

Market Warming Event Clarification Responses:
LD Accommodation and Support Services in Islington

Introduction

Thank you to all of the providers who attended the Market warming Event for Learning Disability Accommodation and Support Services in Islington on 5 September 2017.

It was a very useful and insightful to hear all of the feedback and questions about our proposals. Since the event we have taken on board the feedback we heard and updated the draft specification.

As we received so many questions around a number themes, we have decided to respond to each theme rather than answer each question individually. The responses below are based on current thinking and may change between now and the invitation to tender being released.

We are now aiming to release the invitation to tender in early December. Any comments or questions relating to the updated draft specification are welcome.

Specification:

See Draft Specification uploaded to the procurement portal.

Monitoring:

See indicative monitoring template uploaded to the procurement portal.

The monitoring will be managed by the Contract Monitoring Officer. Service User reviews by care managers will also contribute to measuring and monitoring outcomes. Monitoring meetings will take place at regular intervals, either quarterly or bi-annually.

Financial monitoring of how the Individual Service Fund (ISF) is spent will be carried out by the finance team who will report back to the contract monitoring officer. Guidance on how the ISF can be spent will be included in the specification.

Individual Service Funds (ISF)

Service users will be offered an ISF to fund the individual support element of their care package.

The ISF will be held by the lead provider and used to buy services that meet the outcomes detailed in the service user's co-produced care plan. All providers on the DPS will be expected to be able to manage the ISFs for the service users that they support.

The ISFs will be held on a prepaid card which will facilitate allocation of the fund. All transactions made with the ISF prepaid card will be recorded and monitored by Islington's finance team to ensure that the fund is being used in accordance with the care plan. Full guidance on what the ISF can be used to purchase is given in the specification.

Partnership Working:

All providers who are accepted onto the DPS will be expected to have the ability to work in partnership with other providers when supporting an individual. Partnership working protocols and excellent communication between providers will be required for every service user whose co-produced care plan dictates that more than one provider is needed, to meet their outcomes.

The lead provider will facilitate the partnerships and pay for services from other providers, where requested to by the service user, in accordance with their care plan, through the use of an ISF.

Providers who are unwilling or unable to work in partnership with other providers or manage an ISF arrangement in this way will not be accepted on to the DPS.

The reason for utilising ISFs in this manner is to allow maximum choice and control for service users.

Further details can be found in the service specification.

Personal Budgets:

The will ask providers to deliver outcomes within individual budgets, rather than making use of hourly rates to buy amounts of time, or block contracts to give a blanket level of support.

The budget will be set based on the assessed needs of the individual. Care managers will complete an assessment of need in conjunction with the FACE Resource Allocation System. An individual budget will be calculated and then adjusted, if required, to ensure that the care manager and commissioners are in agreement that the figure is realistic and will enable providers to meet the assessed needs and outcomes.

In a supported living scheme, the sum of all of the individual budgets will make up the total value of the scheme. Providers can be creative in how they provide core support and 1:1 support to meet the outcomes of all of the individuals at the scheme.

Individual budgets can be renegotiated if the service user's needs change. This will be evidenced by a review from the care management team.

The service user's contribution to their care package will be paid to Islington Council and off-set against the virtual budget which will fund the core support element of their support package. This will ensure that the service user does not get into debt and minimise confusion over the value of the ISF.

Lots:

In light of feedback received and further thought into the practicalities of having two lots for different types of support in a supported living scheme (Core support & 1:1 Support), we have decided to replace this with a single lot. The agreed level of background or core support will be paid through virtual budgets.

E.g. If core support at a scheme is agreed to be £1000 per week and 10 people live at the scheme, then £100 per week per service user will be paid directly to the provider as virtual budgets.

If the service user's total individual budget is £500 per week, the remaining £400 per week following deduction of the core support element will be paid onto their ISF prepaid card, to be used to make the purchases agreed in their co-produced support plan.

Further details about the two specialist care and support lots, which relate to complex and challenging behaviour and complex health needs, can be found in the service specification.

Accommodation Only Lot

Since the market warming event, it has been agreed between our procurement and legal departments that a lot of the DPS is not required for sourcing accommodation for supported living.

However, we are looking to put in place nominations agreements with accommodation providers, such as Registered Providers or capital funding partners. These nominations agreement will be used to secure properties to meet our future demand for supported living accommodation. If you are able to source accommodation and would like to work with us in Islington, please contact Raymond Murphy – Joint Commissioning officer 02075278841 or Raymond.murphy@islington.org.uk

Process for Contract Award:

In the case of a supported living scheme, all of the individual care packages will be advertised through the DPS at the same time and we will invite one bid from providers to explain how they will run the service and meet the outcomes of the individuals involved.

In the case of an individual service user, we will advertise the care package by itself and bids will be made by providers who are able to meet the service user's needs.

For a supported living scheme all initial bids will be evaluated by a panel consisting of brokerage, care managers, Commissioners and where appropriate service users, their family members and /or advocates. The winning bidder will then begin working with the services users at an agreed date.

Where the care package is for an individual or small group, the initial bids will be evaluated and then one of more providers will then be invited to do a meet and greet assessment of the service user to confirm if they can work with the individual. Once this has happened the service user, their family members and/or advocates will make a final decision.

Functionality of the DPS System

Times frames will be given when a package is advertised, which will detail when bids are expected by. A reasonable length of time will be given to allow providers time to make bids.

All bids will be evaluated fairly and service users and/or their carers will be involved in all decisions.

The system to be used to join the DPS is ProContract (the London Tenders Portal). Islington Council will use this portal for all call-off contracts.