

Specialist Provider Framework Market Engagement Event

South Gloucestershire Council Specialist Provider Framework:
Building Based Support (Day services)
Supported Living Services
Mentoring Services
Community Based Support

Today's session

- 1. Context
- 2. Overview of why we are doing this
- 3. Developing the Framework
- 4. Scope of the specialist provider framework
- 5. Key elements of the framework
- 6. Partnership working
- 7. Strengths/placed based approach
- 8. Why join the specialist provider framework?
- 9. Prices
- 10. The procurement process and timeline
- 11. Questions/comments

Context

- In South Gloucestershire, specialist provider services have, up until now, been commissioned via the Community Based Support Framework, where services are commissioned on a ‘time and task’ basis.
- This has meant the relationship between South Gloucestershire Council and specialist providers has been predominantly transactional and the support provided to individuals risks keeping them ‘stuck’ within a service and unable to move towards increased wellbeing and independence.
- The ‘time and task’ approach has limited South Gloucestershire Council’s knowledge of the quality of the service being provided and or how services are supporting people to achieve wellbeing and independence.
- We know from developing the framework that the ‘time and task’ model does not suit the individuals identified in scope of this framework.

Why are we doing this

The Specialist Provider Framework supports the following Council priorities:

- Priority 2 – Identifying and supporting those most in need and helping people to help themselves
- Priority 3 – Promoting sustainable inclusive communities, infrastructure, and growth
- Priority 4 – Realising the full potential of our people and delivering value for money

The Specialist Provider Framework also supports the vision and priorities identified in:

- The South Gloucestershire Council All Age Learning Disability Strategy 2022 – 2027

[All Age Learning Disability Strategy 2022-2027 \(southglos.gov.uk\)](https://www.southglos.gov.uk)

- The South Gloucestershire Council Housing Strategy 2022 – 2052.

[Housing Strategy 2023 | BETA - South Gloucestershire Council \(southglos.gov.uk\)](https://www.southglos.gov.uk)

Developing the Framework

Co-Production

- We have conducted 8 Co-production workshops with providers and key colleagues.
- Initial workshops were focussed on the council's strategy for costing, quality assurance and implementing an outcomes/strengths-based approach.
- These were followed by workshops to consider 3 draft framework documents (service specification, quality assurance, costing) for stakeholder review and feedback.
- All feedback has been considered and incorporated into the framework documents as appropriate.

Developing the Framework

Co-Production (cont.)

Service User and Carer consultation

- We contracted Evolving Communities CIC to carry out engagement work with individuals and carers. They have created an anonymised summary report of recommendations.

Equalities

- We have continued to liaise and present at the Equalities Voice and Learning Difficulties Partnership Board (LDPB)
- We have a regular slot at the Specialist Provider Forum to keep providers informed.

Developing the Framework

The Consultation ran from 14th June 22 – 26th July 22.

Key findings

- Users of services
- There were generally high levels of satisfaction from users of the services with only ‘working towards outcomes’ receiving a small response (3 people).
- 15 out of 19 service users expressed support for the new model.
- Continuity of support, having support at the required times and support to live as independently as possible, were rated as the top three criteria by users when asked what the council should consider when selecting future providers.

Developing the Framework

Professionals and providers

- Professionals and providers were generally positive about the relationships they had with their partners. The voluntary sector, Integrated Care Partnerships and CCGs were rated highest.
- Feedback was also good in terms of rating the effectiveness of working with other partners and professionals.
- Professionals and providers were generally in agreement with the proposed approach. Areas identified for improvement included better communication, shared support and ensuring the progression pathways were effectively implemented.
- In terms of successfully embedding the new approach into their organisations, areas that were identified included communication, outcomes focused delivery, co-production and collaboration and flexibility in support and finance.
- Identified areas of support from the council included training, payment options and consistency and transparency through an integrated and joined-up approach.

In-Scope of the Framework

Individuals In-scope of the framework to be supported are:

- Predominantly people of a working age – 18 to 65 who are accessing services either commissioned by South Gloucestershire Council
- Predominantly people with a physical impairment, learning disability, autism, mental health diagnosis, sensory impairment, acquired brain injury and/ or behaviours that challenge.
- Not an exhaustive list and can include someone over 65 and or transitioning from aged 16

Services In-scope of this framework are:

- Building Based Support (Day services)
- Mentoring Services – including supported employment
- Supported living services (shared housing and/or support living schemes)
- Community based support

The key elements of the Framework

Progression

- The framework defines ‘progression’ as:

‘A process of development and growth towards maximum possible independence and wellbeing.’

- Progression is the fundamental basis for the framework as it presupposes, from the outset, that the commissioned support is going to be a journey towards maximum possible independence and wellbeing based on outcomes.

Recovery

- The framework defines ‘recovery’ as:

‘No longer having symptoms of a condition or having the ability to manage these symptoms.’

- Where an individual is recovering from an illness or injury, we would commission support to enable progression towards maximum possible independence and wellbeing based on outcomes.

The key elements of the framework cont.

Outcomes

- We define “outcomes” as:

‘Outcomes describe what a person wants to achieve to attain maximum wellbeing.’

- Outcomes must be co-produced by individuals, in partnership with operational staff, advocates, family and friends. Outcomes should be person centred and driven by an individual’s aspirations so that they are meaningful, achievable and able develop and change over time to enable an individual to achieve maximum wellbeing and independence.
- Progression is the route/journey towards outcomes and conversely outcomes inform that route/journey.

The key elements of the framework cont.

Quality

- Quality of services starts from what matters most to the people using them. A quality service also pays close attention to areas which may be invisible to users, such as policies/procedures or workforce development. In other words, achieving quality should balance the three “core components”
 1. The individual experience of people receiving support and their personal expectations and outcomes.
 2. Services which keep people safe through recognised standards, safeguards, and the adoption of good practice.
 3. The recognised processes that ensure the effectiveness of services including their value for money.

The key elements of the framework cont.

Quality (cont.)

- Quality will be assessed and monitored through a robust and collaborative quality assurance schedule consisting of:
 - Quarterly submissions (focussed on outcomes) (Q1, Q2, Q3, Q4)
 - Annual/Q4 submissions will also include an update on:
 - Equalities data
 - Social Value
 - Compliments and complaints
- An annual review meeting following Q4 submissions. The aim for monitoring is that it will be a tri party approach between the provider, commissioning link officer and Social Care Team.
- South Gloucestershire Council has recently adopted the Provider Assurance Market Management Solution (PAMMS) system to assess the quality of services. This is an online solution and will be annual and consist of 'service level' assurance.

Partnership working/Collaboration

- The best outcomes for the individuals using the services under this framework will be achieved when the provider and other relevant agencies are working effectively in partnership.
- We will be working with providers to embed a strengths/place-based approach to successfully support individuals to progress towards outcomes by making, building, creating or accessing links and resources with other services, groups, communities and individuals.
- The overarching theme of partnership working is to get to a place where we can all be responsible for enabling individuals to progress towards outcomes by working together effectively by sharing knowledge, good practice and resources which builds thriving and resilient communities within which people can live as independently as possible with maximum possible wellbeing.

Strengths/place based approaches

- The Care Act 2014 puts a strengths-based approach at the centre of someone's assessment, care and support
- Focus on 'What is strong' rather than simply 'What is wrong'.
- It considers individuals, friends, family, carers, communities, places.
- It is person-centred
- It is holistic
- It is outcomes led and not services led.
- It considers what 'could' be present as well as what 'is' present.

Why join the Specialist Provider Framework?

- Better costing mechanism
- More flexibility to support people to work towards/achieve outcomes (Personalisation)
- Services which are quality assured
- Strategic engagement to improve business planning
- Collaboration to share best practice
- Partnership working with the operational team (Directly linked to the South Gloucestershire Council Commissioning Transformational Plan which includes relationship commissioning)
- The current community based support framework will be updated within year or two to be more focussed on 65+ years individuals.

Prices

- Current providers who apply and are accredited onto the specialist provider framework will continue with current rates under the specialist provider framework
- New providers who apply to go onto the specialist provider framework will be evaluated based on current market intelligence.
- Providers will bid to go onto the framework as one organisation with one hourly rate.
- Across different types of service provision there may well be different types of hourly rate (e.g. One to one rate, shared support rate, many to one rate, sleeping night rate, waking night rate). Providers will submit one rate per type.

Payments

- Better payment process (moving away from CM2000) – payments on commissioned and use of direct payments/ISFs
- Moving away from CM2000 and paper invoicing to use the provider portal within the first year of the framework.
- However, Day service payments and shared support payments will remain the same (4 weekly BACS payments)
- An ambition to move towards payment on ‘commissioned’ and move away from payment on ‘actuals’.

The Procurement Process and Timeline

- The Framework will be live on ProContract - [Supplying the South West Portal](#)
- The intention is for the framework to remain live on ProContract for the entirety of its contract length with different rounds of tendering.
- Contract length – Four years with two year extension available.
- We will be running an open tender process with tender documents uploaded on ProContract
- Final Market Engagement with providers early May 23
- The Opportunity to Tender will open on early 31st May 2023 and Round 1 will close on 16th July 2023.
- The bids will be assessed on 80% Quality and 20% Price.
- Evaluation of tenders for Round 1 – mid July to late July 2023
- Awarding Contract to Providers (round 1) – mid August to late August 2023
- Framework to go live – September 2023 for 4 years (+2 optional)
- Round 2 (Opens 17th July 2023, closes 30th Sept 2023, evaluation early to mid Oct 23, contract award 1st – 15th Nov)
- Round 3 Opens 1st October and will close at the end of the quarter or sooner at the Council's discretion. Following rounds will open and close on a quarterly basis from the 01st October 2023.

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