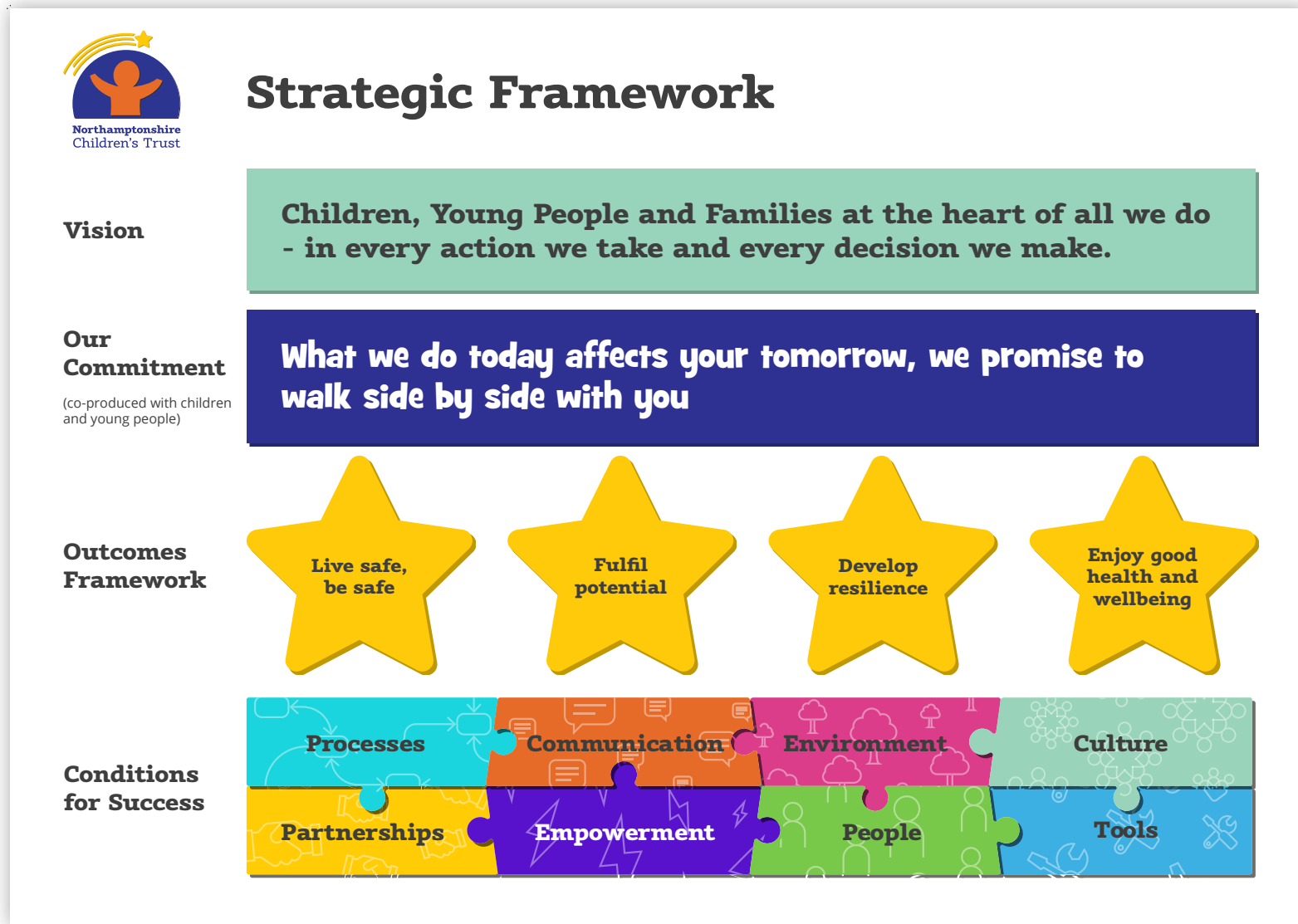


# 1. Introduction (cont)

## Our Commissioning Cycle



## 2. Northamptonshire Children's Trust Strategic Framework



Like everything we do in the Trust, our commissioning activity needs to align with our Vision and our Commitment and focused on achieving the outcomes identified in our Strategic Framework.

## 2. Northamptonshire Children's Trust Strategic Framework (cont)

Our **Values** underpin all of our commissioning activity:

- Be child focused and work with the whole family
- Make a difference with trust and integrity
- Concentrate on the best solution
- Act with respect, kindness and compassion
- Communicate well
- Do the best job of your life every single day

And we are focused on contributing to our **Strategic Priorities** through our commissioning activity:

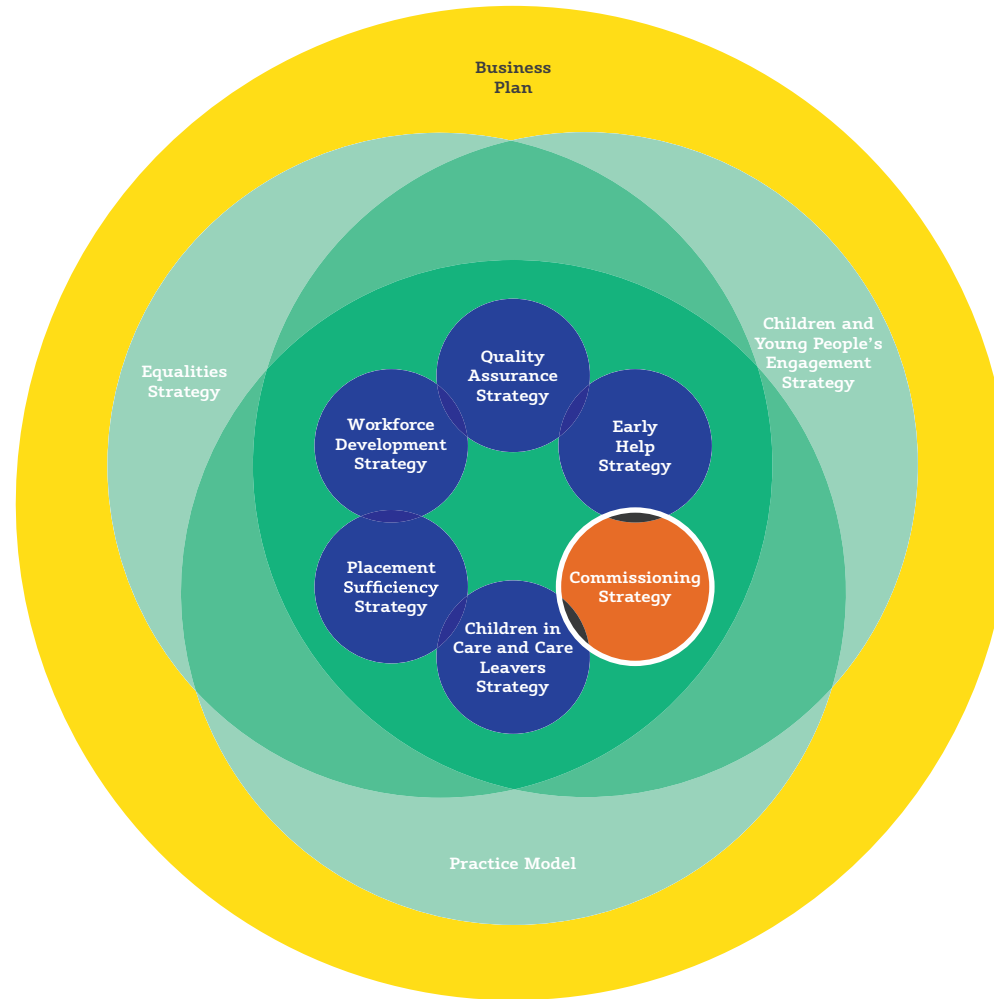


To meet the challenges faced by communities, we will have a relentless focus on our impact and outcomes for children and young people based on local needs and priorities. Our Business Plan states that to achieve this, we will:

- Ensure that the voice of children and young people drives all of our practice.
- Strengthen relationships with parents and carers, and our service offer will be shaped by them and by the direct involvement of children and young people. The co-production of effective solutions to local priorities, including financial challenges, will be evident in our successful delivery of the business plan, as well as our response to emerging issues.
- Focus our early help services on building resilience in families so that they are better able to help, support and protect their children without the need for statutory interventions.
- Consistently use reflective, collaborative and strengths-based approaches to working with the whole family so that parents are able to make positive and lasting changes to the care they provide to their children.
- Invest in integrated services and joint commissioning with our partners, bringing together our collective ideas, talent and resources to better meet the needs of children and young people, especially those with the most complex needs.
- Promote strong and meaningful relationships with our partner organisations and our whole-system approach to improving services and outcomes for children and young people.
- Have established strong and financially stable foundations.

## 2. Northamptonshire Children's Trust Strategic Framework (cont)

Our Commissioning Strategy and Framework is one of our core strategies to deliver the aims of our business plan.





### 3. Achieving Effective Commissioning

The purpose of our commissioning activity is to achieve and sustain the best outcomes and experiences for children, young people and families, and to support our workforce to do their work effectively and efficiently. We want to achieve the best use of the resources available to us and achieve excellent value for money.

Our commissioning activity relates to the children, young people and families who we work with at different points within the statutory framework; as well as enablers – these are goods or services that support staff to work effectively and efficiently. As such, our commissioners will be working alongside practitioners and partners with expertise in these areas to ensure that what we commission is in line with, complementary and adding value and is embedded within our practice so that the best use is made of our resources.



#### We will achieve effective commissioning by ensuring:

Throughout the Commissioning Cycle:

- Our commissioning is led by the voice of children, young people, families and the practitioners who work with them; facilitated and supported by skilled commissioners
- We work collaboratively with children, young people, families, practitioners, partners and providers throughout the commissioning cycle, co-producing and jointly designing services to maximise creativity and innovation whilst ensuring that services are fit for purpose and delivered through the most effective means to achieve results.
- We make full use of the commissioning cycle (understand, plan, do and review). We will forward plan and build in sufficient time for each stage so that we do this effectively and with partners, where applicable.
- We draw not only on our strengths and assets but also on those of children and families, our partners, providers and the community to work together to make things better for children, young people and families and enabling them to thrive.



### 3. Achieving Effective Commissioning (cont)

#### In the 'Understand' Stage

- We develop our understanding of the assets and needs of children, young people and their families and also consider what these may be in the future.
- We seek to ensure families can access the right support at the right time ensuring support is provided as soon as a problem emerges so that it does not get worse.

#### In the 'Plan' Stage

- We always explore whether it is better to collaborate with partners to achieve greater impact and better value for money. We will create joined up services with partners where this makes sense for families and we will seek to pool funding to work together for greater effect.
- We evaluate all options to identify the most suitable means of improving outcomes.

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#### In the 'Do' Stage

- We work proactively with potential providers in the market place to help them develop skills for bidding, capacity, capability and innovation that will deliver the most benefit to children, young people and families.
- Where our commissioning involves delivery of services by external organisations, we will work collaboratively and in partnership. We will ensure that there are smooth processes in place so families receive the right support at the right time, and that commissioned and in house services work side by side as part of the Northamptonshire

Children's Trust family.

- We consider how further social value can be built into service delivery to provide additional economic, social or environmental benefit.
- We will be transparent and fair in commissioning decisions. We ensure that we meet legal and policy requirements and we use reasonable procurement processes and timescales.

#### In the 'Review' Stage

- We will use a variety of ways to understand the impact and what difference it has made (see our 'Commissioning Cycle Activities' on page 13 for more details).
- We ensure that, not only are our commissioned providers meeting their legal obligations with regard to Equalities, but that they are committed to ensuring that everyone is included, has a voice and is respected. This includes their own staff, the professionals that they work alongside and the children, young people and families that they support.
- We will use the review stage to inform future commissioning. We will stop doing things that aren't having an impact and seek new solutions.

## 4. Expectations of our Commissioned Services

We have the same expectation for services whether they are delivered from within the Trust or by a commissioned provider.



### **Making a difference**

All activity is focused on making a difference for children and achieving the outcomes and ambitions of our Vision.

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### **Collaboration**

Services will work collaboratively as part of the Children's Trust family to improve lives of our children, young people and families.

Children, young people and parents/ carers are treated as partners and are involved actively in the planning, delivery and evaluation of support.

Providers contribute to relevant partnership groups and panels and share information and intelligence appropriately to improve practice and outcomes for children.

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### **Safeguarding**

Children are safeguarded effectively, Working Together to Safeguard Children statutory guidance and Northamptonshire's Safeguarding Children Partnership (NSCP) policies and procedures are followed.

## 4. Expectations of our Commissioned Services (cont)

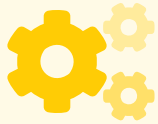


### Equality & Diversity

Equality and diversity policies and procedures are implemented.

Equal opportunities are advanced, discrimination tackled and good relations are fostered between people of different characteristics and backgrounds.

Services and support are easily accessible from a child and/ or parent/ carer perspective and adapts to meet special needs of children and parents/ carers.



### Doing what works

Work is designed and delivered in line with evidence of what works.

Support builds on children's and families' strengths and assets and enables them to develop positive connections in their community, resilience and sustained outcomes.

Services working with families will use the Signs of Safety practice model.

Assessments, planning and progress reviews are good quality and timely and children and their parents/ carers are involved actively in them



### Knowing what difference we've made

Accurate performance and impact information is used to track progress of children and to develop and improve the service; and relevant information is shared with commissioners.

Providers and commissioners will work together to creatively identify solutions to any challenges in achieving outcomes and delivering good value for money.

Providers and commissioners will jointly quality assure activity.

The best use is made of resources.



## 5. How We Commission

The Commissioning and Strategy Service provides commissioning support and expertise in the Trust, co-ordinating commissioning projects and undertaking work at all stages of the commissioning cycle, working with partners where applicable. Commissioners will work side by side with practice leads for each commission; they are the expert practitioners with responsibility for ensuring that all stages are informed by professional and operational expertise and that commissioned services are embedded within the system. We will support our commissioners and service leads to continually develop skills and expertise in commissioning, leadership and change management. Equally important are the children, young people and families we work with; they are also key partners throughout the commissioning process and will be supported and enabled to contribute and participate alongside us. Decisions regarding procurement, grant funding and contract awards are taken in line with the Trust's scheme of delegation.

### Our commissioning takes place at different levels:

- **Individual** child or family (i.e. care packages)
- **Groups** of children or families in similar circumstances or with similar needs - this can vary from relatively small in number or spend to high (ie mental health support for care leavers to foster placements for children in care)
- Goods or Services that **enable** our staff to get on with their work and do their work well

The figure on page 13 shows the commissioning cycle and the range of activities at each stage; which will vary according to the nature and size of the commission. 'Enabling' Goods or Services may only require a procurement (purchasing) process rather than a full commissioning process.



Sometimes, our commissioning at the individual level is reactionary. This can be for a variety of reasons, such as changes in demand, circumstances, or emergency situations. By its nature this means we are not always able to undertake work at the understand and plan stages, and our choices can be more limited when responding quickly. As part of our strategy we will closely monitor our reactionary commissioning to identify themes and patterns and identify how a more strategic and planned approach can be applied.

## 5. How We Commission (cont)

### Commissioning Cycle Activities as a single organisation or with partners



## 5. How We Commission (cont)

Throughout the cycle we also consider the six stages identified by the Commissioning Academy (2013)

- What's the question?
- Get to know and work with your customers
- Define the outcome and priorities
- What will it look like?
- How will you get there?
- Measuring the impact





## 6. What We Commission

We commission services to support children, young people and families with a range of needs, to work alongside our practitioners and in-house services to improve outcomes.

**As at April 2021, the following support is commissioned by the Trust:**



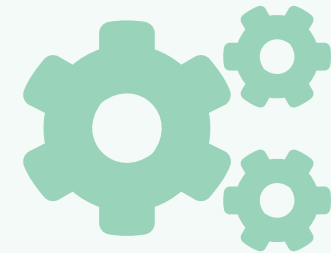
### **Support commissioned for individual children, young people or families**

Support is spot purchased, procured via a framework or bought with a personal budget. Some spot purchasing is done directly by operational teams



### **Support commissioned for groups of children, young people or families**

Support is commissioned via a 'block' contract for an identified number of children and families






### **Goods or services to enable staff to work effectively and efficiently**




Goods or services are spot purchased, procured via a framework or via a block contract

## 6. What We Commission (cont)

### Family Support Services & Youth Justice

Commission	Annual contract value or approximate annual spend	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Targeted Support for Children under 5 and their families in Corby</p>	£512,000	150	<ul style="list-style-type: none"> <li>• Improve outcomes for children and families and prevent more serious issues arising through outreach and early help</li> <li>• Early Help for parents and children during pregnancy and first 2 years of a child's life; regarding domestic abuse/alcohol abuse and mental health; to support Parenting / keeping children safe/ improving the family routines</li> <li>• Identifying and providing access to early years support for children with Special Educational Needs and Disabilities</li> <li>• Being a hub for the local community, building social capital and community cohesion</li> <li>• Education and Learning outcomes for children and parents</li> </ul>
 <p>Employment, education and training support</p>	£975,000	400 young people at any one time	<ul style="list-style-type: none"> <li>• Increase in number of young people who are in education, employment and training.</li> <li>• The percentage of children and young people in Northamptonshire that are not in education, employment or training is now at its lowest level.</li> </ul>
 <p>Mentoring for adolescents**</p>	Total funding for this project is £253,370 £35,000 used to commission training and equipping of mentors	300 young people will be supported as mentees or as beneficiaries of our work in schools/colleges.	<ul style="list-style-type: none"> <li>• Positive impact on mentees' confidence and the enhancement of a range of skills</li> <li>• Reduce risky behaviours, exclusions, offending and victimisation amongst young people</li> </ul>




## 6. What We Commission (cont)

Commission	Annual contract value or approximate annual spend	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Support for young carers ***</p>	£120,000	<ul style="list-style-type: none"> <li>• 330 assessments for young carers</li> <li>• 200 young carers supported through group activities</li> </ul>	<ul style="list-style-type: none"> <li>• The service aims to give young carers the same life opportunities as their peers and feel supported at school/ college.</li> </ul>
 <p>Appropriate Adult Services</p>	£30,000	<ul style="list-style-type: none"> <li>• 360 young people</li> </ul>	<ul style="list-style-type: none"> <li>• Appropriate Adults safeguard the interest, rights, entitlements and welfare of children who are suspected of a criminal offence.</li> </ul>
 <p>Family Support Services</p> <ul style="list-style-type: none"> <li>• crisis intervention</li> <li>• medium term support</li> <li>• multi-systemic therapy</li> </ul>	£910,000	<ul style="list-style-type: none"> <li>• 250 families</li> </ul>	<ul style="list-style-type: none"> <li>• Prevent family breakdown and/ or children needing to come into care</li> <li>• Enable parents or carers of a young person to support positive change in relation to behaviour that challenges - Majority of young people have been able to remain at home and there were no new arrests following intervention</li> <li>• Improved parenting skills and confidence</li> <li>• Enable families to overcome and manage challenges such as domestic abuse, drug misuse, financial difficulties</li> </ul>





## 6. What We Commission (cont)

### Children in need and child protection




Commission	Annual contract value or approximate annual spend	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 Family group conferencing	£419,000	Approx. 20 families	<ul style="list-style-type: none"> <li>To reduce the number of children and young people coming into care at the Public Law Outline (PLO) stage</li> </ul>
 Therapeutic support/ assessments	£220,000	120 Assessments 60 Therapeutic support	<ul style="list-style-type: none"> <li>Informs and supports the care planning process for children and the family</li> </ul>
 Support provided under s.17 Children Act 1989	Varies	Varies	Varies

## 6. What We Commission (cont)

### Children in Care, Care Leavers, Adopted Children




Commission	Annual Spend 2019/20 or Annual Contract Value 2020/21	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Fostering, children's homes and independent supported accommodation*</p>	<p>£58,590,000 (Total value allowed within frameworks. Spend varies)            This is broken down as follows:            £18m: Framework for Independent Supported Accommodation and spot purchases            £35m Children's Home and Fostering Framework and spot purchases            £ 5,143,193 Block Contract Children's Homes            £ 446,133 Care Leavers Support Service Accommodation Northampton</p>	<p>As of 31.03.2021 there were 730 active external placements</p>	<ul style="list-style-type: none"> <li>Provide care, support and accommodation to Children in Care and Care Leavers.</li> </ul>
 <p>Therapeutic support</p>	<p>Please see Therapeutic support/ assessments above</p>		

## 6. What We Commission (cont)

Commission	Annual Spend 2019/20 or Annual Contract Value 2020/21	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Support for NCT foster carers**</p>	<p>£661,000</p>	<p>Tbc – new service starting 21/22</p>	<p>Interventions to support foster children aged 5-12 cope with their experiences of trauma and support their foster carers to best care for them</p> <p>Training and support for Social Workers supporting children and carers</p> <p>Sustained placements</p>
 <p>Mental health and wellbeing support for Care Leavers**</p>	<p>Total funding for this project £430,148</p> <p>A small proportion used for commissioned support</p>	<p>Tbc total for project- new service starting 21/22</p>	<p>Provision of mental health support and services to a cohort of 25 Care Leavers – delivered in partnership through Mental Health and Clinical Psychology practitioners; a Project Lead, 2 new Business Support apprentices (Care Leavers), who will focus on housing support and mental health support respectively; the delivery of Emotion Coaching to all frontline PA staff and their managers, ensuring a holistic and supportive culture is encouraged within this service.</p>
 <p>Adoption Support Fund</p>	<p>£228, 327</p>	<p>69 children</p>	<p>Assessment of need, a support plan will be agreed with the family. This will identify the support and or intervention required and what outcomes are being sought.</p>



## 6. What We Commission (cont)

### Children with Disabilities

Commission	Annual Spend 2019/20 or Annual Contract Value 2020/21	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Residential Short breaks</p>	£2,150,000 including contribution from NHS	10 beds available at any time	<ul style="list-style-type: none"> <li>To provide overnight breaks and activities to children and young people who need to receive breaks in a specialist environment</li> <li>To minimise the need for hospital admissions as well as facilitating early discharge from hospital</li> <li>To provide activities that will utilise appropriate venues, equipment and staffing to meet the needs of the children and young people</li> </ul>
 <p>Non-residential Short-breaks</p>	£420,000	120 children	<ul style="list-style-type: none"> <li>To provide a service that offers children and young people a multitude of opportunities for growth and development and give an opportunity to socialise with peers, build confidence, resilience and self-esteem, nurture independence, chance to try and learn new challenges and relax and have fun</li> <li>To work with parents to ensure that the service meets their needs including a sufficient break from caring, confidence that their child is well cared for and respond to needs and assurance that their child is undertaking positive and enjoyable activities.</li> </ul>
 <p>Sleep Service</p>	£145,000 including contribution from NHS	510	<ul style="list-style-type: none"> <li>To provide family centred sleep advice to identify and address sleep disorders</li> <li>To work directly with parents and carers to ensure that the service suits their family's needs</li> </ul>






## 6. What We Commission (cont)





Commission	Annual Spend 2019/20 or Annual Contract Value 2020/21	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Personal care and support</p>	£1,500,000	135	<ul style="list-style-type: none"> <li>To meet children and young people with disabilities' individual care and support needs in the home and community</li> </ul>
 <p>Support for children with visual and hearing impairments</p>	£43,200	<p>Hearing impaired – 650 clients (note: this includes both children and adults)</p> <p>Visual impaired - 166 attendances at children and young people events.</p>	<ul style="list-style-type: none"> <li>To provide prevention services for deaf, deafened deaf-blind and hard of hearing people to prevent the need for more specialist support</li> <li>To provide advice, help and practical support to overcome emotional and practical challenges of living with sight loss.</li> </ul>

## 6. What We Commission (cont)





### Enablers

Commission	Annual Spend 2019/20 or Annual Contract Value 2020/21	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Language support service</p>	£112,500	4200 requests	<ul style="list-style-type: none"> <li>To support children young people and families in the care system who speak, communicate or read languages other than English</li> </ul>
 <p>Legal support for Independent Reviewing Officers</p>	£6,000	N/A	<ul style="list-style-type: none"> <li>Provides children's and young people's Independent Reviewing Officers with independent specialist legal advice in regards to Care Proceedings and Looked After Children.</li> <li>This ensures that the child's interests are being represented.</li> </ul>
 <p>Youth Offending Service case management system</p>	£38,947	N/A	<ul style="list-style-type: none"> <li>Reduced re-offending, reduced risk of harm, improved well-being of young people and their families, effective risk management.</li> </ul>

## 6. What We Commission (cont)


Commission	Annual Spend 2019/20 or Annual Contract Value 2020/21	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Drug and alcohol testing</p>	£100,000	Approx. 100 requests	<ul style="list-style-type: none"> <li>Supports to understand parents substance usage for assessment, support and decision making</li> </ul>
 <p>DNA testing</p>	£12,000	Approx. 20 requests	<ul style="list-style-type: none"> <li>To understand children's parentage</li> </ul>
 <p>Social care case management system</p>	Part of overall contract for children's and adults services	All children and Families with Early Help or Social Care involvement.	<ul style="list-style-type: none"> <li>Supporting practitioners with recording and case managing for families they are working with, allowing for secure data sharing between professionals.</li> </ul>
 <p>Social care procedures manual</p>	£9,200	All children and Families with Early Help or Social Care involvement.	<ul style="list-style-type: none"> <li>The workforce has easy access to well written procedures that reflect current legislation, regulations, Statutory Guidance, and best practice.</li> <li>Improved consistency in practice and support offer to children and families.</li> </ul>

## 6. What We Commission (cont)

Commission	Annual Spend 2019/20 or Annual Contract Value 2020/21	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Transport for children and families and for NCT children's homes</p>	£1,667,000	Approx. 300 children and young people in 2020/21	<ul style="list-style-type: none"> <li>• Enable all children who require social care travel assistance to attend school, have contact with family and respite care.</li> </ul>
 <p>Cashless payments</p>	£16,000	N/A	<ul style="list-style-type: none"> <li>• To provide an efficient and low risk payment system to children, young people and families without relying on petty cash payments</li> </ul>
 <p>Family Time booking system</p>	£30,000	N/A	<ul style="list-style-type: none"> <li>• To provide efficient and effective appointment booking system, reducing administration</li> </ul>
 <p>Equipment for children in the community</p>	£116,000	Varies	<ul style="list-style-type: none"> <li>• Providing equipment, minor adaptations, and repairs for children with disabilities and their families to promote their independence and equal opportunities.</li> </ul>



## 6. What We Commission (cont)

Commission	Annual Spend 2019/20 or Annual Contract Value 2020/21	Approximate number of children/ young people/ families supported	What outcomes and activities is this commissioned to achieve?
 <p>Software to support children's participation</p>	£60,000 3 years	Available for all children supported by NCT	<ul style="list-style-type: none"> <li>• Increased engagement of children and young people</li> <li>• Increased influence of children and young people in developing and improving support</li> <li>• Reduced administration time</li> <li>• Earlier reporting of concerns by children to address any issues at earlier stage</li> </ul>

\*Our Sufficiency Strategy informs the commissioning of placements for children in care and care leavers

\*\* Funded by Public Health to achieve public health outcomes

\*\*\*Funded by Better Care Fund

## 7. Our Commissioning Plans

The following sets out our plans for 2021/22 and 2022/23. Our plans for 2023/24 are dependent on the outcome of the activity in the first two years of this strategy.

Our contracts register and commissioning forward plan detail the timeline for the understand, plan, do and review stages for each of these commissioning projects, and will be overseen by our Commissioning Board. The Commissioning Board reports to the Trust Senior Leadership Team and Trust Board, making recommendations for in relation to procuring services, awarding contracts and decommissioning. The Board has oversight of all our commissioning activity (including joint commissioning), the commissioning forward plan and the quality and outcomes of commissioned services.

### 2021/22

We will be working with commissioned providers to ensure we are working collaboratively for families and to monitor the impact of services.

We will work with partners to develop the Integrated Care System for children and young people, including joint commissioning.

We will undertake the following commissioning projects (this includes where current contracts are due to end or be extended this year or next year):

### Family Support Services & Youth Justice

- Targeted employment, education and training support
- Support for young carers

### Children In Need Of Help & Protection

- Family Group Conference Service
- Drug and alcohol and DNA testing

### Children In Care, Care Leavers & Adopted Children

- NCT Fostering Family interventions
- Sufficiency Strategy Action Plan – re-open fostering, children’s homes and independent supported accommodation frameworks and training flats for care leavers; consider options for managed support service accommodation and emergency placements

### Children With Disabilities

- Support for children with disabilities and their families

### Enablers

- Language support

## 7. Our Commissioning Plans (cont)

### 2022/23 and beyond

We will be working with commissioned providers to ensure we are working collaboratively for families and to monitor the impact of services.

We will work with partners to develop the Integrated Care System for children and young people, including joint commissioning'.

We will undertake the following commissioning projects (this includes where current contracts are due to end or be extended this year or next year):

#### Family Support Services & Youth Justice

- Targeted safeguarding support
- Targeted Support for children under 5 and their families in Corby
- Appropriate Adult Service
- Mentoring for adolescents

#### Children In Care, Care Leavers & Adopted Children

- Sufficiency Strategy Action Plan – residential care, fostering and independent supported accommodation framework, residential block contract
- Fostering Family Support
- Support for Care Leavers' Mental Health and Wellbeing

#### Children With Disabilities

- Personal Care and Support framework

- Support for children with disabilities and their families

#### Enablers

- Legal advice for Independent Reviewing Officers

## 8. Measuring The Impact Of Our Commissioning Strategy And Framework

To understand the overall impact of our Commissioning Strategy and Framework, it is essential that we understand the difference each of our commissioned services has made. Performance monitoring is agreed with providers for each commissioned service, based on the outcomes and activity agreed in the service specification, and includes a variety of methods to understand activity and impact including quantitative and qualitative data on activity and outcomes, views of children, young people and families, views of practitioners and views of regulators where applicable. Performance monitoring is completed on a quarterly basis and impact reported annually.

All of our performance monitoring aims to answer the four Outcomes Based Accountability (Friedman) questions:

	Quantity	Quality
Effort	How much did we do?	How well did we do it?
Effect	Is anyone better off – what difference did we make to the lives of children and their outcomes?  Where do we need to focus our improvement efforts?	

Here is some feedback from parents/ carers and our staff about our commissioned services:

**“I have been supported massively by the Family Support Worker. The Family Support Worker has been amazing and supported us through a difficult time. She gave me practical and effective approaches to implementing routines and managing behaviours” (parent/carer)**

**“The Learning Mentor at the school has shared that child has seemed more settled in school and his behaviour has improved the past few weeks” (school)**

**“Thank you MST from the bottom of our hearts for helping our family re-think our communication and the way we approach behaviours” (parent/carer)**

**“You helped me behave better, mum has stopped getting phone calls from school every day because I behave more. The worksheets and bits you gave me on managing my emotions and anger really helped. It was good being able to talk with you. The family rules chart you introduced really help my younger brothers.” (young person)**



## 8. Measuring The Impact Of Our Commissioning Strategy And Framework (cont)

“Family has been supported with relationship and positive discipline and routines for children, they had parenting support and emotional support, and parents reported they appreciated Family Intervention Project’s support” (social worker)

“I feel that without the care offered by short breaks, the young person would have been admitted to a hospital where behaviours would have intensified. In accessing a familiar, safe environment the young person has been able to be supported through this difficult period with positive results for both them and their family” (provider)

We will know we have achieved the objectives of this **strategy** when all of our commissioning is:

- Led by the voice of children, young people, families and practitioners
- Completed within good time to allow for each stage of the cycle to be undertaken effectively (in accordance with the size or nature of the commission)
- Achieving demonstrable impact and positive experiences for children, young people and families (or our staff in the case of ‘enabler’ goods and services); and best value for money
- Enabling us to achieve the objectives of our Business Plan





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