

# CSS Provider Forum

## 14<sup>th</sup> July 2016

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(Adults)

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# Agenda

## AGENDA

Item	Description	Lead
1	Update on CSS Commissioning	Lucia Dorrington
2	Key Messages	Mike Hennessey
3	Future Contract Management Process <i>Note: Item deferred due to time constraints</i>	Lucia Dorrington
4	Proposed Co-production Groups <i>Note: Item deferred due to time constraints</i>	Lucia Dorrington



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# 1. Update on CSS Commissioning



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# General update on CSS Commissioning

- High confidence about the robustness of this process and September tender launch
- We are listening to providers and working through issues raised - complex combination of issues that we are considering and balancing
- We are working cross-council and cross-agency to ensure the right links are made to other activities e.g. grants prospectus
- Price ranges are being reviewed to consider the impact of the National Living Wage
- Tender documents are in final draft
- Key decision from Health and Wellbeing Board – expected August 10th
- September to December is the critical period now for you to respond to the tender and for us to evaluate your bids



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## 2. RESPONSES TO KEY ISSUES RAISED BY PROVIDERS



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# A

## Contract Award

- If, during the assessment process, it is identified that a change of provider will have a detrimental impact on an individual's wellbeing, the Council may choose to make a direct award rather than advertising the package via the e-procurement system. It is anticipated that this will be in exceptional cases

### *Use of the framework:*

- Contracts will typically be awarded to the provider that demonstrates an ability to meet individual needs and offers best value for money
- Some exceptions will apply which will be linked to an individual's wellbeing and their right to choose to pay a top up for an alternative service provider
- If multiple providers are assessed as being able to meet an individual's needs and submit an identical rate, the service user will be invited to select the provider from the shortlist

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Adult with social care need contacts the council/is referred for an assessment by a partner agency



**Social care assessment** undertaken to assess whether the individual has eligible social care needs. The service user and their carer will be involved in this process. The assessment will identify whether the individual is eligible for social care and if so identify their needs that need to be met, plus any considerations about their wellbeing.



A **support plan** will be produced by the practitioner working with the service user and their carer. The service user will be given choices about how their needs are met which will be integral to the support plan.



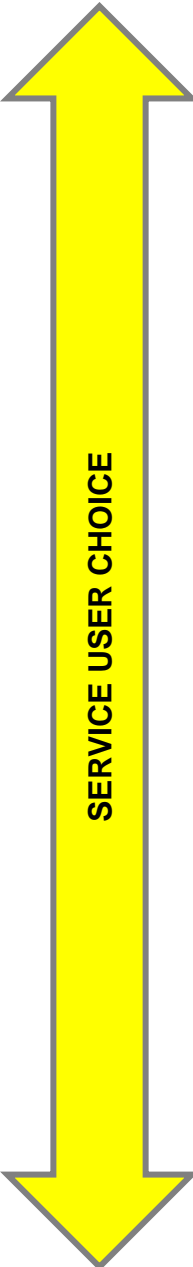
Following the assessment (or review) and the production of a support plan, the package will be advertised on the e-procurement system and providers will be able to submit a bid setting out how they can meet an individual's needs and for what price within the identified price range.



BCC will evaluate the submissions received. The contract will **typically be awarded to the provider that demonstrates that they can meet an individual's need and that offers best value for money**. However, exceptions will apply and the Council will reserve the right to apply a tolerance in exceptional cases, if the Council does not consider the provider that offers best value and can meet an individual's needs to be appropriate.

If, as part of the assessment, a change in provider is identified as being detrimental to the service user's wellbeing, the Council may choose not to use the CSS framework and make a direct award. It is expected that this will be in exceptional cases only.

SERVICE USER CHOICE



# B

## Use of the Framework

- Existing packages of care will be advertised through the e-procurement system within 12 months of go-live. In exceptional cases the DPS may not be used if a change of provider is considered to pose a significant risk to the well-being of an individual and is explicitly identified in the support plan
- Prior to this, each package will be reviewed. Reviews will be prioritised focusing initially on:
  - Service users in receipt of a service from a provider not on the framework
  - Service users in receipt of a service from a provider that does not agree to adjust their hourly rate in line with the new price bands
  - High cost packages at the upper end of the price ranges
- All new packages will be offered via the e-procurement system from the outset, unless an exception applies



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# C

## Proportionality

- There will be 4 lots: ABS, day services, community outreach and time for you
- Providers can apply for one or multiple lots
- The standard Council questions (e.g. safeguarding, business continuity etc) will be identical across all lots and only one response will be required from providers applying to multiple lots
- Predominantly the CSS specific questions will be identical across all lots, with the exception of time for you Services and ABS
- Providers will be required to submit the same response for identical questions across lots, with the exception of the question that seeks to assess outcomes and maximising independence, where providers will be able to tailor their response if they wish
- ABS will involve additional questions



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# D

## Pricing

- Financial modelling has been undertaken to understand the current CSS cost base
- New price ranges have been developed based on existing ranges, benchmarking with other councils, discussions with providers about cost bases, discussions with social workers and brokers about prices and the requirement to better align need and cost and reduce spend by £2m
- The Council is seeking a diverse and sustainable market; the framework will be open so providers can be added over the life of the framework
- A lower price point has been set to safeguard quality
- Price ranges will be reviewed annually



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