

## CSS Provider Forum

15<sup>th</sup> Jan 2016

### The Park

#### Attendees list

Lucia Dorrington – Service Manager,  
Bristol City Council

Catherine Martin – Commissioning  
Manager, Bristol City Council

Rob Manning – Ernst and Young (Strategic  
Partner to BCCO

Stella Yates – Second Step

Matt Britt – Freeways

Tracey Dowling – Bristol Charities

Paula French – Mental Health and  
Learning Disabilities Commissioner, Bristol  
CCG

Vicky Baker – Headway Bristol

Joanne O'Neill – Alzheimer's Society

Gina Smalley – Procurement manager,  
Bristol City Council

Richard Beamund – Action on Hearing  
Loss

Chris Morton – ALFA CC

Alan Theobald – Supported Independence

Sam Jones – Options

Jonathan Simmons – Maples

Colin Ivey – Aspirations Support

Joe Imber – Aspirations Support

Krissie Henley – Your Lifestyle

Sharon Moore – SilvaCare

Linda Phelps – Milestones Trust

Andy Bright – Brandon Trust

Debi Hadley – Rethink mental illness

Sue Brazendale – Voscur

Deian Glyn – Manor Community

Summary of provider pre-meet 10:00 – 11:00

Points discussed

Service standard review as part of emerging service specification for CSS – feedback via Chris Moreton, Chair of CSS Provider Forum

- Providers thought that the early thinking about relevant service standards under each CSS outcomes provided a good background and direction of travel for where BCC is going in this commissioning exercise.
- Providers have concerns around applying CQC standards to all services that CSS provide, and that this might create a burden to small providers. Outcomes appear to

be a key concept, but concerns from providers about measuring relevant and meaningful outcomes for service users without create unnecessary bureaucracy. Question for commissioner - is BCC going to be adequately resourced to manage the information and data from providers? Anxiety particularly around complex needs service users and the strategy's focus on 'safely reducing demand in services (i.e. impact of external factors).

- Providers suggest tailored specification for services (e.g. accommodation based support) rather than using one service specification to fit all services.

#### Pricing

- Agree in concept, however providers would like to see from BCC what the proposed pricing approach is, actual numbers and how pricing works alongside the service specification.
- Pricing approach workshop to be held on January 25<sup>th</sup> 2016

#### Dynamic Purchasing System (DPS)

- Some providers are against the use of a DPS as in principle a provider would not be able to effectively cost the package of care and support for an individual without the provider meeting and assessing the individual first.
- Need to add flexibility in the system in order to meet both commissioners and providers needs

#### Timeframe

- Providers queried whether BCC have enough resource to meet the CSS project timeline?

#### LD's response to the provider pre-meet comments

The work conducted on pricing to date has focused on assessing current hourly rates paid to providers; what other local authorities pay for comparable services and the cost pressures/saving targets for BCC. An approach to pricing/ a methodology has been developed – a price range model – that BCC wishes to discuss with providers on Jan 25<sup>th</sup> at a workshop in order to 'sense check' the approach.

DPS – corporately BCC are using DPS with other commissions, however we have the flexibility to adapt the functionality to meet the needs of these services. We do not have to adopt a one size fits all approach.

Service specification – the starting point for the new CSS service specification are the service user outcomes in the draft CSS Commissioning Strategy. Based on feedback from the consultation, including provider feedback, work is starting now on developing the service

specification. The service standards template work is a first contribution to that. A co-production workshop with providers will take place shortly to share early BCC thinking and seek provider inputs.

Update on timeline – tender start date is now late June 2016. The project has 6 months until that date. The project is focusing on delivering the following key products: final commissioning strategy, pricing model, service specification, performance management framework, commissioning plan, tender process. Engaging with providers in a co-production way, with a view to include carer/service user representation is a key priority. Action for all : consider how best to engage service users and carers in the ongoing co-production process between now and point of tender.

This project is working towards a 6 weeks provider response time for the tender. Autumn 2016 is still the deadline for new contract award.

Procurement questions from providers:

Q1. If a provider submit policies for the residential and nursing can providers be passported through for certain elements that will be the same.

Response from procurement:

There has been a recent new development from the Crown Commercial Services regarding the Suitability Assessment Questionnaire (SAQ). Information to circulate to the forum in due course. Market development re: tendering and procurement to be factored into the project timeline.

Voscur suggested that the project needs to state soon which contracting options it wishes to use in this commissioning e.g. block contract and DPS, as this will impact different provider. If the project can clarify this in advance then this will inform providers so that they know whether to engage or not in this process. There were comments that a DPS would not work for providers who provide different CSS services.

There were comments from providers asking how this project gathers the views from other providers who are not engaging so far? It was commented that BCC needs to do more to fully engage with providers who may not have engaged thus far in the process. Action for BCC : Pro-active engagement with current providers who have not yet engaged in this process and alerts to potential new providers about this commissioning exercise.

#### Update on pricing

The co-production group met in December 2015.

BCC have been looking at the different pricing options for this project.

The current thinking is that the project will introduce price ranges per service type split by hourly rate. The project understands that this does not currently wholly support the 'outcomes' view as described in the strategy. However it is a move in the right direction to harmonise the existing plethora of rates paid to different providers for comparable packages of support.

Providers commented that BCC need to factor in the providers costings to provide a service e.g. complex clients that may use building based services, cost in repairs etc. Providers need to be financial sustainable.

### Consultation update

LD shared with providers early analysis of the formal consultation process. A full consultation analysis report and 'You Said, We Are Doing' document will be completed and published which will inform the final Commissioning Strategy and service specification.

### Project next steps

Products for the forum in order of publication

- Consultation analysis report - Feb
- 'You Said, We are Doing' Report Feb
- Final Commissioning Strategy – Feb
- Service Specification – March / April
- Procurement - June

It was asked whether BCC want to reduce the number of providers through this process? BCC stated that it wants to keep diversity in the market and have a collective of providers that come onto the framework if they can deliver within the price ranges and demonstrate the quality of their services against a new quality standard.

Providers suggest that BCC introduce quality scores for providers so service users can know the quality of the providers.

BCC suggest a quality workshop to factor in what quality BCC and providers can afford? Providers agreed that this was a good idea. Action: Put in a HOLD for a quality workshop with providers

Providers commented on Helen Pitches accommodation mapping project. Helen's Pitches project objective is to map supply with demand. These two projects are interconnected. Providers would like some clarity between these two projects and the implications for this project and the impact on the providers. LD provided clarity on this.

Direct payments – suggestion that this is linked in better with this process. LD stated that one option within this commissioning is for service users to take a DP if they decide not to use provision commissioned under the new CSS contract.

Date of next meeting:

**NOTE: Friday Feb 12<sup>th</sup> Forum cancelled to make way for a Provider/ BCC workshop on service specification.**

**Next Provider Forum – Friday March 11<sup>th</sup> 2016 - venue TBC**

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