



Direct Payment Support Services Future Commissioning
Report on Public Consultation January 2024

Introduction

A Public Consultation occurred between 30th November 2023 and 18th January 2024.

The purpose of the Consultation was to obtain feedback from all citizens, those who have used direct payment support services, their families and carers and providers of those services with regard to how we should commission direct payment support services in the future.

The 3 Options that we presented were;

Option 1 : We could commission a single provider delivering a comprehensive service offering all aspects of support to direct payment recipients.

Option 2: We could commission a lead provider delivering a service that covers some aspects of support, but with the ability to “sub-contract” specialist elements such as payroll or insurance services.

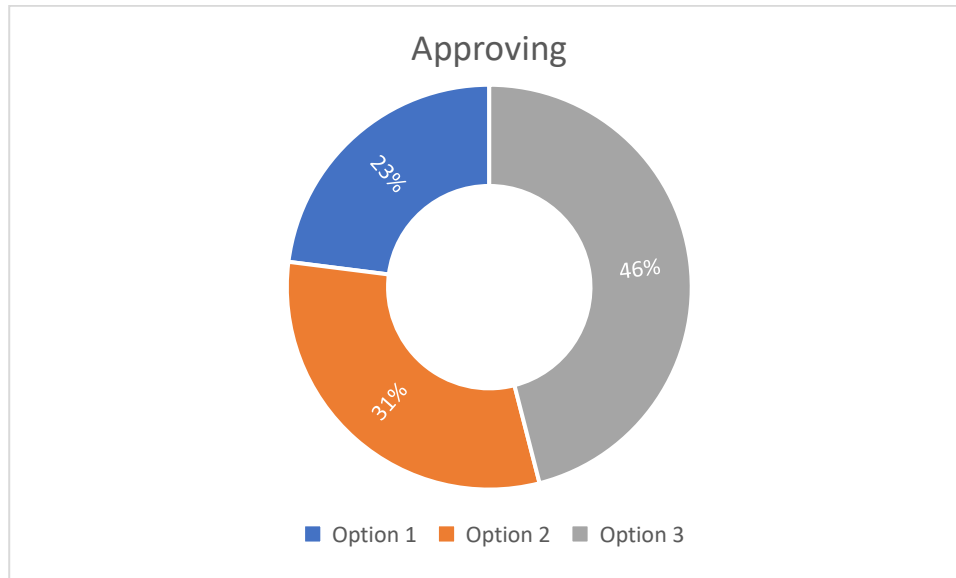
Option 3: We could create an “approved provider” list” offering a larger number of potential providers, some of whom might offer a comprehensive Service whilst others might deliver only specialist elements of the support.

Who engaged with the Consultation process?

A total of 19 full responses were received in relation to the main consultation. An additional 7 responses were received through the Easy Read version making a total of 26 responses.

Alongside the actual Consultation, providers hosted drop-in sessions and focus groups with their service users and submitted feedback through the Consultation Portal or through brief reports. One Black and Minority Ethnic Organisation conducted a session via email with its participating member organisations and provided additional feedback.

What was the result?



Those strongly agreeing or agreeing with Option 1 **23%**

Those strongly agreeing or agreeing with Option 2 **31%**

Those strongly agreeing or agreeing with Option 3 **46%**

It is clear that the majority (by 15%) of respondents favoured Option 3 (Approved Provider List)

You Said, We Did- Summary

Question	You Said	We Did
<p>Option 1</p> <p>A single provider delivering a comprehensive service offering all aspects of support to direct payment recipients.</p>	<p>23% of respondents felt this was the most agreeable Option.</p> <p>“Favours out of the area national providers that can be more competitive on price. These organisations while some might be charities are NOT user led by Disabled people and some are private businesses making profit out of our taxes and not keeping that money in our city”.</p> <p>“Monopoly of services could lead to a worse overall service for the people in need.”</p> <p>“Option 1 is limiting and can foresee bottleneck”.</p>	<p>We will not proceed with Option 1</p>
<p>Option 2</p> <p>A lead provider delivering a service that covers some aspects of support, but with the ability to “sub-contract” specialist elements such as payroll or insurance services.</p>	<p>31% of those answering the question believed this was the “best” Option.</p> <p>“Option 2 is a bit more workable.”</p> <p>“I feel that Option 2 would offer some consistency and ease of management while also being able to offer specialisms, maybe in relation to language, cultural understanding, communities of interest”.</p>	<p>We will not proceed with Option 2</p> <p>However, we note the very valid points made in relation to “specialisms” and the importance of culturally appropriate services and will work to ensure that these are addressed within the successful Option.</p>

	<p>“Choice and control is really important, but the process is already confusing enough and having one single point of contact would really help”.</p>	<p>We also note the importance of having choice and control and agree, equally we will ensure that with that enhanced choice and control comes greater clarity for citizens, providers and Bristol City Council staff working in this area.</p>
<p>Option 3</p> <p>An “approved provider” list offering a larger number of potential providers, some who might offer a comprehensive service whilst others might deliver only specialist elements of the support.</p>	<p>This was the most popular Option with 46% of respondents agreeing that it was the “best” Option.</p> <p>“The most favourable option here. While this would lead to a more competitive market place both on price and breadth or service, it is perhaps the best of the options here”.</p> <p>“Option3 – greater choice and wider scope to assist.”</p> <p>The organisation (support provider) has to be held accountable”.</p>	<p>We will proceed with Option 3 and seek to incorporate appropriate suggestions from the other two Options.</p> <p>Any provider on the “Approved List” will already have passed onto our Single Commissioning Framework which will offer confidence that the provider has all the necessary experience, qualifications, policies and procedures in place to successfully manage the work.</p> <p>The Single Framework already defines its expectations in relation to provision of culturally appropriate services and we will seek to firm up these expectations where appropriate within the service specification for Direct Payments Support Services.</p> <p>The service specification for providers will seek to enhance and better define the areas we believe that there should be greater accountability. This is in line with our Public Duty in reference to use of funding.</p>

Next Steps

Bristol City Council will prepare to recommission the Direct Payments Support Services based on feedback from the Consultation.

A “Market Engagement” Event will be held later in 2024 so that we can communicate our future vision for these services to providers who may be interested in providing them.

The new services will be tendered in early October 2024.

At this time, the new service (approved list) is expected to begin operating in February 2025.