

CSS Provider Forum

15th June 2016

14:15 – 17:00

Temple Street

Attendees:

Ben Barber, Seeability,	Sharon Moore, Silvacare
Vicky Baker, Headway Bristol,	
Heather Banks, Action for blind people,	Chris Morton, Abundant Life for All
Colette Bourne, Second Step,	Joanne O'Neill, Alzheimer's
Sue Brazendale, Voscur,	Anika Owen, Deaf Blind Bristol
Poppy Brett, Lifecycle	Linda Phelps, Milestones
Matt Britt, Freeways	Marie Reynolds, Age UK
Sharon Bryant, Sense	Justin Rodway, My Sils
Konstantis Petron, Your Lifestyle	Steve Sayers, Windmill Hill City Farm
Kevin Chong, Bristol Avon Chinese Womens Group	Jonathan Simmons, Maples Care
Jess Clynewood, St Werberghs City Farm	David Smallacombe, Care and Support West
Rod Correia, Holmleigh Care	Simon Smith, 3 Trees Community Support
Simon David	Naomi Stickney, Keystones
Sharon Davis, New Beginnings Bristol	Annabel Williams, Studio Upstairs
Tracey Dowling, Bristol Charities	Stella Yates, Creativity Works
Deian Glyn, Manor Community	John Duggen, Alexandra Homes
Deborah Gordon, Lifeways	Karen Mellalieu, Brandon Trust
Debi Hadley, Rethink	Hanna Ralph, Keystones
Sam Jones, Options Support	David Rice, Age UK
Jane Kilpatrick, Milestones	Yvonne Foster, 3 Trees Community Support
Gemma Lavis	Matt Rich, New Key

Andy Mennell, Second Step

Hayley Mittens, Excel Living

Mike Hennessey, Service Director
Adult Social Care,

Gina Smalley, Procurement Manager
Adult Social Care,

Lucia Dorrington, Service Manager
Adult Commissioning,

Mike Pilcher, People Business Finance
Partner,

Rob Logan, Service Manager,
Contract and Quality,

Hayley Stearn, EY,

Catherine Martin, Commissioning
Manager,

Joe Mairura, Interim Service Manager
Care Management,

Lucia Dorrington and Mike Hennessey gave a presentation featuring an overview of Bristol City Council future direction for adult social care and the CSS commissioning process, including key information. These presentation slides will be shared along with the minutes of the meeting.

The following questions were raised, with BCC response detailed below:

Q1. How are BCC going to achieve the three tier model when adult social care does not link up effectively with housing?

Accommodation is at the forefront of the new Mayors objectives, with an elected member dedicated to improving the prospects of housing. The council has recently designated a new, dedicated senior officer lead for identifying accommodation opportunities across the City. This lead was involved in the development of the three tier model. This project and the wider adult social care commissioning team will continue to work together in order to support the development of accommodation opportunities. Within adult social care there is also a project dedicated to increasing the supply of supported living and the CSS commissioning process should stimulate and secure this.

Q2. Can providers quote the 'help to help yourself' tier when requesting additional support for a service user who has gone into crisis?

The three tier model ethos looks at how support is identified, focusing on prevention and changing conversations around support, so as well as asking for more support hours for a service user if their needs increase, there needs to be requests for packages to decrease as service users become more independent. The three tier model is in the process of being rolled out across the City and therefore it will take time to be fully embedded into practice. However it is the lead model for how things should work and providers need to follow this model as well as commissioners and social workers.

Q3. Providers are often aware when transitions from high intervention services (nursing care homes) to lower intervention services (supported living) have gone wrong – are BCC learning from this?

This has to be the direction of travel i.e. supporting step down where appropriate and moves to further independence. Essentially this is about re-ablement, Additional funding has been dedicated by the CCG into funding more Re-ablement services. BCC will consider any feedback in order to improve this process.

Q4. Where does the current CSS budget originate from? Is the CSS budget needs based? The impact of budget cuts elsewhere either within the council or in the sector, puts pressure on CSS provider.

The CSS project has a savings target attached to it as it is currently overspent. This re-commissioning exercise aims at reducing that overspend not reducing the base budget and commissioning new services that work in a way maximise independence and reduce demand. The current CSS budget is historical, but has not been subject to reductions like other budgets within the council.

Q5. Why are in house services not in scope of this re-commissioning?

Our in house day opportunities services were re-commissioned in 2013 and are therefore still in contract. It will be re-looked at again. CSS has never been strategically commissioned and has not been reviewed since 2008.

Q6. Are BCC confident that the price reductions will ensure that providers are sustainable and able to provide the market you require?

BCC is aware that our relationship with providers is reciprocal and therefore BCC needs to ensure that providers are able to provide services set out in the specification and to be sustainable. The new commissioning model seeks to deliver savings through a reduction in hourly price rates, but mainly through a reduction in demand by increasing service users' independence, where appropriate. Alongside its duties around social care, BCC also has a duty to commission value for money services. The new price bands will enable a more transparent and consistent approach to prices, which will better align need and cost, which is a key objective of this commissioning exercise.

Q7. Why is BCC putting packages through the DPS after the tender and price reduction process?

BCC needs to ensure that it adheres to EU procurement regulations when spending public sector money. The EU procurement regulations require public sector bodies to ensure that tender processes are fair and transparent and that there is competition for contracts. BCC needs to advertise packages to all providers via the DPS (BCC's chosen procurement platform) in order to be compliant with this legislation but also to promote free market competition within the market place. Due to the volume of

existing service users BCC recognises that it will pose operational challenges to put all packages through the DPS at the outset, so a phased transition to the new framework model is planned which will involve a direct award for up to 12 months for providers who successfully meet new quality standards set out in the new CSS specification and who meet the new price ranges. Further details will be provided at the appropriate junctures when details have been finalised.

Q8. How is BCC going to ensure that service users have a choice of provider when using a DPS?

BCC will be changing the current manual brokerage system by introducing a DPS. Only providers who have met the new CSS quality standards in the new specification and who agree to the new prices ranges will be placed on the DPS. During the support planning process, the social worker will write the support plan detailing the service user's strengths, needs, outcomes and key requirements. This information will be given to the brokerage team who will broker a service using this information and using the DPS as a tool to secure the lowest cost provider who can meet that individual's needs as per the support plan. Only providers who can meet the service users support plan will be able to offer a service and will be required to submit a price within the need band. In order to ensure that the council can meet its requirements in effectively ensuring its resources will meet demand for all its citizens, the provider who submits the lowest price will be offered to the service user. As the service user has been involved in the development of their support plan, only providers who are capable of meeting their needs will be shortlisted. There will be exceptions to this approach based on the Care Act 2014 and service users will retain the opportunity to apply for a direct payment should they wish to choose a provider not successful at the mini-competition stage or not on the framework.