

Co-Production Group feedback

Service definition, description and quality standards

All Co-Production group members were shown extracts of the draft service specification for their area of service. Providers were asked to review the definition, description and quality standards for their service and provide their comments and suggestions. The following table includes a summary of discussions held within the four groups and the Council's response.

Co-Production Group comments	BCC's response
<p><u>General comments, amendments and suggestions.</u></p> <p>All co-production groups commented on the wording of definition, description and standards within the specification. Comments included reviewing the tone of the document so that it focused more on services that enable independence and for 'where appropriate to be inserted under certain standards.</p>	<p>BCC will consider all suggestions made towards the specification and amend content where appropriate.</p>
<p><u>Definition of services</u></p> <p>Providers commented that the previous definition within the accommodation based support specification was too broad as it included supported accommodation and support provided individuals own homes. The co-production group commented that the definition should be amended to 'support provided within accommodation'.</p> <p>Providers commented that the previous definition within the day service</p>	<p>BCC have amended the name of accommodation based support services to 'Supported Living'. BCC have considered providers views and have rebranded the name of the service in order to ensure that our commissioning intentions are clear to providers.</p> <p>BCC to amend the definition to clarify that the</p>

specification was too narrow and it was unclear whether the service was restricted to daytime activities only. Providers commented that some of the services they provide, or are considering providing due to demand, is within the evening and weekends. This definition is too specific and would stop the provider from being able to deliver the service under this service area.

service is not restricted to delivery between set periods of time during the day and may include evening and weekend activities.

Description of service

Providers of day services deliver a variety of services. The current description which includes reference to peg feeding and management of medication would not apply to all providers. In addition BCC have stipulated that those providers who provide personal care within a day service should be registered with CQC. Providers have commented that CQC do not require this from day service providers.

BCC needs to ensure that the description of the service is flexible and enables providers to be able to deliver services that meet service user's need. Currently a proportion of day service providers offer additional service such as peg feeding and support with medication and other do not. The description of day services will be amended to reflect current practice.

BCC will remove the requirement for day service providers to be registered with CQC in order to deliver personal care.

Contract management for Accommodation Based Support services.

Providers raised a number of issues with regards to payments for accommodation based support services. This include;

- Transitioning between services – providers commented that currently there are inconsistencies with regards to payment for

Transitions

BCC recognises that there are currently inconsistencies with regards to payment for services that support the transition of a service user to a different service. BCC are working to improve the support planning process in order to ensure that assessments accurately reflect

services that support service users that are transitioning between services. Providers would like greater clarity with regards to this in the new specification and contract.

- Temporary absences from the service – providers commented that currently there are inconsistencies with regard to payments for temporary absences from the services (such as hospital visit)

service users' need including transition. If it is identified that a service users requires support in order to enable a successful transition, this should be reflected in the service users support plan.

Temporary absences

The contract will state the conditions regarding temporary absences from services

Other

Accommodation Based Support providers enquired whether there was anything the council could do with regards to the private housing pilot for homes with multiple occupation (HMOs). Providers who are the landlord of the properties are expected to pay a fee for their licence. Providers have commented that this cost will be put onto the service user within their rents.

BCC will make enquiries with the private housing team regarding to the pilot scheme for HMOs licensing in selected parts of Bristol to better understand the interdependencies with this project. BCC cannot however commit to that the costs associated with housing licences will be waived owing to this commissioning exercise.

Price range descriptors

Where applicable all Co-Production groups were shown the draft price range descriptors for their area of service. Providers were asked to review the descriptors and provide their comments and suggestions. The following table includes a summary of discussions held within the four groups and the Council's response.

Co-Production Group comments	BCC's response
<p data-bbox="689 571 896 606"><u>Support ratios</u></p> <p data-bbox="280 646 1303 715">Providers commented on the significance of ratios within the price range descriptors, comments included;</p> <ul data-bbox="342 758 1290 906" style="list-style-type: none"><li data-bbox="342 758 1290 826">• Shared ratios – how do providers ensure they can make up the whole ratio within their service?<li data-bbox="342 834 1290 906">• A need to ensure that ratios had the appropriate description e.g. 2:1 staffing can sometimes have specialist training	<p data-bbox="1344 571 1953 865">When the service users' placement information is shared with relevant providers, the pricing tool will be used in order to determine the appropriate band. If a placement states that a shared ratio is required for a service user, it is down to the provider to determine whether they can manage that within their service delivery.</p> <p data-bbox="1339 906 1953 1380">The pricing range tool has been developed by commissioning with care management input. This is the first tool used for CSS that has been created in order to attribute service users need with a need band. BCC will evaluate the effective of the tool during its life span. Through evaluations the tool may evolve over time as it is used by practitioners and providers. Various case sampling and live field tests have taken place in order to shape its development and ascertain whether the tool will work in practice. Comments from providers</p>

	<p>regarding the descriptors will be reviewed and where appropriate taken into account.</p>
<p style="text-align: center;"><u>Risk</u></p> <p>Providers commented that risk is a significant determining factor when taking on a placement and that the weighting for this should be great, in particular in relation to;</p> <ul style="list-style-type: none"> • Damage to property • Challenging and dangerous behaviour 	<p>The pricing tool currently captures risk and includes prompts for practitioners e.g. mental health, drug use etc. in relation to the support required in order to manage and mitigate the risk that may present. The weighting is correlated to the support required to mitigate risk e.g. 2:1 support to manage and mitigate risk will be at a greater rate than 1:1 support to manage and mitigate risk. BCC feel that this is a transparent method of correlating risk with need and price.</p>
<p style="text-align: center;"><u>Transport</u></p> <p>Providers queried how is transport going to be paid under the new commissioning model?</p>	<p>Providers may be required to provide transport dependent on the service users' needs and the service they are delivering. For day services for example, many providers provide transport as part of their offer. During the support planning process, the practitioner will discuss with the service user their transport options, for instance whether they are capable of using public transport, can access community transport etc. If the service user requires transport as part of their support package, this will be stated within the support plan and will be</p>

visible to providers during the placement process. Providers are expected to cost transport within the hourly rate.

Accommodation Based Support

Provider queries how is 'core' support going to be paid in the future and should the hourly rate include?

There are currently inconsistencies with regards to the way in which accommodation based support is priced. A proportion of providers within the Bristol market charge a weekly 'core' rate and proportion of providers do not. Where providers do charge a weekly core rate BCC hold little information with regards to what is delivered for that rate. BCC want to move towards a more transparent way of commissioning where services purchased on behalf of BCC service users directly reflect their needs. In the future all pricing will come under the hourly rate model including core. The commissioning documents will explain what BCC typically expect to be covered within the hourly rate charge by a provider.

Day Services

Provider queried a number of elements of a day services. Queries include;

- Are costs for activities included in the hourly rate charge for day services?
- Will BCC cover costs for service user temporary absences.
- Concerns how the hourly rate model will translate to current

Where a provider delivers a day service that includes activities as part of its offer (for example cooking lessons) BCC expects the cost for those activities to be included within the hourly rate. Any additional costs outside of the day services offer would have to be funded by the service users. The provider is

sessional rates

required to make sure that they inform the service user from the outset what activities are and are not included. In order to set expectations.

The contract will set out BCC requirements with regards to temporary absences from the service.

BCC recognise that for the majority of day service providers, the change in pricing model is a shift from the current pricing mechanism. During the implementation process social care practitioners will assess people's needs in order to ascertain the level of support required and the price range(s). This will be a two way process with provider involvement.

Quality standards and CSS outcomes for all providers

Co-Production members were invited to attend an additional meeting were they could comment on the quality standards and CSS outcomes within the service specification that apply to all providers. Providers were asked to review the content and provide their comments and suggestions. The following table includes a summary of discussions held and the Council's response.

Co-Production Group Comments	BCC's Response
<p><u>General comments, amendments and suggestions.</u></p> <p>All co-production groups commented on the wording of the quality standards within the specification. Comments included a request to be more specific in certain sections, that the tone of the document should focus on services that enable independence and for 'where appropriate to be inserted under certain standards.</p>	<p>BCC will consider all suggestions made towards the specification and amend content where appropriate.</p>
<p><u>Commissioner and provider relationship</u></p> <p>Providers queried where within the tender does BCC offer their commit with regards to the contract, particularly with regards to parts of the system that aren't working. Examples provided by co-production members included providers receiving payment on time and assessment process excluding important information</p>	<p>As part of the tender, BCC will issue contractual documents which will state BCC's commitment to the contract. With regards to where providers identify areas for improvements, BCC aspires that during the lifetime of the framework, the CSS provider forum will continue where these matters can be further discussed.</p>
<p><u>Travel</u></p> <p>Providers stated that they would like some clarity with regards to</p>	<p>This section of the service specification will be removed. Transport that is associated with need should be factored into</p>

claiming for additional mileage when transporting service users in support workers cars that is outside of the support arrangements in place.

the hourly rate. Additional mileage not associated with an assessed need to be arranged and funded outside of the support package.

Medication

A provider mentioned that the council had previously provided guidance to providers with regards to prompting for medication. Providers commented that this guidance was useful.

BCC will consider reviewing this document and disseminating it with CSS providers.

Move on

A provider commented on the difficulties of moving service users on to greater independence, particularly when the support they receive is linked with their accommodation.

BCC acknowledges the difficulties with regard to moving service users on to greater independence, particularly when there is a lack of suitable and affordable accommodation in the City. In light of this, BCC have amended its recommendations within the specification.

Placement process

All Co-Production groups were shown a flowchart describing the new placement process for all services. Providers were asked to review the placement process and provide their comments and suggestions. The following table includes a summary of discussions held within the four groups and the Council's response.

Co-Production Group Comments	BCC's Response
<p data-bbox="495 533 801 564"><u>Best Value for Money</u></p> <p data-bbox="197 608 1097 671">Provider queried what does the council means by best value for money?</p>	<p data-bbox="1151 571 2029 932">Best value of money will typically be where a provider can demonstrate that they can meet the service users' needs and outcomes at the most competitive price within the price range. There may be circumstances however where this is not the case. For example, where a support plan indicates that an outcome must be achieved within a set period of time. In this instance one provider may suggest a higher hourly rate but claim to be able to achieve the outcome quicker compared to another provider. Where this is the case this requirement will be stated at the point the placement is advertised.</p>
<p data-bbox="456 1018 840 1050"><u>Social Worker Assessment</u></p> <p data-bbox="192 1091 1104 1305">All co-production group members commented on the importance of clear and informative support plans at the point the placement opportunity is advertised in order to make a sound judgement as to whether they can support the service user within their service. Providers commented that it is important that information includes the service user background and information about risk.</p> <p data-bbox="192 1347 1104 1378">Provider queried what would happen if the information within the</p>	<p data-bbox="1142 1018 2045 1305">BCC recognise the importance of an accurate social work assessment and the provision of clear and sufficient information to providers when seeking a placement. BCC is working to improve the support planning process in order to ensure that assessments accurately reflect service users' need and that key information is shared with providers in order to enable them to make an informed choice with regards to a placement opportunity.</p> <p data-bbox="1196 1347 1984 1378">The new commissioning model relies on the information</p>

social work assessment did not accurately reflect the service users' needs. As this is linked to price this would have a financial impact on the provider.

provided in the support plan to be accurate and BCC is working to ensure that the information provided is sufficient and consistent. The new commissioning model will allow for providers to query marginal differences in need. Where the provider claims that the needs of the service users are vastly different to the support plan, the placement process will be restarted. Further information will be provided in the commissioning plan document at the point of tender.

Choice

Providers queried how service user choice has been factored into the placement process, comments include ;

- Whether service users could choose the provider they wanted before going through the placement process.
- Whether service users could appeal a decision if they did not want to receive a service that the chosen provider
- Whether the service user can visit the service before accepting the placement.

Service user choice will be considered at each stage in the placement process. This will include at the assessment stage and in particular in the production of the support plan, in determining how the identified needs are met. At contract award stage, exceptions have been considered to take into account service user choice, for example the option for the service user to request an alternative provider and to pay a top up. The commissioning plan will provide more detail about how service user choice will be integral to the process. Provider assessments will typically take place after the mini-competition stage by the shortlisted provider only, to minimise disruption to the service user.

TUPE

Providers queried whether TUPE would apply for service users who transfer to new providers.

Clarity will be provided at the point of tender in the Information to Tenderers document.

Opportunities going to the most appropriate providers

Providers queried how BCC would make sure placement opportunities go to the most appropriate provider. Currently there are instances where service users who have dual diagnosis (e.g. acquired brain injury and mental health) are awarded inappropriately.

During the tender process, providers will be required to bid for a lot. There are four lots one for each service area. As part of the tendering process, when a provider applies to go on to a lot they will be required to select which client group they support and the age range e.g. mental health, learning disabilities. This information will need to be used in order to ensure that appropriate opportunities are sent to providers who can deliver services for the relevant client group within that lot, for example a service users who is over 65 with mental health needs and would like to receive support from a day service would go to all providers on the day services lot that can support people with mental health needs over the age of 65. However, providers will be able to receive information for all packages within the lot if they choose, to inform business development.