

# CSS Provider Forum

**5<sup>th</sup> June 2017**

**City Hall**

**14:00 – 16:00**

**Strategic Commissioning**

Adult Commissioning

Slide 1



# Agenda

- Update on financial position
- Update on the framework
- Update on use of DPS for new packages
- Issues commissioners are aware of and working on
- Update on reviews
- Update on recent core support meetings with supported living providers
- Communication to service users and families about future potential changes
- AOB

# Update on Financial Position

- £2.1million savings target for CSS for 17/18
- This has not changed since the beginning of the CSS recommissioning process.
- This saving needs to be implemented as soon as possible (9 months)
- Reminder of the three key ways in which savings will be made:
  1. New price ranges and use of DPS
  2. Reviews
  3. Review of core support
- In the medium to long term brokering services based on outcomes.
- Business case for savings has been presented to CEO/Senior leaders – on June 28<sup>th</sup> final decisions.
- Business case needs to be balanced with other factors – eligible needs met, CSS outcomes achieved as per Commissioning Strategy.

# Update on the framework

<b>48 providers on the framework</b>
19 Day Services
30 Supported Living
37 Support to access the community
6 Time for You

<b>46 providers that BCC currently works with that are not on the framework</b>
14 Day Services
17 Supported Living
9 Support to access the community
6 Time for You

- A moderate proportion of providers that are not on the framework are for individual placements.
- The last tender round closed on the 5<sup>th</sup> May. We received 10 submissions. The outcome of these to be announced this week.

# Update on use of the DPS

**Total number of packages advertised on the DPS during 13<sup>th</sup> Feb – 19<sup>th</sup> May.**

**174**

**Number of support plans have gone through the DPS (13<sup>th</sup> Feb – 19<sup>th</sup> May)**

42 Day Service

177 Supported Living

57 Support to access the community

0 Time for You

# Lots on ProContract

- To categorise providers on ProContract we have created further 'lots' on the DPS.
- These lots have been created using the category selection spreadsheet providers completed as part of the tender.
- Brokerage team select these lots when publishing packages on the DPS.
- There are 54 lots:
  - 16 Day Services
  - 15 Supported Living
  - 15 Support to Access the Community
  - 8 Time for You

# Demand in each lot – Day Services

Day Services	No of packages
Lot 1: Day Services, Mental Health, Under 65	4
Lot 2: Day Services, Mental Health, Over 65	4
Lot 3: Day Services, Sensory Impairment, Under 65	2
Lot 4: Day Services, Sensory Impairment, Over 65	1
Lot 5: Day Services, Physical Disability, Under 65	2
Lot 6: Day Services, Physical Disability, Over 65	5
Lot 9: Day Services, Dementia, Under 65	1
Lot 10: Day Services, Dementia, Over 65	12
Lot 13: Day Services, LD/Autistic, Under 65	9
Lot 16: Day Services, ABI, Over 65	2

During the last period there has not been any demand for 6 lots; Day Services (DS) Detained under MHA, under 65, DS Detained under MHA, over 65, DS Substance Misuse Under 65, DS Substance Misuse Over 65, DS ABI under 65.

# Demand in each lot – Supported Living

Supported Living	No of packages
Lot 17: Supported Living, Mental Health, Under 65	54
Lot 18: Supported Living, Mental Health, Over 65	11
Lot 19: Supported Living, Sensory Impairment, Under 65	1
Lot 21: Supported Living, Physical Disability, Under 65	22
Lot 22: Supported Living, Physical Disability, Over 65	3
Lot 23: Supported Living, Detained under MHA, Under 65	13
Lot 24: Supported Living, Detained under MHA, Over 65	1
Lot 25: Supported Living, Dementia, Under 65	2
Lot 27: Supported Living, Substance Misuse, Under 65	12
Lot 28: Supported Living, Substance Misuse, Over 65	1
Lot 29: Supported Living, LD/Autistic, Under 65	48
Lot 30: Supported Living, LD/Autistic, Over 65	6
Lot 31: Supported Living, ABI, Under 65	3

During the last period there has not been any demand for 2 lots; Supported Living Sensory Impairment, Over 65, Supported Living, Dementia, Over 65



# Demand in each lot – Support to Access the Community

Support to Access the Community	No of Packages
Lot 33: Support to Access the Community, Mental Health, Under 65	15
Lot 34: Support to Access the Community, Mental Health, Over 65	3
Lot 35: Support to Access the Community, Sensory Impairment, Under 65	2
Lot 37: Support to Access the Community, Physical Disability, Under 65	9
Lot 38: Support to Access the Community, Physical Disability, Over 65	1
Lot 41: Support to Access the Community, Dementia, Under 65	1
Lot 42: Support to Access the Community, Dementia, Over 65	1
Lot 43: Support to Access the Community, Substance Misuse, Under 65	1
Lot 44: Support to Access the Community, Substance Misuse, Over 65	2
Lot 45: Support to Access the Community, LD/Autistic, Under 65	22

During the last period there has not been any demand for 6 lots; Support to Access the Community (STAC) Sensory Impairment, Over 65, STAC detained under MHA under 65, STAC detained under MHA over 65, STAC, LD/Autistic, over 65, STAC, ABI, under 65, STAC ABI over 65

# Emerging Issues

- Useful provider feedback on use of DPS e.g. issues with support plan information and with the system e.g. geographical location of service user, no bandings on support plans, late notifications of successful offers
- We are actively taking this feedback and improving the process
- Commissioners regularly meet with social work and brokerage teams to identify issues and look at ways to resolve them

# Update on 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

# What to expect during a review

- Practitioner to check all previous records for background including current support plan, factors, risks, communication/access needs
- Plan approach (e.g. order of contact, type of contact, communication/access needs)
- Contact Service User, provider, relatives, professionals and any other relevant parties to inform them of review and discuss / agree how being carried out
- Collect & gather information to complete Reassessment (may be done through meetings, telephone calls or mixture, depending on circumstances)
- Complete new Support plan & undertake pricing tool
- Send to Brokerage to put on DPS if required
- Confirm new support plan and funding arrangements with SU, provider or other relevant parties
- Send out all updated paperwork
- Further initial review if required (e.g. if change to service or provider)
- Once services settled, confirm future review date

# What to consider in a review.

- have the person's circumstances and/or care and support or support needs changed?
- what is working in the plan, what is not working, and what might need to change?
- have the outcomes identified in the plan been achieved or not?
- does the person have new outcomes they want to meet?
- could improvements be made to achieve better outcomes?
- is the person's personal budget enabling them to meet their needs and the outcomes identified in their plan?
- is the current method of managing it still the best one for what they want to achieve,
- is the personal budget still sufficient to meet eligible needs/outcomes
- are there any changes in the person's informal and community support networks which might impact negatively or positively on the plan?
- have there been any changes to the person's needs or circumstances which might mean they are at risk of abuse or neglect?
- is the person, carer, independent advocate satisfied with the plan?

# Indicative timescale for planned reviews

	Number of providers	Number of Sus	Average number of months it will take for reviews to be completed	Estimated months
<b>1. Not on the Framework (excluding Supported Living)</b>	34	131	2	May – June
<b>2. On Framework (Day Services and Support to Access the Community)</b>	33	470	5	July - November
<b>3. Supported Living (not on and on the framework)</b>	46	465	5	December - April

- Urgent reviews are underway – not necessary in above order.
- Timescales may vary, Commissioners to update providers on progress.
- Day service block reviews being completed by Immediate Response team.
- Provider Engagement via practitioners
- All Maximising Independence social work teams have been allocated 2 reviews per month.

# Number of reviews taken place

- To date 114 reviews have taken place. This will include reviews that fall outside of this process i.e. longstanding requests or urgent reviews
- Out of the 114 reviews
  - 10 packages have reduced
  - 39 have increased
  - 65 have stayed at the same cost

NB: Most of these reviews were urgent requests where there was an increase in need.

# Likely scenarios during the reviews

- This [document](#) includes a flowchart which depicts the likely scenarios that may occur during the reviews
- Each review will consider individual circumstances. We anticipate that the following exceptions are likely to be the most common:
  - Whether a change in provider will have a detrimental affect on an individual's wellbeing
  - Whether the person support package is linked with their tenancy



# CSS Champions

- The champions role is to have extra knowledge around the CSS recommissioning process and be a point of contact and provide advice for colleagues within their teams.
- It is not the CSS champion's role to undertake all the CSS reviews. Individual social work practitioners will be responsible for individual cases and will notify individual service users and provider prior to a review taking place. As standard practice additional support will be required where necessary to take into consideration accessibility and capacity matters.

# CSS Champions

Name	Team	Email Address
Juliette Guest	Integrated Carers Team	<a href="mailto:Juliette.guest@bristol.gov.uk">Juliette.guest@bristol.gov.uk</a>
Jeff Green	MI North A	<a href="mailto:Jeff.green@bristoo.gov.uk">Jeff.green@bristoo.gov.uk</a>
Sara Norton	MI North A	<a href="mailto:Sara.norton@bristol.gov.uk">Sara.norton@bristol.gov.uk</a>
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# Outcome of Core Support Review

- **Review of core support** has been conducted
- **Methodology** - Meetings with providers who receive core support to better understand their core support costs. Also spoken to providers that don't receive core support
- **Principle of transparency and equity in this spend** (£2.4m spent per annum with 14 supported living providers, 70% is spent on less than 3 providers.
- Spend analysis has been undertaken and there will be new categories of eligible spend
  - Shared support is consider eligible spend if shared support is assessed as required.
  - Some therapies and aspects of housing related support may not be deemed eligible spend e.g. therapies typically funded by health.
- Core Support will be renamed as shared support.

# Outcome of Core Support Review

- **Impact on 14 providers** – what is eligible to be paid and what we can afford to spend.
- **Rebasing core support allocations** – likely to be a per person per week core support allocation based on available budget and type of accommodation.
- **Some providers don't receive core support** – services are charged using the new CSS price bandings.
- **Reminder of the principle of transparency and equity and the need to make savings**
- **Risks** of making these changes have been identified and flagged with senior leaders through business case
- **Conscious of the operational impact of these changes** – BCC needs sufficient supply of supported living, some immediate issues, but we need provider business models to fit new commissioning model.
- Likely September 1<sup>st</sup> 2017 new core support model commences.
- Alongside these changes there is absolute recognition of the need for BCC to work with providers in a more transformational, redesign lead way.

# Communication to service users and families about potential changes

- Letter drafted and circulated to providers.
- Feedback being considered.
- All providers have been individually emailed for feedback on any communication requirements for service users.
- Letters will be tailored based on information provided.
- Care Direct will be able to take telephone calls from service users or carers if they would like to speak to someone about the contents of the letter

# Any other Business

- Uplift and Sleeping Night rate –Letter sent to providers April 17 via Ann Wardle.
- List of questions received from CSW – most covered today remaining to be sent via email.
- Existing providers with CSS contracts expiring on Dec 17 if they are not on framework will need to sign up an off framework contract
- Update re: recommissioning of Bristol Community Links – consultation due to start 12<sup>th</sup> June.
- Individual Service Fund meeting taking place on 19<sup>th</sup> June at City Hall – would like a few provider representatives present – any volunteers?