

CSS Provider Forum

26th July 2017

City Hall

10:00 – 12:00

Strategic Commissioning

Adult Commissioning

Slide 1



Agenda

- Update on strategic and financial position
- Update on the framework
- Update on use of DPS for new packages
- Issues commissioners are aware of and working on
- Update on reviews
- Update on core support
- Proud to Care
- Update on Bristol Community Links
- AOB

Update on Strategic and Financial Position

- New Interim Director of Adult Social Care – Terry Dafter OBE – influence on the strategic direction of CSS
- CSS Strategy and Framework of quality checked providers remain but £2.1million savings target recurring per annum for CSS reduced to 750k - early evidence from reviews of package costs increasing and DPS not yet functioning at 4% economy saving
- Acknowledgment from BCC Senior Management that CSS is a growth sector
- Still need to make 750k saving in next 8 months - 600k on core support and 150k on price and strengths based social work conversations & reviews
- Likely changes to DPS and alteration of some price ranges based on experience to date

Update on Strategic and Financial Position

- Co-production workshops with CSS providers on September 22nd in the morning attended by Cllr Helen Holland and Terry Dafter to discuss CSS and future direction
- BCC needs to be able to project spend on CSS and anchor its rates while ensuring provider stability
- Want to look at CSS within the context of accommodation generally (residential care, supported living, extra care housing)
- Move to more outcomes focussed commissioning - trusting providers to deliver to agreed outcomes not prescribed hours (pilot in Supported Living?)
- Will be short term changes to core support - need for transparency and equity of spend and agreed eligibility criteria. 600k savings target on this for 17/18

Update on the framework

53 providers on the framework
22 Day Services
34 Supported Living
41 Support to access the community
6 Time for You

The last tender round closed on the 30th June. We received 16 submissions. The outcome of these to be announced week commencing 7th August.

Next tender round closes 8th September.

Update on use of the DPS

Total number of packages advertised on the DPS during 13th Feb – 30th June.

289

Number of support plans have gone through the DPS (13th Feb – 30th June)*

59 Day Service

286 Supported Living

98 Support to access the community

0 Time for You

* Includes resubmissions

Strategic Commissioning

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Slide 6



Demand in each lot – Day Services

Lot 1: Day Services, Mental Health, Under 65	6	10%
Lot 2: Day Services, Mental Health, Over 65	6	10%
Lot 3: Day Services, Sensory Impairment, Under 65	2	3%
Lot 4: Day Services, Sensory Impairment, Over 65	1	2%
Lot 5: Day Services, Physical Disability, Under 65	2	3%
Lot 6: Day Services, Physical Disability, Over 65	7	12%
Lot 7: Day Services, Detained under the MHA under 65	0	0%
Lot 8: Day Services, Detained under the MHA over 65	0	0%
Lot 9: Day Services, Dementia, Under 65	3	5%
Lot 10: Day Services, Dementia, Over 65	16	27%
Lot 11: Day Services, Substance Misuse, Under 65	0	0%
Lot 12: Day Services, Substance Misuse, Over 65	0	0%
Lot 13: Day Services, LD/Autistic, Under 65	11	19%
Lot 14: Day Services, LD/Autistic, Over 65	1	2%
Lot 15: Day Services, ABI, Under 65	2	3%
Lot 16: Day Services, ABI, Over 65	2	3%

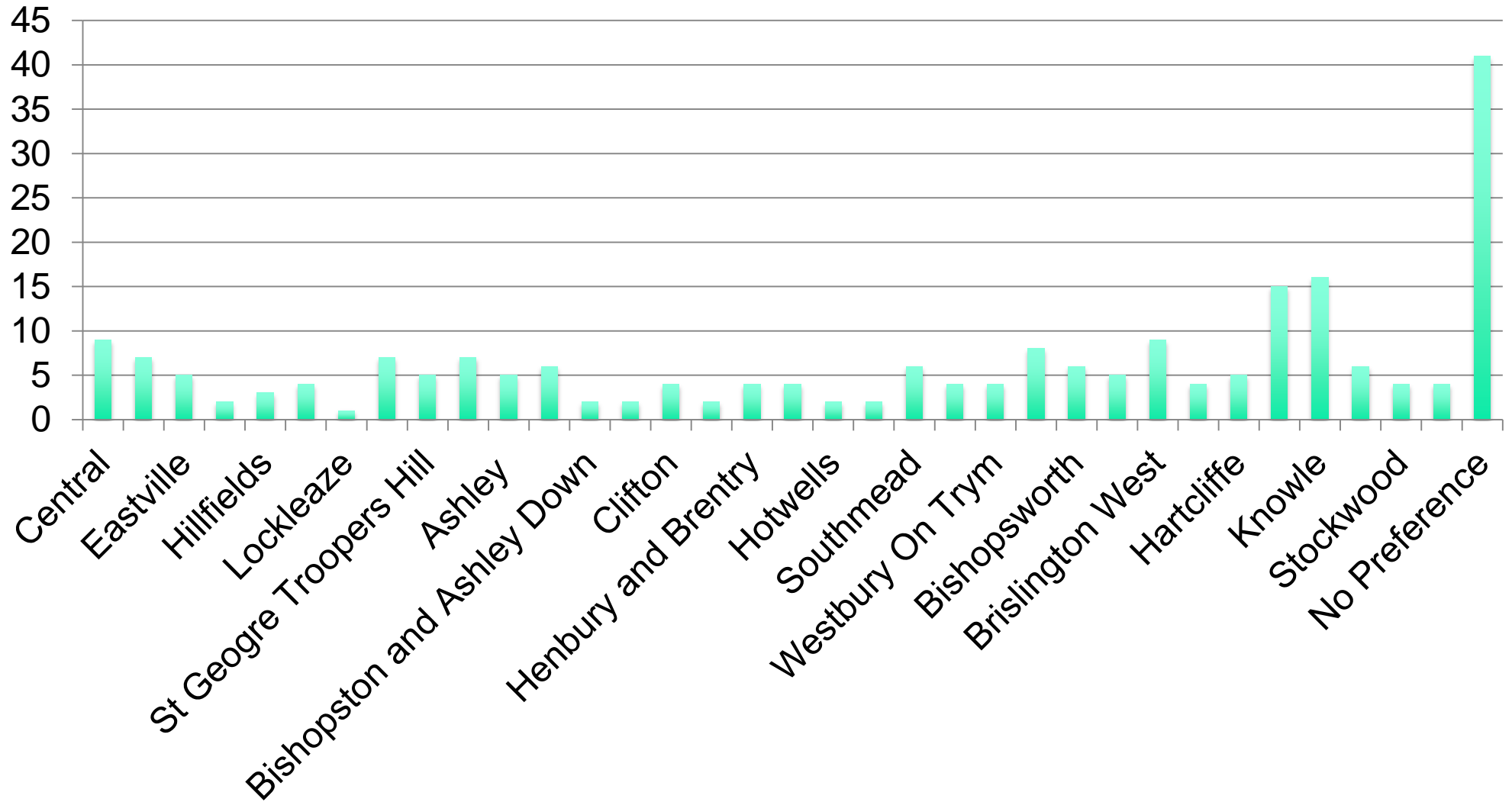
Demand in each lot – Supported Living

Lot 17: Supported Living, Mental Health, Under 65	96	34%
Lot 18: Supported Living, Mental Health, Over 65	14	5%
Lot 19: Supported Living, Sensory Impairment, Under 65	1	0%
Lot 20: Supported Living, Sensory Impairment, Over 65	0	0%
Lot 21: Supported Living, Physical Disability, Under 65	34	12%
Lot 22: Supported Living, Physical Disability, Over 65	4	1%
Lot 23: Supported Living, Detained under MHA, Under 65	24	8%
Lot 24: Supported Living, Detained under MHA, Over 65	1	0%
Lot 25: Supported Living, Dementia, Under 65	3	1%
Lot 26: Supported Living, Dementia, Over 65	0	0%
Lot 27: Supported Living, Substance Misuse, Under 65	18	6%
Lot 28: Supported Living, Substance Misuse, Over 65	1	0%
Lot 29: Supported Living, LD/Autistic, Under 65	74	26%
Lot 30: Supported Living, LD/Autistic, Over 65	10	3%
Lot 31: Supported Living, ABI, Under 65	4	1%
Lot 32: Supported Living, ABI, Over 65	2	1%

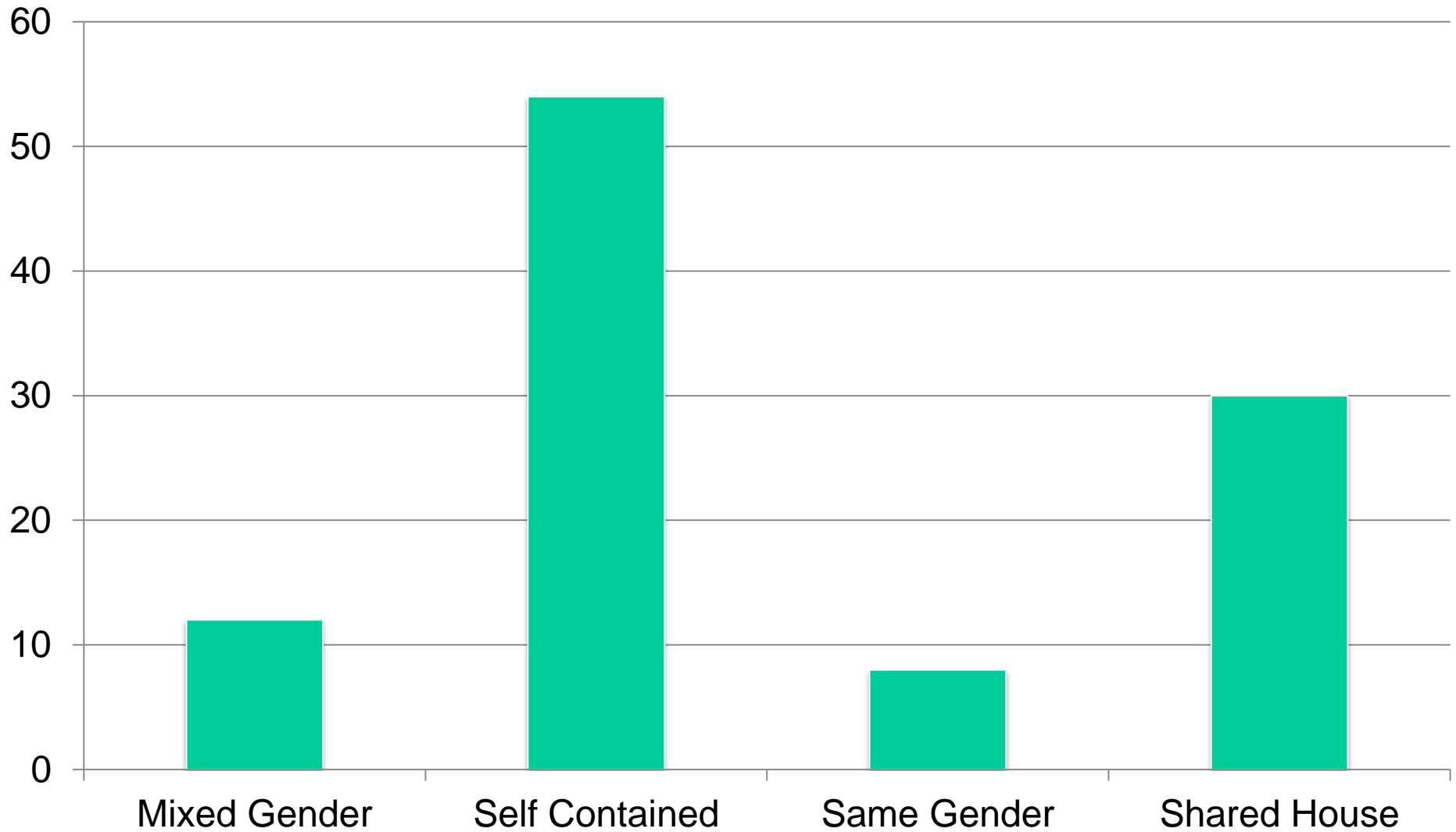
Demand in each lot – Support to Access the Community

Lot 33: Support to Access the Community, Mental Health, Under 65	24	24%
Lot 34: Support to Access the Community, Mental Health, Over 65	3	3%
Lot 35: Support to Access the Community, Sensory Impairment, Under 65	4	4%
Lot 36: Support to Access the Community, Sensory Impairment, Over 65	0	0%
Lot 37: Support to Access the Community, Physical Disability, Under 65	12	12%
Lot 38: Support to Access the Community, Physical Disability, Over 65	5	5%
Lot 39: support to Access the Community, Detained under the MHA, Under 65	1	1%
Lot 40: support to Access the Community, Detained under the MHA, Over 65	0	0%
Lot 41: Support to Access the Community, Dementia, Under 65	1	1%
Lot 42: Support to Access the Community, Dementia, Over 65	2	2%
Lot 43: Support to Access the Community, Substance Misuse, Under 65	2	2%
Lot 44: Support to Access the Community, Substance Misuse, Over 65	2	2%
Lot 45: Support to Access the Community, LD/Autistic, Under 65	39	40%
Lot 46: Support to Access the Community, LD/Autistic, Over 65	0	0%
Lot 47: Support to Access the Community, ABI, Under 65	3	3%
Lot 48: Support to Access the Community, ABI, Over 65	0	0%

Service - Location Preference

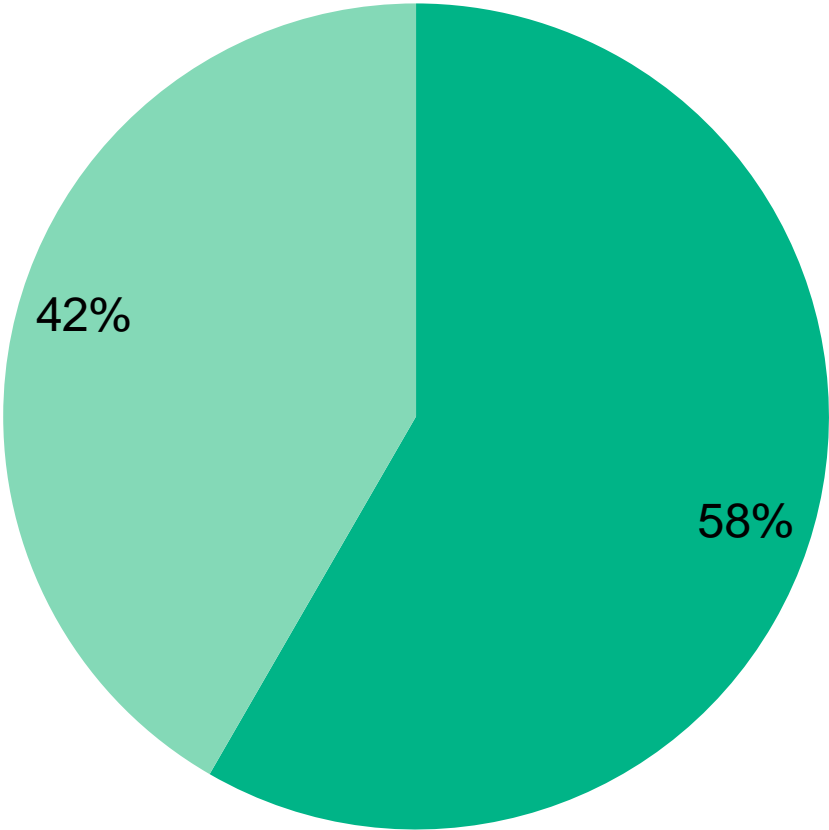


Accommodation Preference



Ground Floor Accommodation Required*?

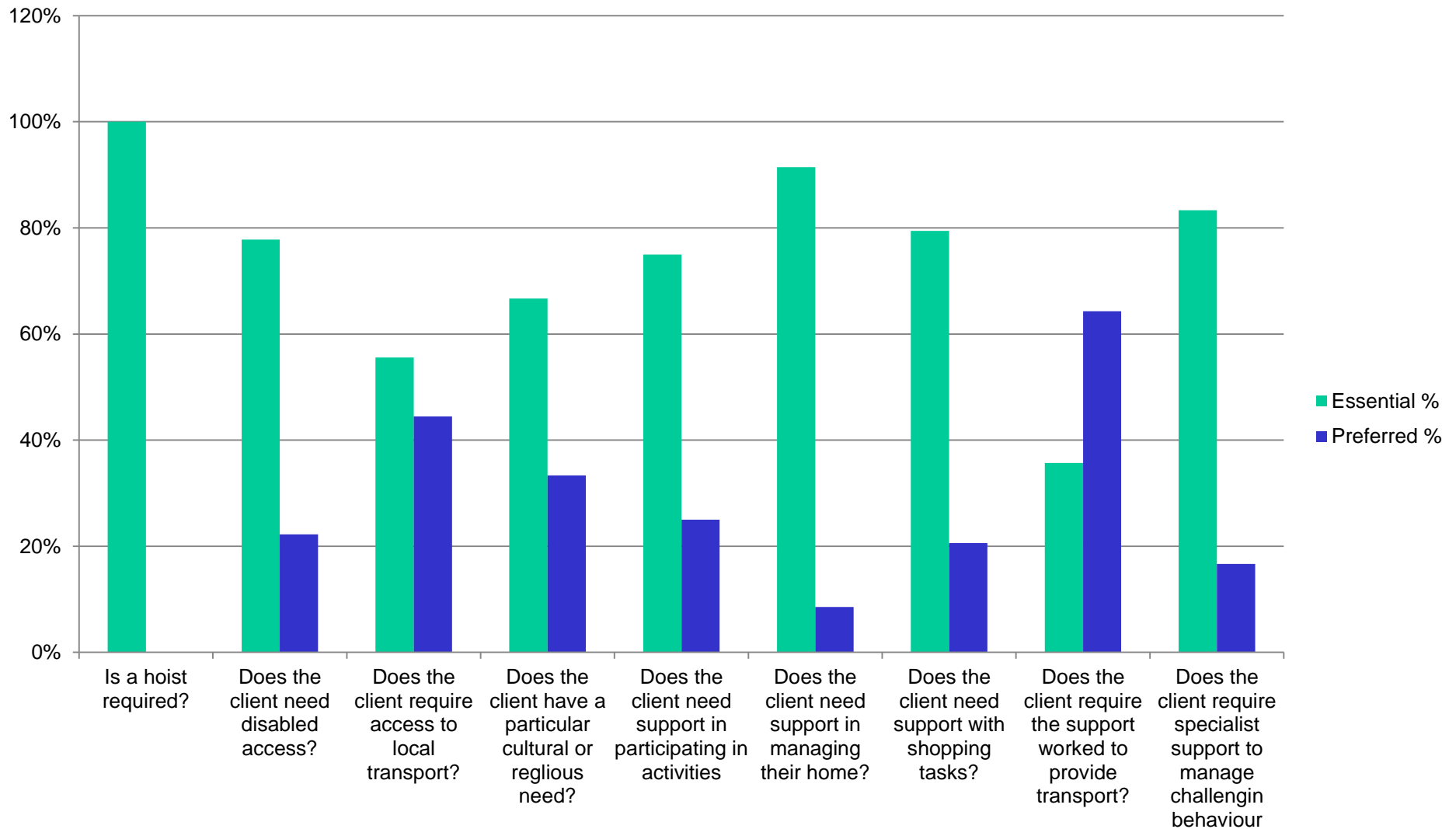
■ Essential ■ Preferred



*Of those where this question was applicable



Service User Key requirements as completed by the practitioner.



Service	Price Band	%	Average Hours (per week)
Day Services	Standard	7%	15
	Intermediate 1	93%	
Support to Access the Community	Standard	3%	16
	Intermediate 1	33%	
	Intermediate 2	49%	
	High	15%	
Supported Living	Standard	13%	23
	Intermediate 1	22%	
	Intermediate 2	42%	
	High	23%	
	Sleep ins	80%	
	Waking Nights	20%	

Emerging Issues

- Useful provider feedback on use of DPS e.g. issues with support plan information and with the system e.g. geographical location of service user, no bandings on support plans, late notifications of successful offers
- We are actively taking this feedback and improving the process – recent survey to providers
- Commissioners regularly meet with social work and brokerage teams to identify issues and look at ways to resolve them particularly with supported living.

Update on reviews

- Reviews have been allocated to all social work teams
- Review rate has been slower than anticipated due to other reviewing pressures – savings adjusted accordingly
- CSS reviews are taking place in the following order – now subject to change given emphasis on core support and social work capacity
 - Urgent cases needing a review
 - Providers that are not on the Framework
 - Providers that are on the Framework (Support to Access the Community and Day Services)
 - Supported Living provider
- Expecting more strengths based conversations between social workers, service users and families and different approaches to meeting people's needs outside of the scope of commissioned services

Number of reviews taken place

- To date 168 reviews have taken place. This will include reviews that fall outside of this process i.e. longstanding requests or urgent reviews
- Out of the 168 reviews
 - 18 packages have reduced
 - 49 have increased
 - 101 have stayed at the same cost

Outcome of Core Support Review

- £2.4m spent per annum with 14 supported living providers, 70% is spent on less than 3 providers
- Core/shared support will remain but in a changed format and with a rebased budget
- 600k saving to be made in 8 months - 25% reduction on current budget. Fast track change with providers.
- New categories of eligible spend
 - Shared support is consider eligible spend if shared support is assessed as require
 - On call support
 - Some therapies and aspects of housing related support will not be deemed eligible spend e.g. therapies typically funded by health.
 - Core Support will be renamed as shared support
- Different ways to make the changes – targeted work with affected providers or broad brush approach across all providers or adjust hourly rates and no core support

Presentation about Proud to Care

Lindsey Thomas – Skills for Care



Update on Bristol Community Links

Sonia Moore – Service Manager Early Intervention and Targeted Support.

Any other Business