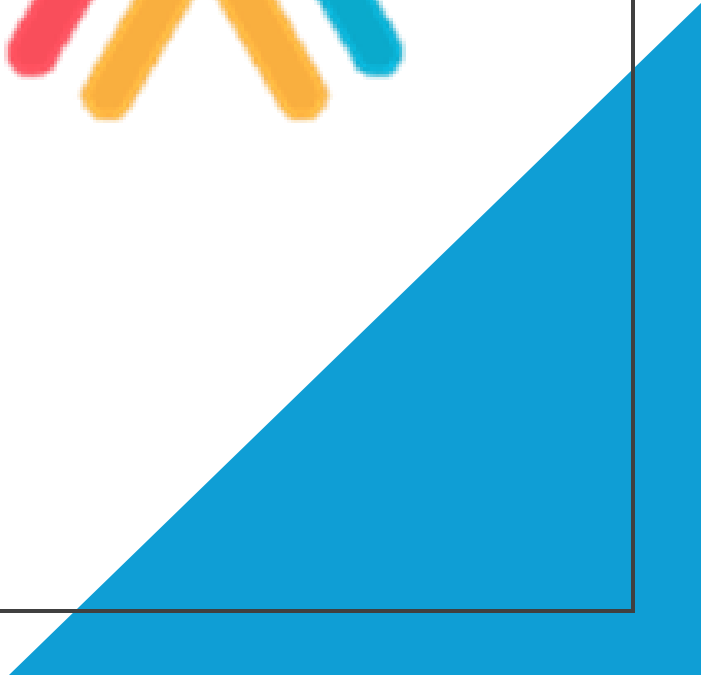


Commission East

Developing Regional Fostering & Residential Frameworks

Market Engagement playback from event on 28th
January 2026

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Suffolk
Thurrock
Cambridgeshire
Bedford Borough
Central Bedfordshire
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Southend
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Commission East | Recap and Thank you!



- Thank you to everyone who joined our Fostering and Residential Framework Engagement Sessions on 28 January 2026.
- We have pulled together what we think we heard and used your comments and responses to shape our Strategic Themes for each workstream.
- We hope we have reflected your voice accurately, but this slide deck is the opportunity to sense check and feedback anything we have missed or mis-represented.
- **Remember if you could not make the event on the 28th this does not preclude you from our planned engagement over the coming months.**
- **Please join the team and our journey in creating the frameworks that work for us.**

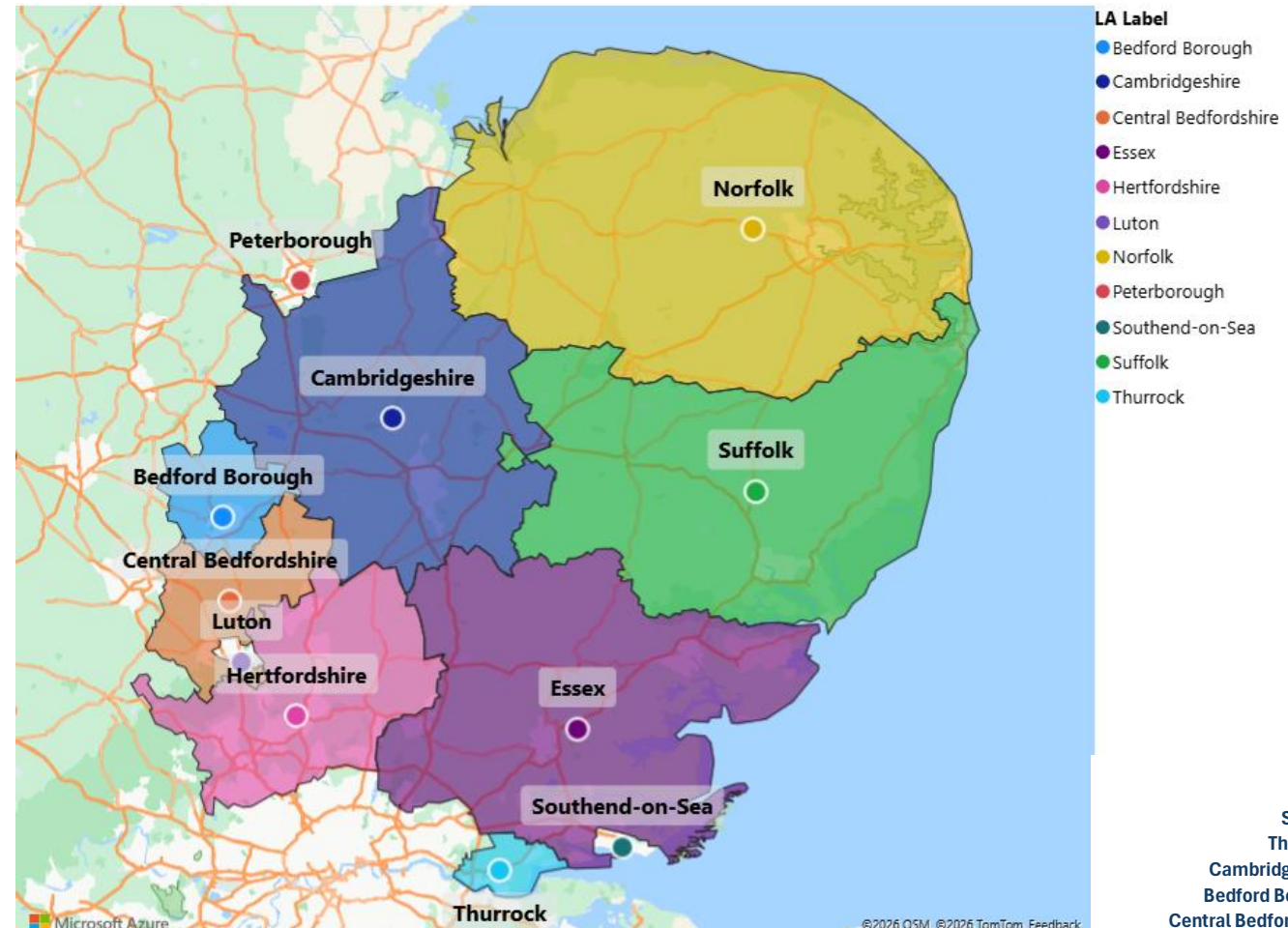
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Commission East works on behalf of the 11 Local Authorities.



The Eastern Region covers a large geographical patch comprising of both large Local Authorities and smaller Unitary's.



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NB : @Norfolk email addresses for the Commission East team represents the host authority that provides the legally entity for the post to be managed.



Commission East | Vision, Mission & Values

Vision

- ***Our vision is to create a resilient and sustainable system of care that ensures every child and young person has access to the right placement, at the right time, within their local community***

Mission

- *Our mission is to provide a diverse range of high-quality, stable, and nurturing environments that meet the unique needs of children and families and to reach this we have developed three strategic areas of focus to help design, develop and deploy transformational change across the sector. However, we need to work together and make this everyone's business, engaging hearts and minds across the region and creating **better commissioning relationships to improve innovation and collaboration with all our partners.***

Values

- **Purpose:** Care Matters, we are proud to make a difference for the Children, Families and the Communities we serve.
- **Ambitious:** Striving for the best possible outcomes and being deeply committed to making a positive difference in the lives of children and young people.
- **Innovative:** We are open, we share and learn to challenge traditional approaches, relentlessly pursuing ideas to improve the services we deliver.
- **Together:** We listen and contribute, whilst embracing creativity and collaboration to achieve our common purpose

Original Questions asked at the Market Engagement Events



- What are the priority issues for you?
- What data and information would add value for you, help with any future workshops?
- What would attract you to join a framework?
- What would deter you from joining an Eastern Region framework and what hasn't worked well for you with other arrangements?
- How do we want to work together?
- How should we come together? Face to face, online, blended?
- Anything else you would like us to know?



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Proposed Design Principles for the Framework development



To help guide our approach and test any products we develop we think the following design principles broadly reflect the comments that were shared in slido.

1. Relational Commissioning – Co Design
2. Child centred and outcomes focus
3. Clarity and Accessibility
4. Building on good practise
5. Consistency /standardisation/ single voice message



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Thematic Workstreams based on responses

Using your Slido feedback, we have grouped into 4 themes.

Each theme represents a workstream and the following slides highlight the comments that informed each area and how they have been translated into the 'components' and 'outputs' for each workstream.

1. Relational Commissioning and Co-Design
2. Quality, Outcomes & Service Alignment With Children's Needs
3. Commercial Sustainability
4. Workforce Development and Continuous Improvement

We hope we have accurately reflected your perspectives.

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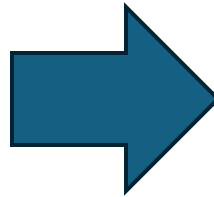
1. Relational Commissioning and Co-Design



Focus: How commissioners and providers work together now and beyond procurement. Building regional efficiencies and maintaining local relationships.

Feedback from Exercise:

- *Command and control mindset*
- *Transactional*
- *Shared Values*
- *Each LA structure with clear roles and responsibilities and escalation routes*
- *Co Design*
- *12 monthly reviews*
- *Collaboration*
- *Trust*
- *Consistency*
- *Communication. Two way*
- *Positive relationships working together in the children's best interests*
- *Accessibility of social care and commissioning teams*
- *Make sure your DCS are on board and know our value.*
- *Open conversations*
- *Value on both sides*
- *DCS openly showing were valued*
- *We have some really positive relationships within the East, it would be great to build on these where it is working well*
- *Transparency and honest discussions*
- *Respected Partners*



Core components:

- Establish a **regional Practise Principles / engagement framework** (regular provider forums, task-and-finish groups, thematic workshops).
- Co-design **service specifications** with providers, young people/ and care experience.
- Set up **relational contract management**, shifting from compliance-only to partnership-based approaches.
- Agree a Single Point of Contact (SPoC) to address issues in a timely manner and support each other.

Outputs:

- Practise Principles / Provider relationship charter
- Co-produced service specifications
- Simplistic Procurement process
- Consistent T&Cs

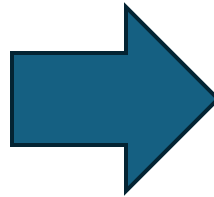
2. Quality, Outcomes & Service Alignment With Children's Needs



Focus: Understanding demand (specificity), spend, gaps, locality and future sufficiency.

Feedback from Exercise:

- *In House Sufficiency*
- *Standardisation*
- *Local Area needs and Demands*
- *Co Occurring needs , intersectionality – definition*
- *Consistent reportability*
- *Standardised approach to referrals*
- *Volume of referrals, age breakdown*
- *Standardised outcome measurement*
- *Outcomes*
- *An end-to-end system*
- *Strengths identified*
- *Strength's children are more than deficits*
- *Trend forecasting*
- *Mapping of need / sufficiency and projected need*
- *A way of ensuring Local authorities choose the right type of care for each child. In direct relation to their assessed need*
- *Being able access info in a timely manner*
- *Type of residential care required to serve the borough*
- *Individual unmet needs of each LA and barriers LAs are not able to place - cost, location, skill of carers etc*
- *Clear criteria of care need*
- *Agree your KPI's in advance. Stop asking IFA for data you already have. I.e. the number of referrals*



Core components:

- Develop a **regional sufficiency dataset**, including specificity, placement types, provider capacity, unmet need, high-cost cohorts, and gap analysis.
- Standardise **data definitions**, e.g., complexity levels, placement types
- Develop a **shared outcomes framework** rooted in lived experience and practice-based evidence.

Outputs:

- Outcomes and quality framework - agree KPIs etc (workshop)
- Process for early conversation about service development
- Standardised referral process (process vs content)
- Regional Needs & Sufficiency Report – this would help develop regional strategy

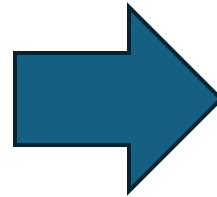
3. Commercial Sustainability



Focus: Transparency, fairness, and sustainability. (life of framework)

Feedback from Exercise:

- *Bespoke Portals (didn't want)*
- *If no vacancies, helpful when you can switch off the portal and mark as no vacancies*
- *Transfer of existing Placements*
- *Clarity of fee uplifts / Uplift process*
- *Prices Caps*
- *Other priorities?*
- *Clarity on uplifts for new and legacy*
- *Transparent pricing arrangements including expected discounts*
- *Will those LA's on different contracts still be in multiple contracts*
- *Authority to make decisions on placement??*
- *Transparent detail from the LA re fees. Condensing to meet the needs it can come at a cost*
- *Fair terms and conditions which are representative of the marketplace*
- *LAs are the squeezed middle between government and providers potential results is children falling out of mind*
- *Agree uplift process for all arrangement types - legacy and new framework*
- *Process for review of package*
- *Simple process for uplifts*
- *CPIH linked uplifts Realistic funding*



Core components:

- Establish pricing principles
- Identifying rewards and incentives
- Create a regional negotiation protocol for legacy placements.
- Define rules for annual uplift calculations, including inflation, workforce pressures, and extraordinary review criteria.

Outputs:

- Framework pricing agreement
- Predictable uplift mechanism

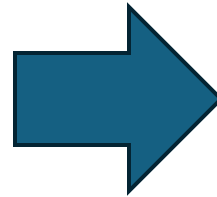
4. Workforce Development and Continuous Improvement



Focus: Ensuring the provider market and Local Authorities have a skilled, stable, values-driven workforce capable of delivering the services required by regional demand.

Feedback from Exercise:

- *Disruption support*
- *Training in-depth*
- *Barriers to coproduced referrals*
- *Everything through the eyes and experiences of a child*
- *Consider - Too many opinions (in a nice way) to consider everything as we all have our own needs and agenda*
- *No 3000 word essays needed*
- *Stability*
- *Sourcing and securing of arrangements based on the right arrangement for the right child - not the cheapest option System??*
- *Meeting needs of our children Good co-ordination for children's best outcomes*
- *Transparent info in referral info*
- *Matching*
- *Lack of carers*
- *Outcomes for children*
- *Timed referrals*
- *Right place right time*
- *Referral triaging*



Core components:

- Standardised Home find form – pilot starting (Content)
- Crafting the right referral – how do we complete a good referral?
- Training offer for framework partners.
- Social value – apprenticeships, Gyms, clubs, local employment.

Outputs:

- Single regional referral process and product
- F/W training offer

Engagement 'Kick-off' workstream schedule



We would like to invite you to the following events to shape our Eastern Region Framework together.

Relational Commissioning and Co-Design

In person - TBC

Wednesday, 15 April 2026

Quality, Outcomes & Service Alignment With Children's Needs

Online

Wednesday, 13 May 2026

Commercial Sustainability

In person - TBC

Thursday, 11 June 2026

Workforce Development and Continuous Improvement

Online

Thursday, 25 June 2026

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Luton
Suffolk
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Contact Us

If you feel we may have missed a key topic, or if you were unable to attend the sessions and would like to respond to any of the questions raised, please contact us at easternregioncib@norfolk.gov.uk

Programme Team

Commission East Programme Manager – James Tennant
Commission East Programme Support – Gemma Coxen



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