

Community Support Services (CSS) Provider Workshop

25th October 2017
City Hall Conference Hall



Welcome!

Purpose of today's workshop:

To discuss the current position and future direction of travel for CSS. It is also an opportunity to hear from providers about key issues and opportunities .

Housekeeping:

No Fire Alarm Test Due.

Toilets in main corridor.



Item	Agenda
1	Welcome and Introductions
2	Overview of CSS and direction of travel View of current CSS market in Bristol informed by provider survey and meetings with providers. BCC's plans for CSS commissioning going forward including CSS reviews, use of DPS, hourly price ranges and update on market position statement for adult social care.
3	Quality Update on CSS Performance Management Framework
4	Round up / Next Steps



Terry's introduction

- CSS is a critical group of services – key to delivery of Three Tier model
- Significantly larger spend than homecare
- Growth areas e.g. supported living and community outreach
- In context of less funding and growing demand - need for smart commissioning and delivery models
- Services re-commissioned -new Framework, price ranges, DPS
- Now looking to fine tune model and move towards outcomes
- New Better Lives Programme will govern this area going forward

2. Programme vision and delivery priorities

Vision for adult social care: People can get the right level and type of support, at the right time to help prevent, reduce or delay the need for ongoing support, and to maximise people's independence.

Statement of Intent for the Programme: Make cost savings whilst holding our ambition to improving outcomes, commissioning and delivering quality services and keeping "people" at the heart of what we do

Delivery Priorities

1. Deliver a balanced budget

- ⑩ The 3 tier model is embedded and used consistently across the Council and its partners
- ⑩ Reduction in tier 3 service demand
- ⑩ Programme decisions, activities and monitoring are driven by robust intelligence

2. Support the workforce to be fit for the future

- ⑩ There is sufficient workforce capacity to deliver BAU and the requirements of the programme
- ⑩ There is a clear and effective workforce strategy and performance management procedures in place
- ⑩ Workers are equipped to be productive and efficient - including through use of technology

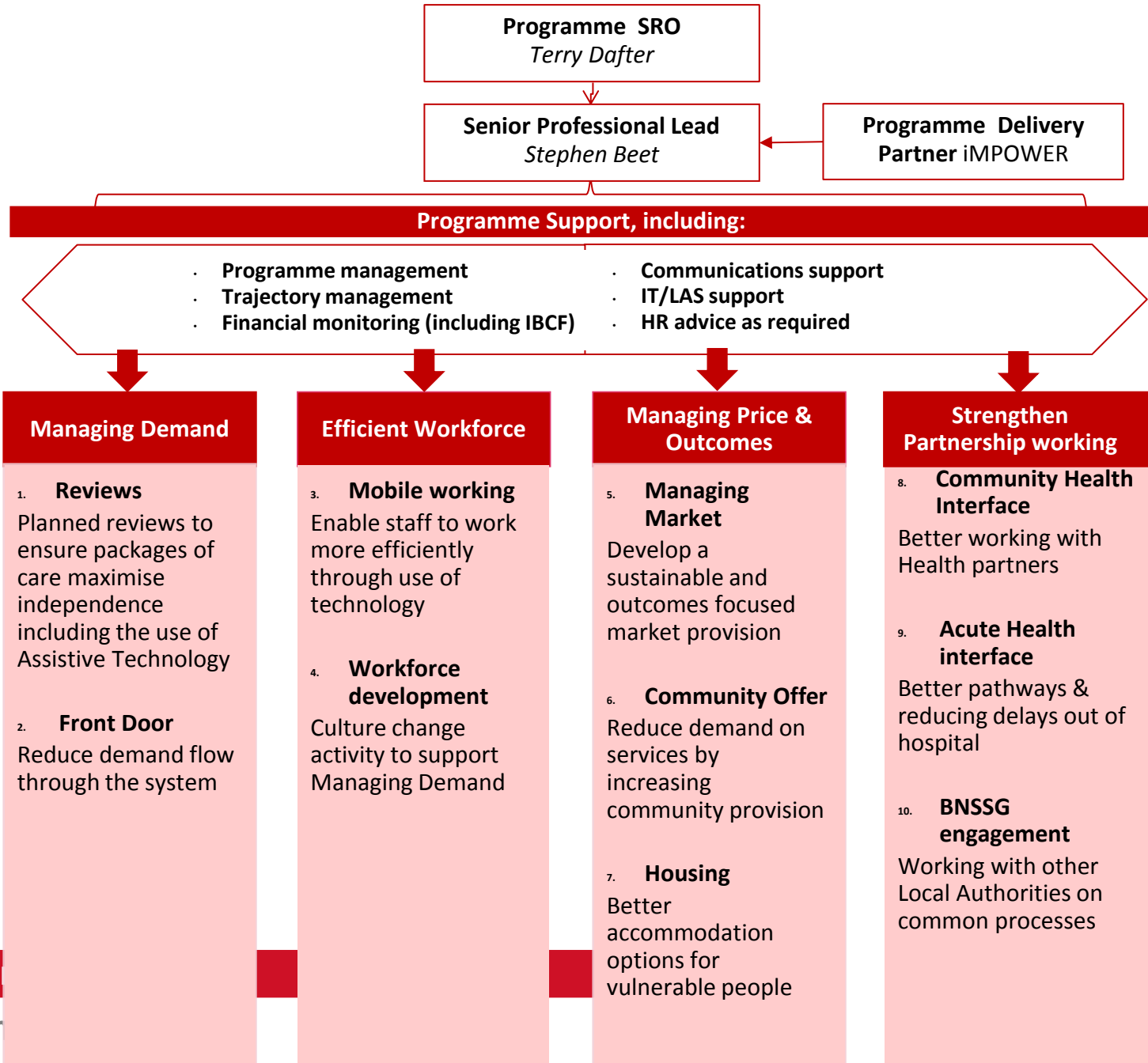
3. Maximise the provider market

- ⑩ There is sufficient capacity in the local market to meet the needs of Bristol's adults
- ⑩ Providers are sustainable, safe and responsive to changes in the market
- ⑩ Prices are stable and understood
- ⑩ Providers are bought in to the 3 tier model and incentivised to improve independence

4. Strengthen partnership working

- ⑩ The BNSSG system has a shared understanding of direction of travel
- ⑩ A system wide solution to NHS financial pressures has been developed.
- ⑩ There is clarity around the level of ambition for integration across the health and social care system.

Better Lives Projects



People Di
Adult Cor



Update on framework

Catherine Martin – Commissioning
Manager

Update on the Framework

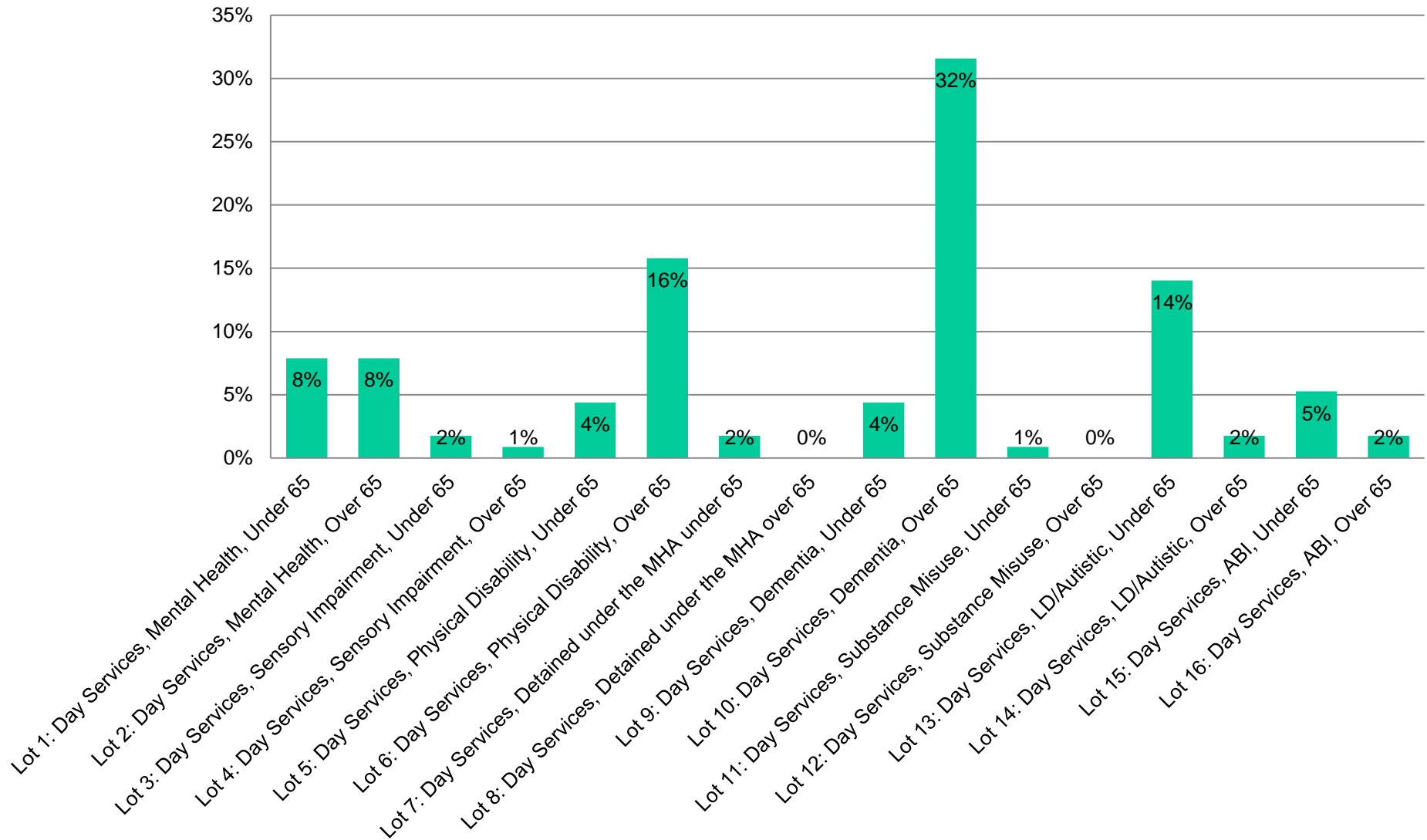
60 providers on the framework*
23 Day Services
38 Supported Living
46 Support to access the community
7 Time for You

The last tender round closed on the 8th September. We received 6 submissions. The outcome of these to be announced week commencing 23rd October.

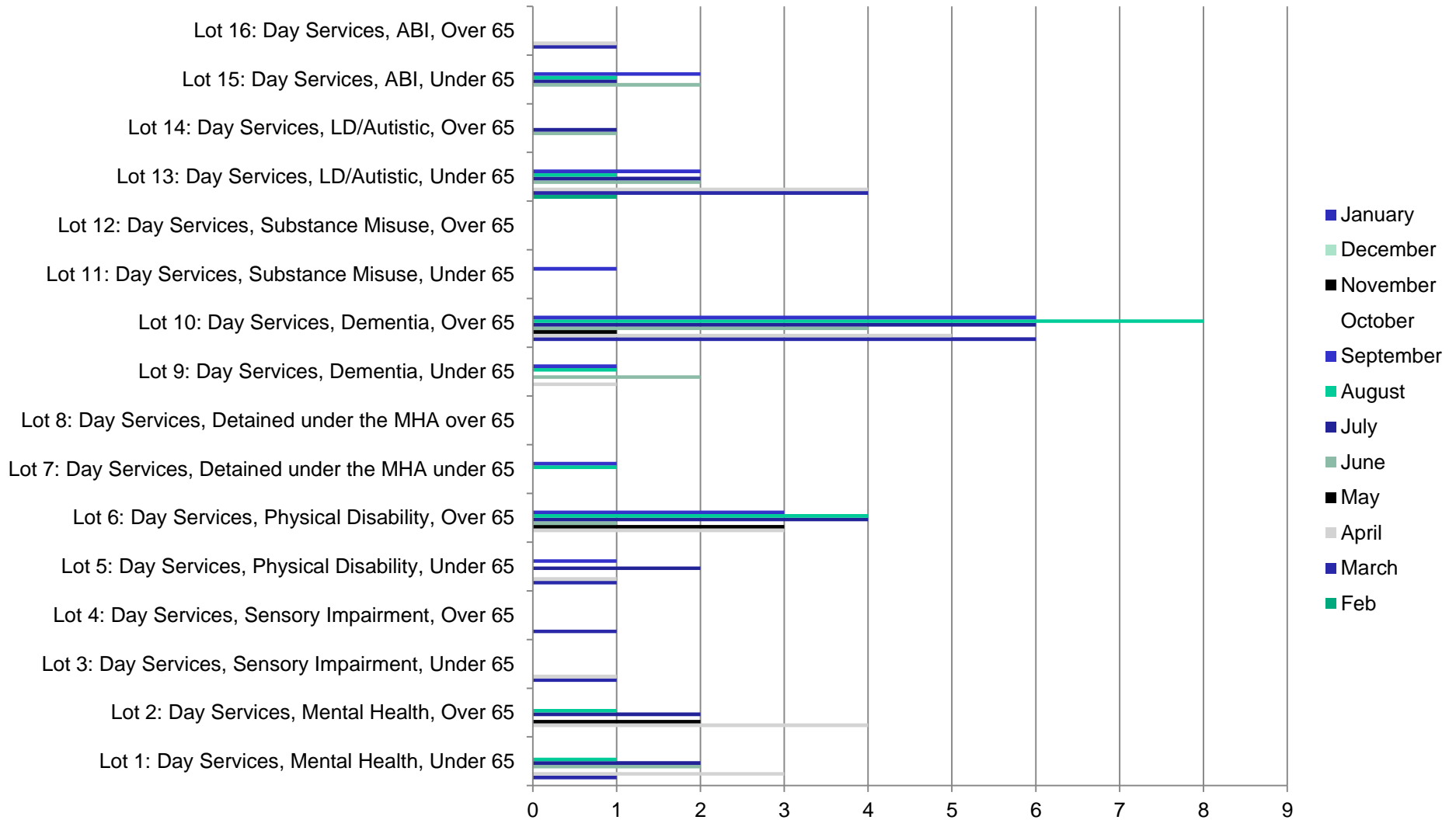
Next tender round closes 17th November.

*correct as of 25/10/17

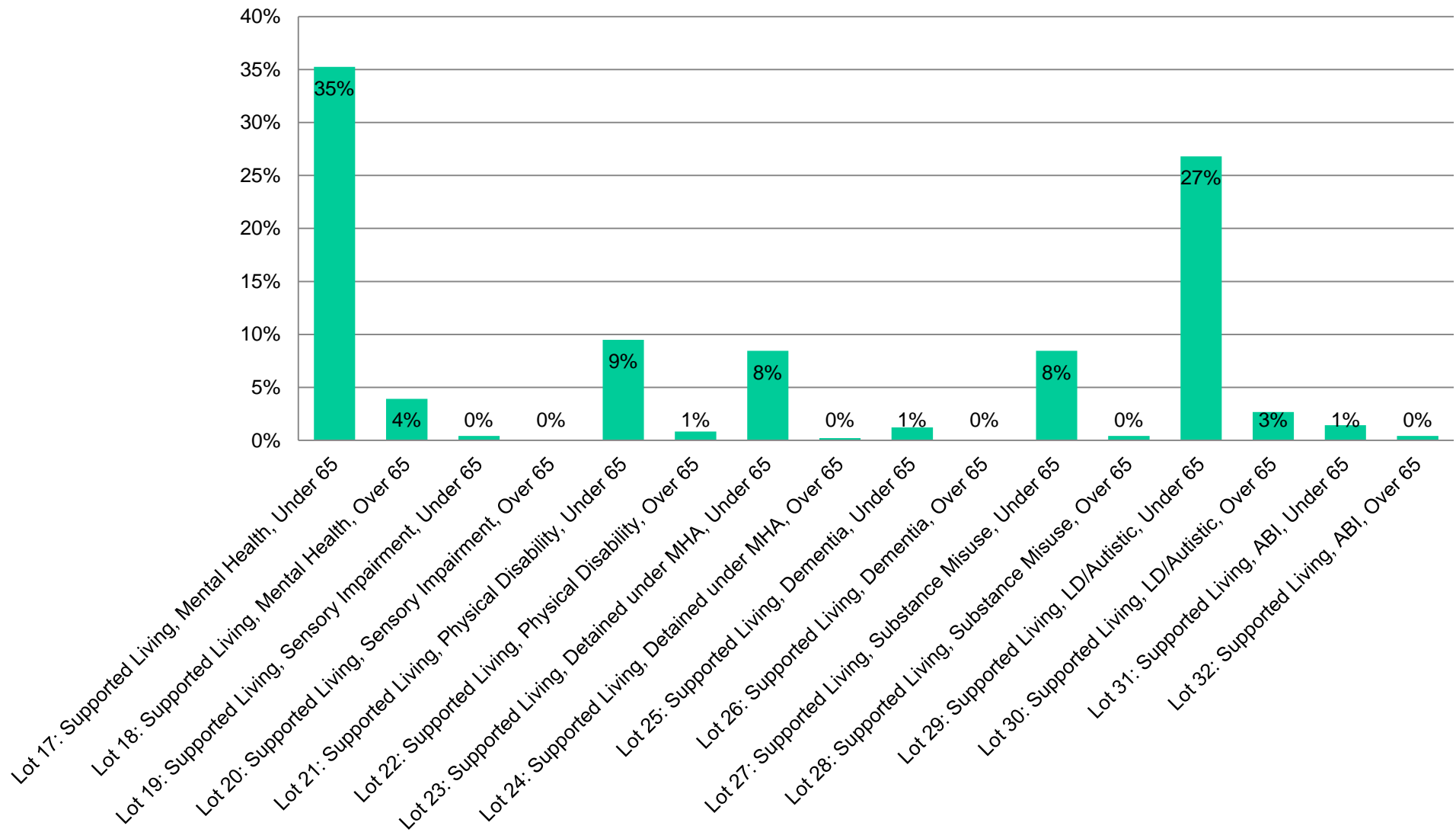
Overview of recent demand – Day Services



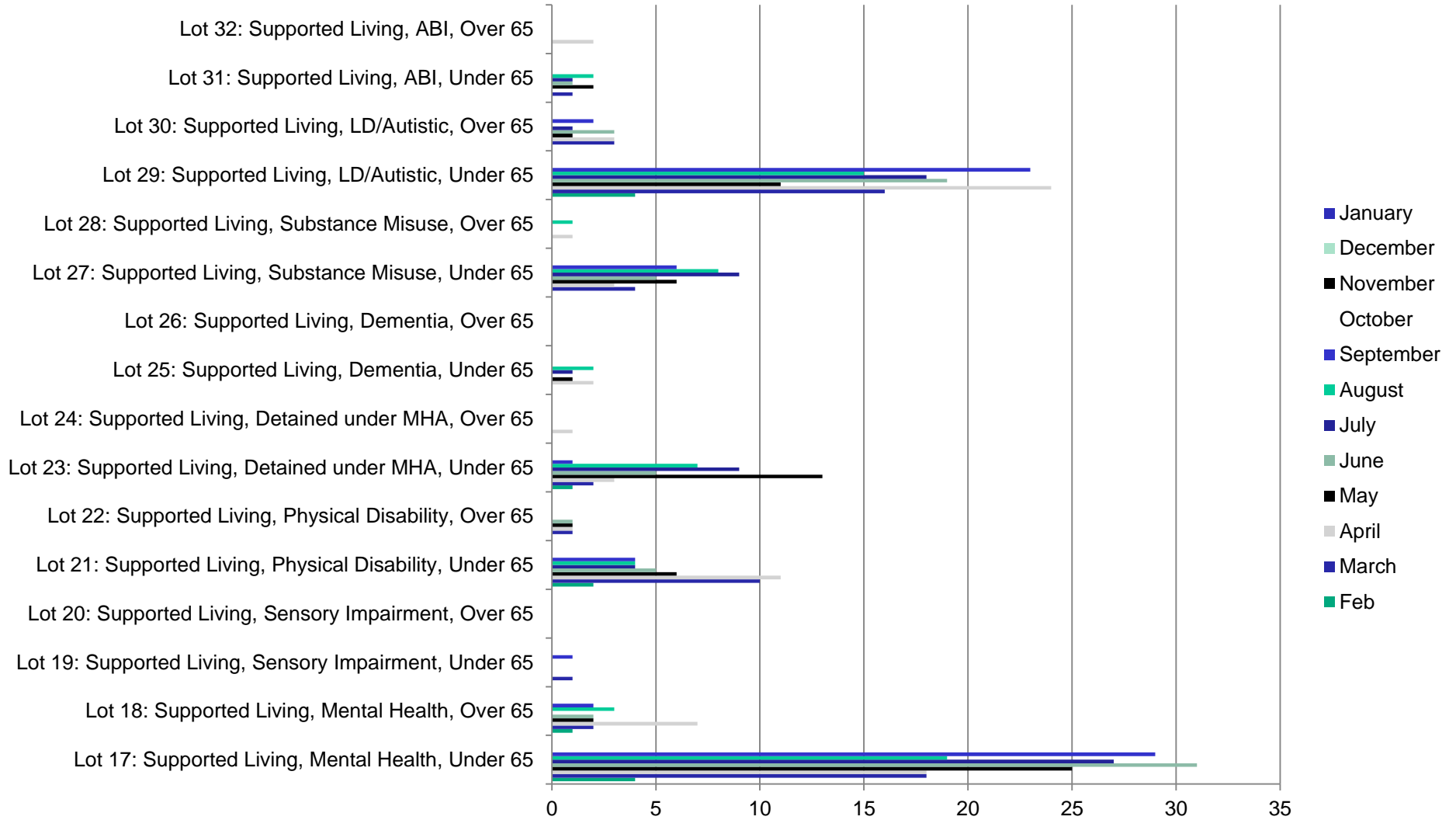
Day Services Demand by month



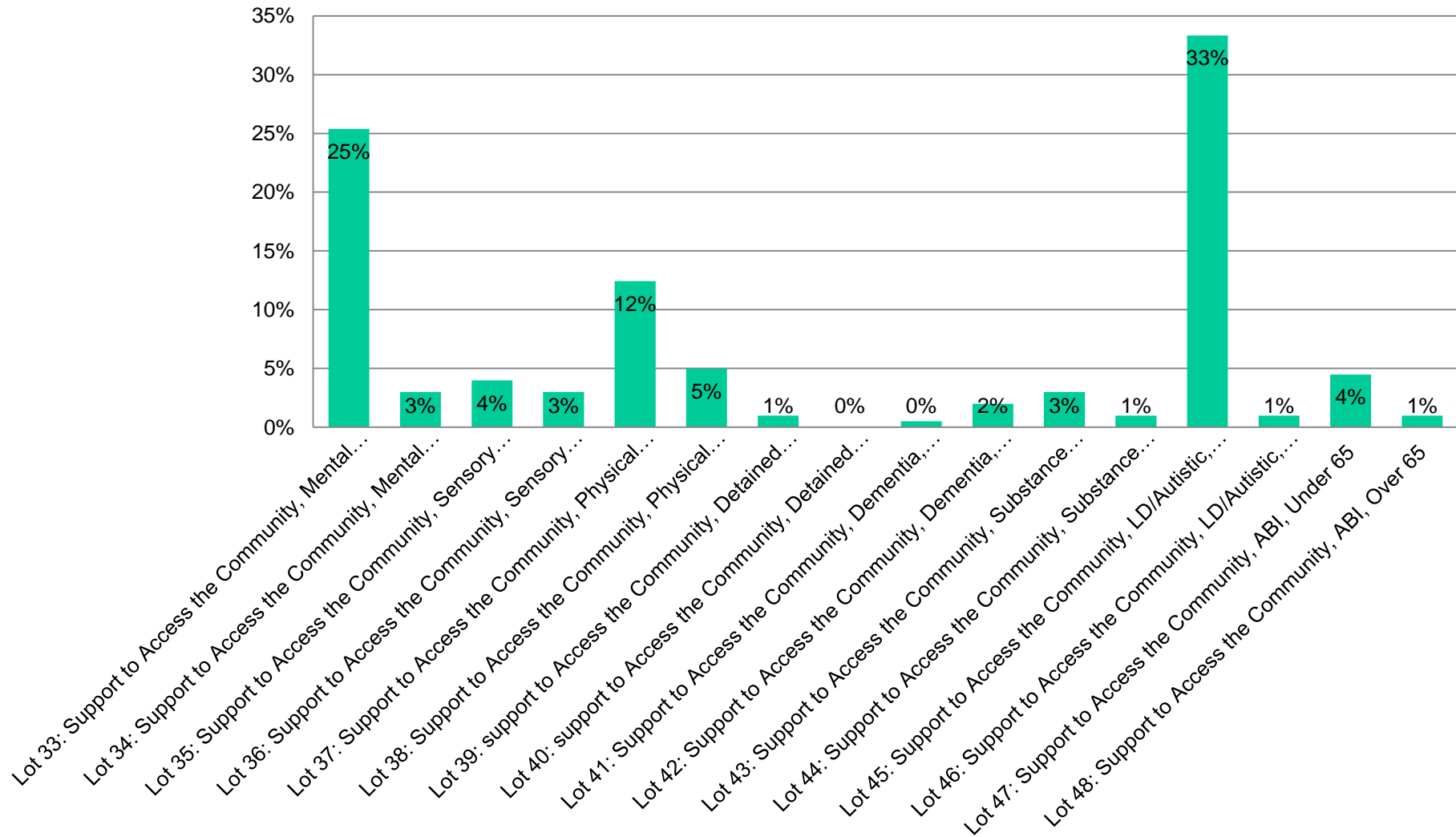
Overview of recent demand – Supported Living



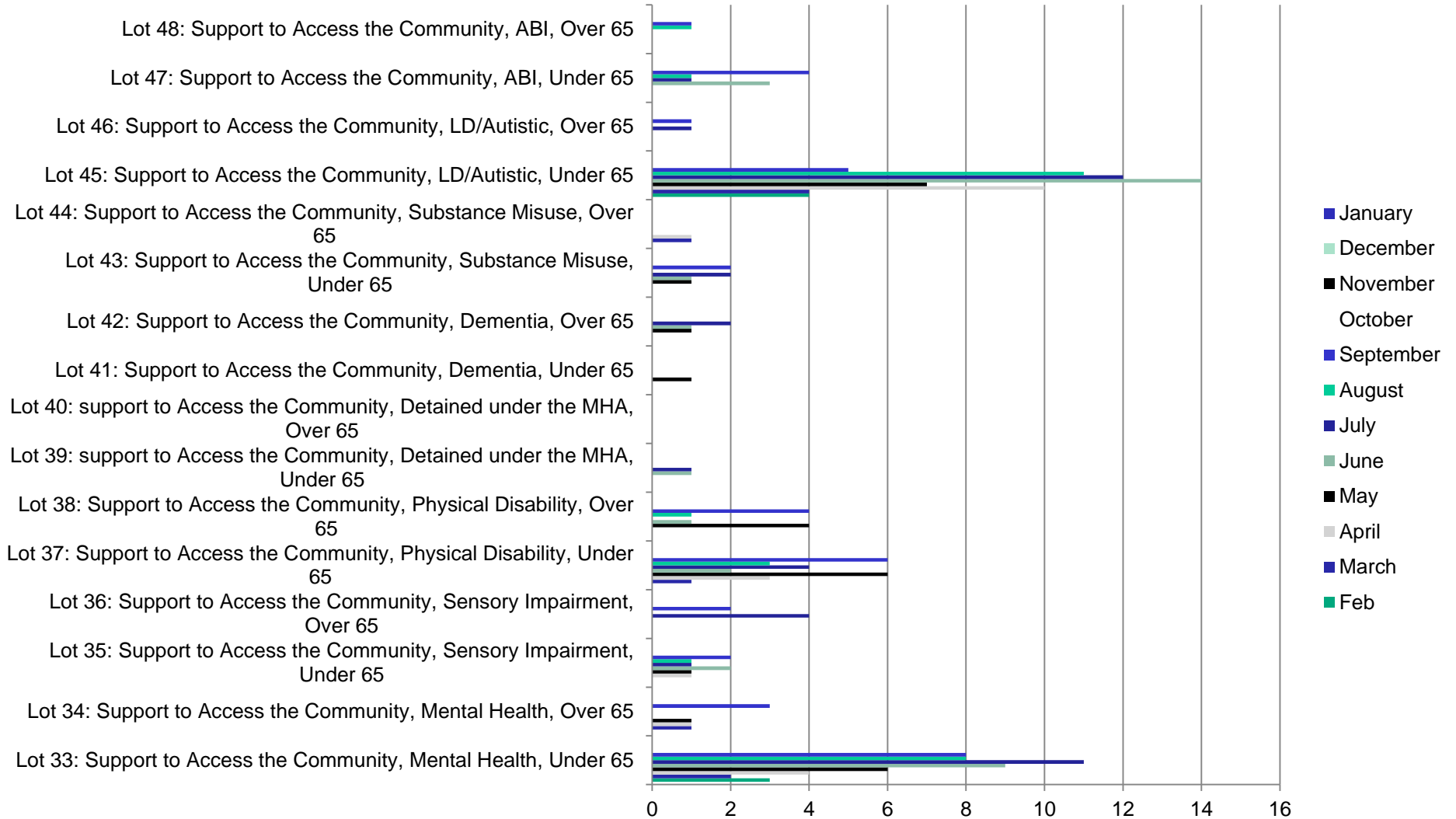
Supported Living demand by Month



Overview of recent demand – Support to Access the Community



Support to Access the Community by month



Overview of recent demand – Time for You

- No Support plans have been put through the DPS for Time for You services.

Information aid market shaping

- Commissioning Team has reviewed data since the implementation of the DPS
- Document to be shared soon detailing:
 - Demand per lot
 - Location preferences
 - Accommodation preferences
 - Other care need requirements

Issues raised during implementation of contract

- DPS process, various comments including;
 - Lack of clarity around the process from a providers perspective
 - BCC commitment to continue to use the DPS
- Hourly price ranges
 - Some providers commented that top of the band for 1:1 was not enough
- Core Support
 - Lack of clarity for providers affected on what the impact would be for them

Provider Survey

- BCC asked providers for their views through a survey, the survey asked providers views on
 - Reasons for not responding to DPS notifications
 - What could improve partnership working
 - What you thought were the main risks/constraints

In addition BCC asked providers specific questions around the DPS process, the outcome was

- 61% said they receive more notifications of required placements
- 39% said they are more aware of the type of CSS the council requires
- 56% said the DPS has made the process more transparent

Feedback from the provider survey has informed some of our proposed changes.

Proposed Changes in response to the issues raised by providers

- DPS
 - BCC will continue to use the DPS to broker CSS however we wish to make minor amendments to the process, amendments include;
 - Simplifying the pricing tool
 - Encouraging greater dialogue between brokers and providers
 - Improve communication.
- BCC will inform all providers when these changes take place – likely to be Nov/Dec

Proposed Changes in response to the issues raised by providers

- Hourly Price Bands
 - BCC has reviewed the hourly price bands for the 4 different services within CSS
 - BCC is looking at amending the intermediate 1 and intermediate 2 band for supported living and support to access the community. This amendment is likely to be an increase.
 - Also conscious of feedback on day services rates (albeit evidence shows large number of providers are operating in range)
 - What the increase will be will be communicated in due course following approval at governance meeting.

Proposed Changes in response to the issues raised by providers

- Core Support

- BCC has met with all providers that receive core support to agree the approach forward for their organisation.
- BCC will no longer pay core support going forward and all services will be costed within the appropriate hourly price bands

CSS Reviews

- Reviews have been allocated to all social work teams.
- CSS reviews are taking place in the following order:
 - Urgent cases needing a review
 - Providers that are not on the Framework
 - Providers that are on the Framework (Support to Access the Community and Day Services)
 - Supported Living provider
- To date 259 reviews have taken place
 - 35% of reviews resulted in an increased package
 - 10% of reviews resulted in a decreased package
 - 55% of reviews resulted in a package that remained the same.
- Reviews have not taken place at the pace originally estimated.
- Reviews will continue to take place but prioritised within the Better Lives Programme alongside other review priorities.
- Any specific request for urgent CSS reviews will still be prioritised by the MI teams.

CSS contracts

- The previous CSS contract was extended until December 2017.
- These contracts will be extended again for 12 months to allow social work practitioners to complete the reviews of all service users supported by a providers that is not on the new CSS Framework contract.
- Information will be sent out to these providers in due course.

Direction of travel for the future

- All of adult commissioning work/projects now sits under the Better Lives programme.
- The programme covers a range of areas such as looking at improving our workforce and partnerships and developing a sustainable and outcomes focused marketplace.
- The programme includes projects that will look to
 - Develop Tier 2 services in Bristol
 - Review our Accommodation Strategy for adults with social care needs
 - Our 5 year vision for adult social care and our market position statement.

Direction of travel for the future

- Further information on the better lives programmes will be communicated to providers in due course
- We want to work with providers, to collaborate and develop new ideas and solutions.

CSS Performance Management Framework

Ann Wardle – Business relationship manager

Quality

- Definition of quality is ‘the standard of something as measured against other things of a similar kind; the degree of excellence of something’
- Quality of services measured by CQC inspections and local QA and contract management
- BCC Contracts & QualityTeam covers:
 - Care Homes
 - Home Care
 - Community Support Services
 - Housing Related Support (Supporting People)
 - Voluntary Sector Services (Advocacy/ Carers etc)
 - Integrated Equipment Service (ICES) & Home Improvement Agency (HIA)
 - Direct Payments
 - Bristol Youth Links
 - Special Education Needs (SEND)

Contracts & Quality Team

- Contracts & Quality Officers responsible for Contract Management and Quality Assurance (QA)
- Close monitoring of performance through service reports/ service intelligence
- Themed QA visits alongside Services of Concern QA/ Safeguarding QA
- Working in close collaboration and information sharing with CCG/ CQC / other agencies
- Lead on Provider Failure/ Inadequate CQC Ratings

Contract Management

- 6 monthly and annual outcome reporting by services on agreed KPIs set out in contract/ service specification (different outcomes/ KPIs for different contract types)
- Analysis of KPIs by Contract & Quality Officers
- Targets set after initial benchmarking period
- Similar services performance compared to identify trends/ themed issues in services
- Any concerns/ issues raised with provider and discussed using Performance Management Framework
- Positive feedback to providers
- Information may lead to specific service QA visits or themed QA visits (alongside other information) or contract management meeting

Local Quality Assurance

- QA Visits on a risk managed basis
- Services of concern list – includes services under institutional safeguarding, CQC Inadequate Ratings or those under special measures.
- Themed visits to groups of services
- Based on information from contract management information, professionals (social workers & others), complaints, CQC ratings, CCG feedback, safeguarding
- QA visit – QA Report – Service Improvement Plan
- Institutional Safeguarding – specific QA visits & Service Improvement Plans

Round Up and Next Steps

- Been valuable spending time with providers to understand their key issues and opportunities
- Imminent conclusion to some of the issues raised around DPS and hourly rate
- Wish to work in partnership with providers going forward as the Better Lives Programme takes shape.

Thank you for attending

