

# Commissioned Social Care Services Participation Model

## Introduction

In Scotland there is a clear aspiration to ensure that the expertise and knowledge of people with lived experience of services is understood, valued and reflected in service delivery. People’s right to choice and to inform decisions about their care is enshrined in legislation.

There is a wide spectrum of recognised participation activity which can be undertaken.

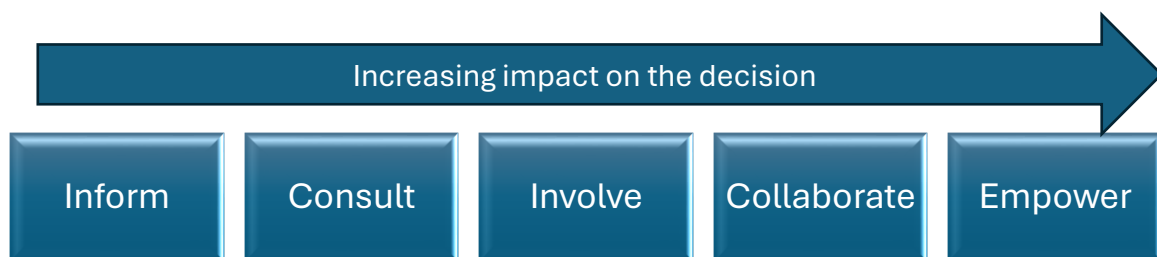


Figure 1: Adapted from IAP2 Spectrum of Public Participation

## The role of Scotland Excel

Scotland Excel establishes and manages national collaborative arrangements for social care services for both children and adults. Scotland Excel does not commission services for individuals, instead local authorities and providers enter into contracts for the delivery of services for individuals under the terms of overarching national arrangements. Service specifications for the national contracts focus on general principles and expectations rather than specific outcomes.

## Scotland Excel’s approach to participation

Scotland Excel seeks to support appropriate participation and consideration of people’s views in two ways:

1. Consideration of the expertise, knowledge and views of people with lived experience in relation to general principles for national contract development and management.
2. Ensuring contracts are flexible enough to enable specific views, wishes and outcomes to be discussed locally and reflected in individual arrangements.

### **Consideration of general views**

Due to the nature of Scotland Excel's role and the need to consider high-level requirements and general principles, it is anticipated that participation in relation to the development and management of national arrangements will be undertaken via the 'consult' participation type (see figure 1).

As a general approach, where there is existing consultation material or research available, Scotland Excel will utilise this to maximise the benefit of work already undertaken. This approach seeks to avoid duplication where individuals are consulted on similar themes multiple times.

Scotland Excel will make an assessment of any existing material during the early strategy development phase of a national contract to determine its suitability for use to inform general principles. Views may be sought from a range of stakeholders to confirm Scotland Excel's assessment of suitability.

Where there is no or limited information available, Scotland Excel will work with stakeholders to agree an approach to ensuring views are appropriately considered. This may involve commissioning new consultation activity from an appropriate provider. Where new consultation activity is commissioned, this will reflect guidance and best practice.

### **Ensuring flexibility**

National contracts are designed to be flexible so that an individual's needs can be met in the way they choose. National service specifications set general expectations and principles with the specific wishes, needs and outcomes of an individual discussed and agreed locally. Local authorities, health and social care partnerships and providers retain this element of participation with individuals.

Scotland Excel will ensure that contracts are developed and drafted with the flexibility needed to enable a range of participation approaches (as set out in figure 1) to be undertaken locally. Scotland Excel will review and adapt future iterations of national arrangements to ensure alignment with best practice in relation to participation and person-centred care.