

# Commissioning for Citizenship and Sustainability



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How Cornwall is using collaborative commissioning and personal budgets to improve outcomes and strengthen local systems, through the use of the 7 Keys in commissioning.



# What was the 'Trigger' to change

## LD Peer Review >>>

In 2022, Cornwall Adult Social invited LD England and the LGA to do a **peer review** of its LD services.

The feedback, whilst not all bad – was uncomfortable to hear at times.

The Peer Review Team recognised the ambition to have people and communities at the heart of our systems (a fundamental 'flip' that was described throughout) was considered a 'big jump' from where the Cornwall System was and perhaps a step too far for now.

The Team suggested a smaller 'flip' that enabled work on some fundamental areas that will help inform and guide the journey enabling a bigger 'flip' in future years.

## Making Good Change Happen >>>


**Fundamentals** to focus on:

1. **Working together** – share **one vision** of where you are going that you are all signed up to
2. **True co-production** – build on great work and fully embed '**nothing about us without us**' at all levels.
3. **Risk** – reducing/removing a **risk aversion** culture
4. **Can-do culture** – moving to a 'do with' rather than a 'done to' position.
5. **Co-ordinate and build on what you have** – passionate people doing great things independent of each other – coordinate it.

# citizen checkers

**We are all equal**  
**We are all different**  
**We are all citizens**

Out now in paperback & ebook  
#EverydayCitizenship



Slide 5 - Insert Citizen Checkers Film here.

## How Cornwall applied the 7 Keys to Citizenship

Social Care Practitioners use the framework of 7 keys as part of their 'What Matters to You' conversations

The 24/7 grid enables visual ability to set support week on week and adjusting support from risk averse restrictive support to more freedom for individuals

Peer Advocates are commissioned to deliver quality checks and training on what 7 keys can mean to individuals and how to use them effectively

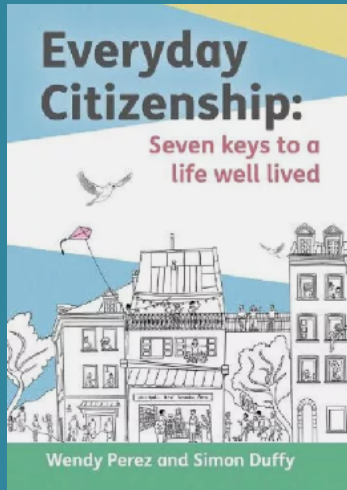
Commissioners have embedded 7 keys into their commissioning cycle  
Analyse, Plan, Do, Review

Coproduction sessions and LD partnership boards are themed around 7 keys to enable engaging discussion – all are led by people with lived experience

Providers are using the 7 keys to citizenship as a core framework to inform outcomes-based provision.

The JSNA for LD in Cornwall is going to use 7 keys as its structure to embed the framework for outcomes.

Result? People living a good life of their choosing, making contributions to the community by self-directing their own support



**keys to citizenship**  
7 interactive training sessions

**Purpose**  
Supporting people with lived experience, staff and support providers to work together in inclusive and co-productive ways, embedding the 7 Keys of Citizenship.

**Who is it for?**

- People who draw on services
- Providers & Leaders
- Frontline Staff

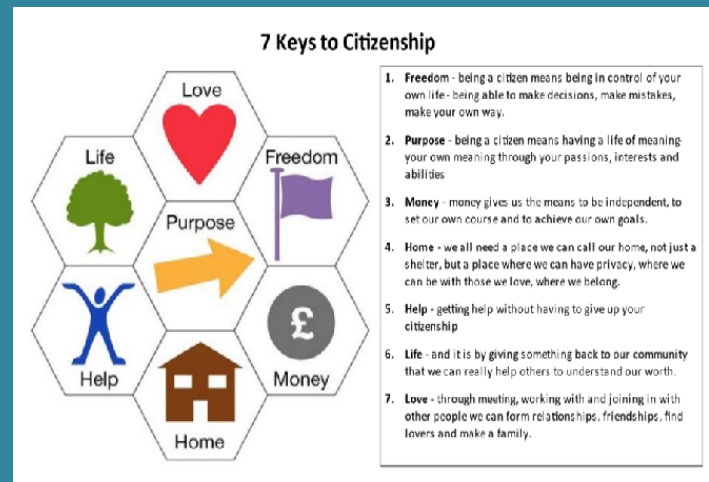
**Structure**

- 7 interactive sessions (11am-2pm, with lunch)
- Based on the 7 Keys: Love, Freedom, Home, Money, Help, Life, Meaning
- Delivered with people with lived experience

**Interested? Get in touch!** [kate@citizencheckers.co.uk](mailto:kate@citizencheckers.co.uk)  
07866 467567 [www.citizencheckers.co.uk](http://www.citizencheckers.co.uk)

Meaning	Thu 9 Nov	Redruth
Freedom	Thu 13 Nov	St Austell
Home	Thu 20 Nov	Redruth
Money	Thu 27 Nov	St Austell
Help	Thu 4 Dec	Redruth
Life	Thu 11 Dec	St Austell
Love	Thu 18 Dec	Redruth

**citizen checkers**



## **Step 1: Get off the Starting Blocks**

• *Motivate and engage – include Peer Advocates, Providers and Champions.*

## **Step 2: Support Early Adopters**

• *Identify, nurture, and celebrate those who lead the way – both locally and nationally*

## **Step 3: Share Success Stories**

• *Show what works—stories inspire action and belief.*

## **Step 4: Grow Your Movement**

• *Get followers onboard—momentum comes from community.*

## **Step 5: Commit Resources**

• *Invest time, energy, and funding—success needs fuel.*

## **Step 6: Think Bigger**

• *Don't 'just' do one part—embed coproduction, personalisation and self-directed support throughout.*



If you always do  
what you've always done,  
you will always get  
what you always got.

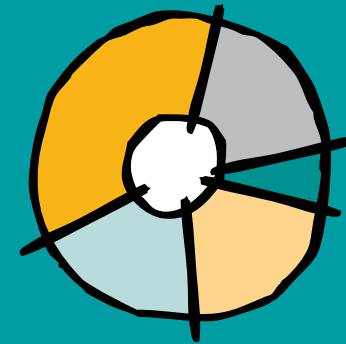


Do What You've Done



Do Something New

Change has to be coordinated – not in done isolation  
– it's a sum of many parts affecting many people!



“ When you show up with  
effort every day, success  
eventually has no choice but to  
show up too. ”

