

**Community Support Services Provider Forum Notes**  
**14<sup>th</sup> July 2016**

**Attendees:**

John	Duggan	Alexandra Homes
Steve	Sayers	Windmill Hill City Farm
Deian	Glyn	Manor Community
James	Butcher	Options Support
Simon	David	DCFPW
Jim	Armstrong	Alliance Living
Kevin	Chong	Bristol Avon Chinese Womens Group
Tracey	Dowling	Bristol Charities
Simon	Smith	3 Trees Community Support
Yvonne	Foster	3 Trees Community Support
Marie	Reynolds	Age UK Bristol
Linda	Phelps	Milestones Trust
Chris	Morton	ALFA CC
Jason	Dutton	Home Farm Trust
Naomi	Stickney	Keystones
Hannah	Ralph	Keystones
Sharon	Moore	Silvacare
Annabel	Williams	Studio Upstairs
Miranda	Wells	Studio Upstairs
Sharon	Davis	New Beginnings
Anndeoris	Chacn	Bristol Black Carers
Kelly	Bray	Avon Wildlife Trust
Paula	French	Bristol CCG
Janice	Gardiner	Avon Wildlife Trust
Vicky	Baker	Headway Bristol
Philip	Parry	Brandon Trust
Joanne	O'Neill	Alzheimers Society
Sadie	Birks	
Yvonne	Hin	Alexandra Homes
Kelly	Thomson	Embrace Group
Mike	Cross	Embrace Group
Belinda	Robinson	Consensus Support
Sue	Brazendale	Voscur
Janet	Humphry	Home Farm Trust
Kevin	Chong	Bristol Avon Chinese Womens Group
Tracey	Caswell	Your Lifestyle
Ian	Pope	Freeways
Esther	Moore	Brandon trust
Jo	Grant	
Jonathan	Simmons	Maples

Jason	Dutton	
Ben	Hall	
Laura	Oliver	

## 1. General update on CSS re-commissioning exercise

Lucia Dorrington, CSS Lead Commissioner, provided an update on the CSS commissioning exercise (*please refer to the presentation for more detail*). The following key points were highlighted:

- A report will be presented to the Health and Wellbeing Board on 10<sup>th</sup> August which will seek approval of the proposed commissioning model and to launch the tender process
- Subject to approval at the Health and Wellbeing Board, it is expected that the tender will launch w/c 5<sup>th</sup> September. Providers will then have six weeks to complete their response
- Officers are working with colleagues across the council to ensure a smooth process
- Tender documents are in final draft form
- Price ranges are being reviewed to assess whether National Living Wage can be absorbed within these or if an increase needs to be factored in
- Existing contracts will be extended for an agreed period to manage the transition; however, there will be a phased approach to the termination of existing contracts which will be outlined in the commissioning plan
- A communications plan is being developed that will identify the key stakeholders and how the council plans to communicate with them about the changes that will arise as a result of this commissioning process.

## 2. Responses to key issues raised at last CSS Provider Forum

Mike Hennessey presented some key messages, to provide clarification following the previous provider forum (*please refer to the presentation for more detail*).

- **Contract Award** – typically the contract will be awarded to the provider that demonstrates that they can meet the individual’s need and at best value. However, exceptions may apply or the council may choose not to use the framework if a change in provider is considered to be detrimental to an individual’s wellbeing. BCC will determine when an exception applies.
- **Use of the framework** –existing packages of care will be advertised through the e-procurement system within 12 months of launch. From the date the framework goes live this will be used to commission new packages of care, unless exceptions apply. The commissioning plan will outline the process in

more detail, including the approach to accommodation based support where there is the added complexity of a tenancy.

- **Proportionality** – there will be four lots (accommodation based support, day services, community outreach and time for you) and the tender questions have been tailored to each, where appropriate.
- **Pricing** – financial modelling has been undertaken to understand the current CSS cost base. New price ranges have been developed, informed by existing price ranges, benchmarking, discussions with providers and social workers. The price ranges will be reviewed annually.

### **Clarification given to provider questions:**

#### ***Price banding***

The need band for new service users will be identified by practitioners as part of the assessment process. The need band for existing service users will be identified by BCC following discussion with the provider; BCC staff will make the final judgement. Price bands will allow different levels of need and complexity to be captured, whilst ensuring more consistency across this category of care.

#### ***Supporting People***

There aren't any plans to review supporting people spend at present, however, this may be subject to change in the future as it is discretionary spend.

#### ***BCC in-house services***

BCC in-house services have been reviewed in detail in recent years.

#### ***Provision from multiple providers***

The new commissioning model will enable individuals to receive a service from multiple providers, if that will meet their identified outcomes. If the individual would like to receive a service from more than one provider, this will be clearly identified in the package information issued to providers at the mini-competition stage.

#### ***Contract award***

The commissioning plan will clearly outline the approach to contract award and the exceptions that will apply.

#### ***Practitioner awareness***

Providers expressed concerns that practitioners are not consistently aware of the CSS process. Mike Hennessey confirmed that care management colleagues have been involved throughout the process and further engagement is planned before the launch of the framework. Provider representatives were invited to attend a team manager meeting on 21/07/16.

#### ***Three Tier Model***

Presentations about the Three Tier model have been given at previous events. For any providers not in attendance at those or wanting a refresh, information is available on BCC's website.

### ***Timescales for contract award***

The process is being designed to be flexible and to enable the council to commission packages of care in short timescales where this is required, for example, where discharge from hospital is required. The mini-competition stage can be undertaken in 24 hours if required. Where the case is urgent this will be clearly indicated in the tender documents and the timescales for response will be indicated for each package advertised via the e-procurement system.

### ***Service user choice***

Service user choice will be considered at each stage of the process. In developing the support plan, individual views will be gathered about the way in which their needs are to be met. Exceptions may apply to the award process based on an individual's needs and wellbeing and/or a choice. BCC will determine when an exception applies.

### ***Process for accommodation based support service users***

The process will be the same for all services within CSS and will involve a conversation with the service user and their family. However, it is recognised that there may be additional complexities to be considered for accommodation based support service users if the provider is their landlord as well as service provider, so exceptions may apply to the use of the framework or the award of the contract.

### ***Maintaining confidentiality***

Information will be shared with providers via the e-procurement system, in order to enable providers to assess whether they can meet an individual's needs and if so, submit a bid. The information shared will be anonymised and if there is particular sensitive information this will be withheld and any providers interested in applying will be invited to contact brokerage for further detail on this.

### ***Reviews***

A review of an individual's needs will be undertaken before the package is advertised through the e-procurement system.

### ***National Living Wage***

BCC is reviewing the price ranges to assess whether National Living Wage can be accounted for within the range or if the range needs to be extended. The price ranges will be finalised prior to the point of tender. The commissioning plan will outline the mechanism for reviewing the price ranges on an annual basis, to account for annual increments but also any changes to external factors, such as the National Living Wage, apprentice levy, pension auto-enrolment etc.

### ***Quality of information***

Providers highlighted that the quality of pen picture is variable and that it can be difficult to effectively price for a service as a result. BCC confirmed that a wider piece of work is underway to address the variation in quality within support plans and pen pictures, for all services not just CSS.

### ***Carers***

The needs of carers have been considered and the 'Time for You' lot is a specific service to carers, to provide support and to enable them to continue in their caring role.

***Sharing best practice***

Providers highlighted that they would value sharing best practice with each other to avoid duplication of effort. This was supported by BCC and providers were encouraged to consider using the regular forums for this purpose.

***Communication***

Providers enquired about the plans for communicating with service users and carers. A communications and engagement plan is being developed that builds on the engagement to date, which includes the consultation and written correspondence.

***Market capacity***

Providers expressed concerns that there will not be sufficient supply of accommodation based services in the market. BCC confirmed that the framework is intended to increase supply as an unlimited number of providers can apply to be on the framework to stimulate competition and provide choice. Market development work is ongoing separately to this re-commissioning exercise.

***Financial assessments***

The approach to financial assessments will not change as a result of this process.

**3. Information on future contract management**

Item deferred due to time pressures.

**4. Proposed co-production groups between now and tender**

Item deferred due to time pressures.