

Commissioning and funding arrangements allow us to jointly plan use of our efforts and resources

- Recognition of the benefits of collaborative working and commissioning across all key partners
- Ongoing partnership commitments around SMD in key plans and strategies
- Commitment of sustainable resource from partners to deliver approaches that work, and infrastructure in place for joined-up commissioning
- Commissioning / contracting arrangements that support partnership delivery of flexible services that work for people experiencing SMD

Steps we're taking to achieve this outcome:

- Encouraging collaboration of existing services through Workforce Forum
- Using **Learning Lab** discussions with funding bodies to develop clear options for resourcing further delivery beyond March 2024
- Understanding partners' core priorities and pressures
- Developing contracting options that support joined up delivery (e.g. alliances)
- Drawing together evidence of benefits through Insight and Development Hub
- Obtaining buy-in through leadership forums (Changing Futures Board, PBP Exec, HWB Board, etc)

Respond well to meet the needs of the diverse population of people experiencing SMD

- Use of services reflects needs of people in the City experiencing SMD (e.g. demographics)
- Equity of outcomes for women and people from minority communities
- Commissioning and operational delivery is informed by research and recommendations on culturally and gender specific needs
- Women and people from minority communities with lived experience have their voices heard
- Delivery of support supports choice and is responsive to cultural / gender preferences
- The workforce is informed on gender and culturally-specific needs

Steps we're taking to achieve this outcome:

- Establish monitoring through 'dashboards' and share with the SMD Partnership
- Accountability and guidance through Race and Gender Equity workstreams of SMD programme
- Commission research into experiences and needs of diverse communities re SMD / host a symposium
- Build representative lived experience input
- Increase access to specialised support by trialling and evaluating personalised commissioning
- Learn from the delivery of Specialist Navigators
- Develop culturally and gender responsive SMD training through the Practice Development Unit

Improve the response to SMD within mainstream services

- Greater recognition of SMD in key plans and strategies for mainstream services
- Changes to processes and practices in mainstream services that improve access, experiences and outcomes for people experiencing SMD
- Adoption of evidence-based approaches
- Improved awareness of partners' services / joint working
- Wider workforce informed around SMD and able to respond effectively
- Sustainment of expertise / champions within key services

Steps we're taking to achieve this outcome:

- Partnerships with key service areas through Embedded Practitioners (EPs)
- EPs to support partners' priorities where these align to SMD objectives
- EPs sharing knowledge within host services
- Developing '**position papers**' and corresponding action plans for improvements (in partners' services and partnership working)
- Work with workforce leads to tailor / promote engagement in the Practice Development Unit
- Encourage mainstream provision of EP roles by demonstrating value to partners

Embedding the involvement of people with lived experience

- Partners recognise the value of working in partnership with people with lived experience (LE) and understand how best to engage
- Services are improved by through the involvement of people with LE in design and delivery
- Key forums that support involvement in decision making are maintained
- Routine, meaningful involvement of people with LE in co-production activity by partner organisations
- Maintaining co-ordination, training and support for involvement of LE
- People with LE feel valued and have opportunities for development

Steps we're taking to achieve this outcome:

- Developing (and modelling) involvement of lived experience in decision making through CF Programme Board
- Meaningful involvement of lived experience (LE) in the SMD programme workstreams
- Learning from direct delivery of support by Peer Mentors
- Evidencing the benefit of working with LE in design, delivery and decision making through evaluation
- Promoting greater involvement of lived experience through 'position paper' plans
- Options for sustained resourcing of LE through Learning Labs

Supporting continuous learning and development, and the effective use of data

- Sustainable arrangements are in place for monitoring need, service use, experiences and outcomes
- Shared metrics are established and used by partners to monitor performance and guide improvements
- Partners can share information appropriately to improve experiences and outcomes
- Partners understand contribution to their core responsibilities
- Learning and evaluation is valued and maintained within the system
- Evidence supports ongoing delivery of SMD activity

Steps we're taking to achieve this outcome:

- Develop and deliver a plan for research and evaluation
- Using the Insight and Development Hub to grow evidence of what works / impact
- Bring together data leads to develop information sharing agreements / arrangements
- Employ an analyst embedded in the Systems Analytics Intelligence Unit to draw together partners' data
- Establish a dashboard available to all partners
- Develop 'feedback loops' to use operational data (e.g. from MDT) and staff feedback to inform developments
- Look at options for funding through Learning Labs

Improve how partners work together operationally to meet the needs of people experiencing SMD

- Partners from different services are able to work together effectively as a 'team'
- Partners are able to align their practices and processes across services
- Duplication of delivery is reduced, improving experiences of support and efficiency
- Service developments (including new funding programmes) are developed with partners' input
- Trends, issues and opportunities for improvement are identified quickly
- Forums and multi-disciplinary team approaches for SMD are embedded
- Shared learning and development takes place across services

Steps we're taking to achieve this outcome:

- Development of the Wrap Around MDT and evaluating impact
- Establishing SMD Workforce Forum to support joined-up working across operational teams
- Maintaining the SMD Partnership meeting through the SMD programme
- Developing information sharing (see *previous slide*)
- Learning from operational delivery / colleagues through 'feedback loops'
- Hosting communities of practice through the PDU
- Developing options to sustain resourcing of the WAMDT and PDU through Learning Labs