

CSS Provider Forum

20th November 2015

The Park

11:00 – 12:00

Attendees:

Sam Jones – Options Support

Vicky Baker – Headway Bristol

David Smallacombe – Care and Support West

Linda Phelps – Milestones Trust

Chris Morton – ALFACC

Tracey Dowling – Bristol Charities

Deian Glyn – Manor Community

Andy Bright – Brandon Trust

Andy Mennell – Second Step

Sharon Moore – SilvaCare Ltd

Naomi Stickney – Keystones Care

Debi Hadley – Rethink

Sharon David – New Beginnings

Cheryl Hansford – Procurement – Bristol City Council

Jonathan Simmons – Maple Community Care

Catherine Martin – Commissioning – Bristol City Council

Matt Britt – Freeways

Lucia Dorrington – Lead Commissioner - Bristol City Council

Deb Cowap – Freeways

Apologies:

Deborah Gordon – Lifeways

Joe Imber – Aspirations

Colin – Aspirations

Item 1 – Welcomes and introductions

Review of minutes from previous meeting – CM to circulate to CSS provider forum member, the provider forum structure when complete.

Terms of reference – have been agreed and can be recirculated if required.

Co-Production group – arranged and terms of references set. Reps attending

Item 2 – Consultation Update

Consultation has been live for 5 weeks in.

In total BCC has had 55 interactions with individuals. We had a provider event on the 10th November and have one more event left on the 24th Nov.

Currently we have had 30 responses to the survey.

The survey has thrown up some challenges around the assumptions that were set in the strategy. There is overall consensus to the high level principles. Agreement to the outcomes however the detail regarding what this means for service users and provider is essential. There has been some consistent responses to the quality questions and in particular what quality means to them.

BCC has received a lot of the feedback around the closure of local authority owned day services. In addition there are lots of concerns around cuts to services.

BCC would like to focus December's forum on the pricing strategy. There are concern around the timeframe in particular the number of reviews that would be required in order to change peoples.

Item 2 – Initial thinking on CSS service specification

CSS providers wanted to understand what Bristol City Councils drivers are for outcomes based commissioning and measuring performance?

Bristol City council have been looking at the national picture, looking at what other local authorities are doing, in particular benchmarking with the other core cities around the country. Outcomes based commissioning is an approach which has been widely adopted within social care.

CSS Providers need to know that the KPIs that Bristol City Council set as part of this process will work across the CSS sector.

The KPIs circulated in the service specification ideas documents are high level. There will be lower level outcome within this. The outcomes structure is to be tested.

CSS providers need BCC to specify what it needs from the services. CSS providers have offered to help in the development.

CSS Providers commented that the service specification needs to clearly state whether some KPIs are being requested for information only and whether other KPIs are measuring erformance.

Providers commented that other local authorities look at service user satisfaction. BCC commented that this is something that BCC are likely to include. Other outcomes being measured include progress towards support provided.

CSS Providers commented that the draft outcomes structure is too generic.

CSS Providers wanted to know whether they were going to be told how to deliver the support or are providers going to be given the autonomy to deliver support.

LD informed providers that BCC feel that adopting this change is a long term transformational programme. Some providers log distance travelled in their support.

CSS Providers raised concerns around the recent change of social work teams and the difficulty in getting a social worker to do a review.

BCC are aware of the pressures on social workers and LD is in conversations with senior management in care management about these issues.

The Wiltshire framework established in circa 2009 didn't work, which resulted in the brokerage and social workers going outside of the framework.

CSS Providers asked whether the timeframes set out can change?

LD to write an options paper to care management to look at this.

CSS Providers queried whether BCC were going to adopt the contracting models stated in the service specification ideas document. BCC are not proposing to implement the different methods of outcome based contracting as stated in the document, the information provided was for information only.

LD queried which support tools were commonly used in the sectors. Providers comments that providers often use tool to measure distance travelled (such as the outcomes star). One provider commented that the supporting people outcomes framework was a good performance measure.

CSS Provider stated that they need to have a consistency in the way performance is monitored. Softer outcomes can be difficult to measure.

Item 4 – impact on service users and families

BCC have found it a challenge to engage with service users around difficult concepts. As previously mentioned the consultation is eliciting a lot of anxiety around cuts and change. LD can send the information that we have said to stakeholders to CSS provider if that would be helpful.

There was a suggestion that BCC using a picture so people can choose yes or no if they like or do not like their service.

Next meeting at 11th December in the afternoon 2-4 – CM to confirm date.

CM to circulate the outreach plan to providers.