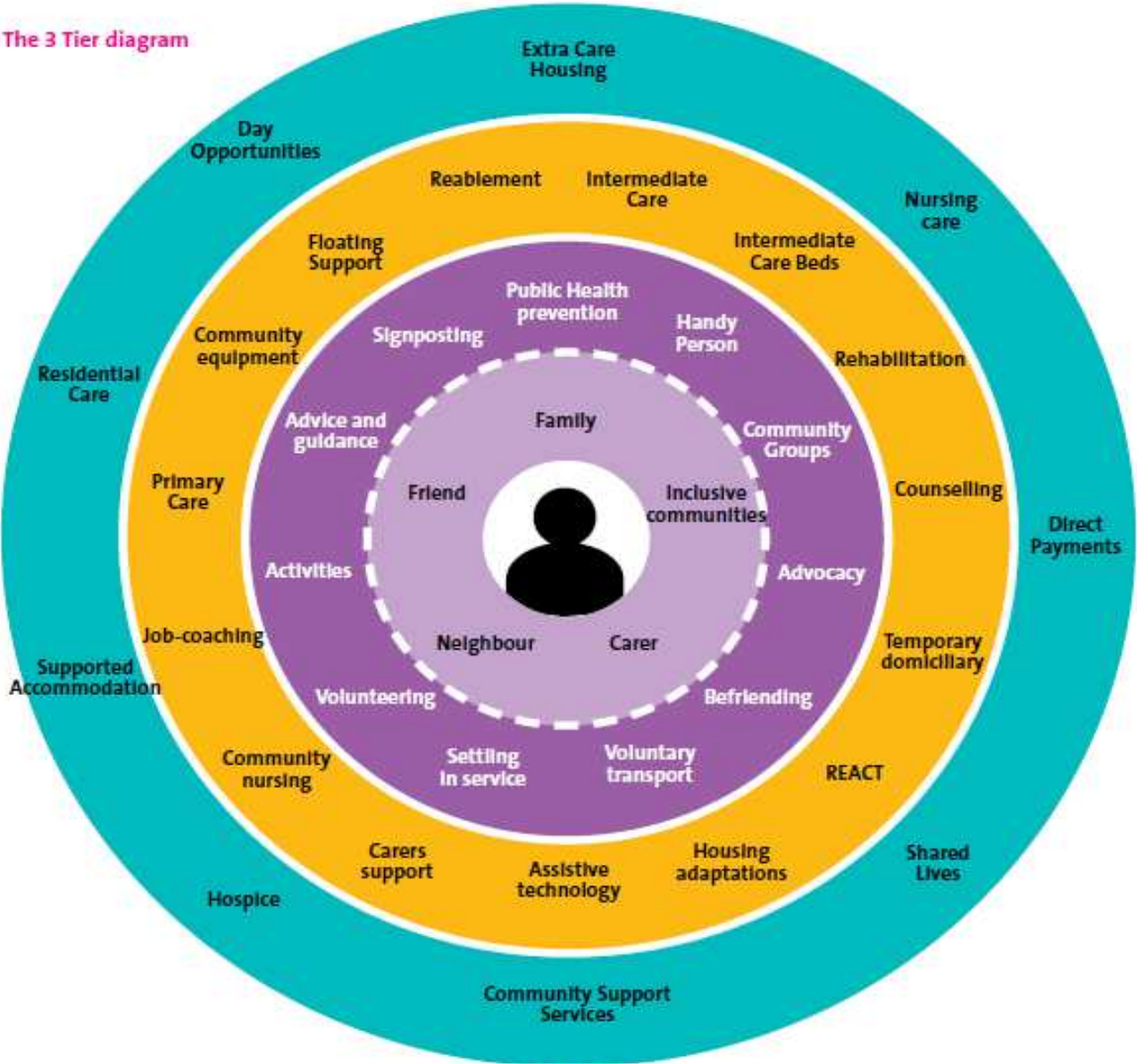


Three Tier diagram

The 3 Tier diagram



Tier 1 - Help to help yourself

- Personal network
- Community network

Tier 2 - Help when you need it

- Professional led interventions

Tier 3 - Help to live your life

- Long term care



Realignment of “Supporting People” services. Where are we now?

- October 2018 - cabinet decision
 - Align accommodation based tier 3 services with Better lives at home work
 - Remove funding for alarm only element of sheltered housing – support element remains
 - Waiver contracts to April 2020 to support this co-production work
- Services previously funded through a “Supporting People” budget realigned to Better Lives at Home (where accommodation based) and as part of Tier 2 “Help when you need it” menu: still addressing issues re housing/ tenancy but co-producing with providers to broaden approaches. As one tranche within a broader tier 2 strategy.

Co- Production

- Co - production events – throughout year
- Co – production steering group
- **Principles for Co-Production:**
 - **Honest, open and transparent** (*Open minded to ideas – everything an option, transparency and honesty – why, how, when?*)
 - **Include service user involvement and be accessible** (*Service user involvement throughout which is accessible to all -not all online, strength based approach – organisation and individual*).
 - **Responsive** (*Easy flow of information, flexible with person -centred outcomes, include stakeholders that link with services and listen to others*).
 - **Collaborative:** (*Joined up funding, sharing good practice, not reinventing the wheel, self-evaluation of services/flexible to change, work together/design together/ holistic approach where agreement made between stakeholders, non-competitive and collaborative*).
 - **Positive** (*Can do approach and Innovative*)

Financial position 2019 - 20

- In order to ensure we do not have an overspend for 18/19 we have
- Stopped funding alarms from April 19
- Written to all providers of accommodation services to freeze SP referrals – all new referrals will be for people who have Community Support services through Care Direct/brokerage
- Contracts for 2019/20 will reflect this change – actual use for 18/19 will be contract value for 19/20 (little impact on Floating support)

Current financial position

- The budget for these services is now £6.3 million (internal and external services) – the £1.8 million has been removed as agreed by cabinet
- The December 2017 Cabinet paper used a recurring underspend of approximately 634k. This left a reduction per service of 15% to deliver the 25% overall budget reduction
- Most services (not all) have worked with us to agree the implementation of 15% reduction to their current Contract value, as opposed to last years spend. So the reduction has not included some of the underlying underspend.
- As we did not take the full 25% out of contract values we are currently forecasting approximately an overspend of less than £30k

Better lives - `Help when you need it` - updated timeline

Phase	Tasks	Time
Analysis	Data gathering- qualitative and quantitative info Stakeholder events Map current services What do other people do?	Mar 18 – Dec 18
Plan	Develop commissioning plan in line with 3 tier model Present plans for feedback and challenge Test market interest	Sept 18 – March 19
Plan	Cabinet report - final commissioning plan and options Develop service specifications / contract Confirm procurement options	June 19 – August 19
Do	Procurement – new contracts put in place Move to agreed service model	Aug – April 20

People

Care and Support – Adults

Slide 6



Help when you need it - what we want to commission in the future

Services that

- will align with other support for adults in the city to ensure that they form part of a network and agreed pathways of support available to vulnerable adults in the City
- will align with the 3 tier model and Better Lives programme
- are inclusive and accessible making reasonable adjustments to enable diverse people to access them
- are flexible in the support that they offer – people can get the right service for them when they need it and are supported to increased independence
- work with people in a positive way - people are asked about what they can do and what they want to achieve in life.
- are time bound and focussed in the support they offer
- If people need to get support again in the future this is easy for them to do
- People who need both accommodation and support have clear pathways to get the right accommodation for them and support they need.

People

Care and Support – Adults

Slide 7



Outcomes

- People are living in housing that is well maintained and suitable for their needs
- People can look after themselves on a day to day basis and have the help that they need to do this independently
- People are able to look after their health and wellbeing and remain well
- People feel that they are treated with dignity and respect
- People have the opportunity to be involved in work, training or activity that suits their skills and interests
- People are connected socially with their community and have the social life they want
- People are able to manage their money and financial affairs

Measured by outcome star (or the like)

People

Care and Support – Adults

Slide 8



What we want to Commission

`Help when you need it` for older people –

- health, wellbeing and housing related support in sheltered housing and in the community.
- This/these service/s are City wide and will support older people to continue to remain living independently in their own home. These services will support the Council's 3 tier model of support by offering support `when people need it` that is time limited and targeted to vulnerable older people. Older people who might not yet need care services but do need support to help them to improve their health and wellbeing, access health care, maximise their finances, budget successfully and access their community.
- The service will work with people who are in both/either `sheltered` accommodation for people 55+ and people living in the community or in their own tenancies/private housing.

What we want to Commission

Ditto but.....

`Help when you need it` for working age adults

Health, wellbeing and housing related support for people in supported accommodation and in the community.

- This/these service/s are City wide for people who have additional support needs that relate to their mental health, physical health, autism and or learning difficulties to continue to remain living independently where they live. These services will support the Council`s 3 tier model of support by offering support `when people need it` that is time limited and targeted to their needs. People who might not yet need care services but do need support to help them to improve their health and wellbeing, access health care, maximise their finances, budget successfully and access their community.

What we want to Commission

The key elements of this/these service/s is that it/they will

- Focus on outcomes to be achieved with older people
- Be time limited
- Easily accessible if people needed to come back to the service
- Work in an integrated way with other providers and parts of the social care system e.g GP services/ hospitals
- Maximise independence, finance, health and well being

How we will buy them?

- Contracts with a reasonable length of time - three year contracts with a 2 year option to extend and 2 year extensions; break out clauses will be included.
- A **one stage** tender process - quality and price
- Use a current framework (Community Support Service) and spot or block purchase from it
- Competitive procedure with negotiation - would need to consider how to provide services that deliver across the range of provision required.
- A collaborative model /Alliance commissioning
- 1) One of the contracts is designated a Prime Provider and takes a role in ensuring all the contracts work together collaboratively
- 2) Collaboration with lead organisation
- 3) Collaboration – joint responsibility
- 4) Subcontracting

People

Care and Support – Adults

Slide 12



Next Steps

Steering Group - continue work on engagement and co-production

Publish commissioning plan

Formal consultation and continued engagement with stakeholders

Continue analysis work to develop model for overall `help when you need it` offer

Draw up specifications

Further work on procurement/contracting options