**Carers’ Support Service Market Engagement and Collaboration Event - 25th October 2016 County Hall**

At this event it was discussed what the service will look like, which has largely come from the ideas of carers, and to talk through the work undertaken so far.

The following Questions and Answers were raised.

**Summary of feedback and draft components of the new service model**

**Question 1:**

With regard to the point of service and conditions / specifications, what is in the contracts?

**Answer 1:**

1. Both Somerset County Council (SCC) and the Somerset Clinical Commissioning Group (CCG) want one ‘front door’ regardless of the differing services.
2. SCC wants to join up carers’ services, but as yet this has not come to fruition. There is a young carers’ service within the Children’s Services which they do not want to change and some MH carers services will remain with Somerset Partnership.
3. Although the theme of young carers features strongly, it is not in scope for this specification, however general collaboration is required. Therefore providers need to make the service, which includes Learning Disabilities, as seamless and joined up as possible.
4. Disease specific, meaning organisations are required to support for example diabetics and people with strokes, joining together and ensuring that all resources are used / shared.

**Question 2:**

If one provider is the key point of access, recognising that all can make mistakes, how can there be assurance that mistakes do not tarnish the organisation handling the initial query?

**Answer 2:**

1. Commissioners and Carers Voice have a closer monitoring role to undertake, and are all on same page now.
2. It was explained that Carers Voice has a logo - a swan. The logo can be used by organisations if they are signed up to the Commitment.
3. It is a good idea to encourage people to work together to achieve different levels, e.g. all five commitments to achieve a gold swan, three of the five to achieve a silver swan and two of the five to achieve a bronze swan. For each level one of the commitments has to be ‘working together’.
4. A single front door is encouraged – to ensure that whoever opens the door knows all that is going on in the house, can understand what is on offer, but only has to go through one ‘front door’.
5. Sometimes a carer does not know what is appropriate, but needs to know who would be able to advise them.
6. SCC do not want carers not knowing where to go for information, have recognised this and by using the Carer’s Voice a lot of themes have come across loud and clear, so the Commitment was easier to write because of this.

**Question 3:**

A provider referred to emergency responses and relationships with Somerset Direct, Safeguarding Teams and Social Workers; is that relationship suitable to act quickly?

**Answer 3:**

1. SCC recognises that there will always be problems, in reality providers are responsible for the services, but SCC will work with new providers to get a service that will work.
2. SCC would need to view plans to explore how to better forge links to build the service.

**Question 4:**

Will funding be cut in the tender?

**Answer 4:**

1. Funding will come out in the tender.
2. It is positive that SCC will not cut funding to support carers.

**Question 5:**

Is this a SCC and CCG response?

**Answer 5:**

1. Yes - it is important to provide the service.
2. The specification has been explored, some elements have been taken out and some have been added.

**Question 6:**

Will the Carers Assessments process stay with SCC?

**Answer 6:**

1. Yes, at the moment this will remain with SCC.
2. Sometimes people do not need a social worker, but instead need someone who understands their situation.
3. Current arrangements with Somerset Partnership will continue
4. This is a dilemma for SCC across the board; someone else could have the conversation.

**Collaboration**

**Question 7:**

A provider asked as an authority is there a view on subcontractors being named to work with an organisation, without knowing they have been named.

**Answer 7:**

1. Subcontractors would be required to fill in part of the tender questionnaire so they will know they are part of a bid.

**Question 8:**

A provider stated that working as a Subcontractor; he has filled in the relevant paperwork, and then has never heard from the Contractor again. Sometimes that situation has occurred with National Contractors.

**Answer 8:**

1. SCC will talk to the successful bidder once the contract has been awarded, to discuss going forward, how they will work, etc.

**Social Value and Added Value**

**Question 9:**

In terms of social value is there a set of proxies to measure against?

**Answer 9:**

1. SCC is looking for Providers to come up with innovative ideas.
2. Guidance will be clear.
3. The Tender Pack will include Somerset’s priorities and answers would be expected to link to this.
4. Providing value for money to do things differently, whilst still providing appropriate services.

**The Tender Process**

**Question 10:**

In terms of price is SCC setting an amount, or does SCC want Providers to submit this?

**Answer 10:**

1. SCC will give an indicative budget in the tender and will want realistic bids based on this budget.
2. In terms of the questions, carers have helped to design them and will also help with the marking of the questions.
3. A positive step is that the bid price will not be the overriding factor.