



**PURPOSE:** For reference

**MEETING:** Cabinet

**DATE:** 18 June 2018

<b>TITLE</b>	<b>Better Lives Programme: "Help when people need it"</b>	
<b>Ward(s)</b>	City wide	
<b>Author:</b>	Carol Watson	<b>Job title:</b> Head of Adult Care Commissioning
<b>Cabinet lead:</b>	Helen Holland and Paul Smith	<b>Executive Director lead:</b> Jacqui Jensen
<b>Proposal origin:</b> BCC Staff		
<b>Decision maker:</b> Cabinet Member		
<b>Decision forum:</b> Cabinet		
<p><b>Purpose of Report:</b> This report sets out an approach to services previously funded through "Supporting People" funding and provides an update to Cabinet on work carried out since a Cabinet decision in October 2018 to waiver current contracts to April 20, reducing them to actual spend where appropriate and aligning this work with Better Lives.</p> <p>We have worked with stakeholders to agree a commissioning plan which aligns with the work to deliver the Adult Care "Better Lives" vision adopted by the Council and is out for formal consultation. This consultation will be completed prior to submission to Cabinet and relevant points used to inform this report.</p> <p>This report identifies that these services deliver effective interventions that are either a Tier 2 "Help when you need it" approach or they deliver supported accommodation which helps the Council to meet the outcomes we want as part of our Better Lives at Home project.</p> <p>In consultation with the Cabinet member for Adult Social Care and the Cabinet member for Housing we are seeking :-</p> <ol style="list-style-type: none"> <li>1. That Cabinet approve the commissioning plan for purchase of Tier 2 "Help when you need it" support services.</li> <li>2. That Cabinet delegate authority to the Director of Adult Social Care (in consultation with the Cabinet members for Adult Social care and Housing), to take all steps to procure and award contracts for Tier 2 support services in line with the commissioning plan, to the approximate value of £4,491,291 per annum for 3 years (with option to extend up to a further 3 years).</li> </ol>		
<b>Evidence Base:</b>		
<p>The Supporting People programme was launched in 2003 as a national £1.8 billion ring fenced grant to local authorities intended to fund services to help people with support needs to live independently. The level of grant was reduced in subsequent years and in 2009 the ring fence was removed from the grant thereby allowing all local authorities to spend their Supporting People allocation as they deemed appropriate. The Council continue to fund a diverse number of services that support people to remain independent in their own homes, maximise their incomes, reduce social isolation, manage their day to day lives and help them keep well and sustain recovery.</p> <p>£1.8 million was removed from this budget in 18/19 and we have successfully worked with current providers to achieve this budget reduction.</p> <p>We have worked closely with stakeholders, providers and service users to better understand the current services (former Supporting People services listed in Appendix A), the help required for adults with support needs and how they get the support they need. We have developed these recommendations with those stakeholders in the context of a longer –term transformation of Adult Social Care as set out in the Better Lives Programme and the need to support citizens living in general needs housing to access the right support `when they need it`.</p>		

## **Commissioning plan**

The Council proposes to take the Adult Care Better Lives approach based on the Council's 3 Tier Model to purchase 'help when you need it' support using the reduced budget envelope as agreed by cabinet in December 2017.

We will :-

1. Spend approximately £1,133,000 on internal services including Welfare rights and money service, targeted floating support for people with a range of support needs including sensory impairment. These services will support external services as part of the joined up approach to the 'help when you need it' support offer e.g. WRAMAS will offer training to support workers in the externally purchased support services.
2. £2,825,291 per annum on external floating/community support for people with mental health needs, learning difficulties, autism, and physical health issues for older people and working age adults
3. £533,000 per annum on support to older people in externally provided sheltered housing.
4. Establish 'help when you need it' support that is sustainable to meet the needs for Citizens and is in line with City priorities. We will procure contracts for 3 years with option to extend for up to a further 3 years with break clauses as required.
5. Continue co-production with stakeholders working alongside commissioners and working to a shared set of principles.
6. Align the supported living services with the Better Lives at Home project and purchase these services in the future using the existing Community Support Service framework.
7. This work, including appropriate procurement activity, will be complete by no later than the end of march 2020, and will comply with EU procurement rules so far as necessary.

## **What difference will this make**

Better Lives is the Adult Care transformation programme which aims to deliver improved outcomes and manage demand and spend based on the Council's 3 Tier Model, (see Appendix A). Commissioners have completed a needs analysis for 'help when you need it' support and worked with stakeholders to write this commissioning plan for what we want to buy (see appendix A) with the budget available. We understand that this forms only part of the wider Tier 2 offer (there is much support offered to people in the community that is not commissioned by the Council).

We want to buy health, wellbeing and housing related support for older people and people of working age who need support e.g. people with mental health needs, learning disabilities, autistic people, older people and people with HIV and people with physical and/or sensory impairment in sheltered housing and in the community.

These services will:

1. Focus on the outcomes to be achieved with people
2. Be time limited
3. Be easily accessible if people need to come back to the service
4. Work in a joined up way with other providers and parts of the social care system e.g. GP services/hospitals
5. Make the most of people's independence, finance, health and well being
6. Services will be accessed through agreed referral routes but will operate a 'no wrong door' policy. This means that people are re-directed successfully to the service that will best help them when they need it.

This help will need to have a city wide impact but does not necessarily have to be delivered by a City wide provider. Access to this support will be based on need rather than where someone lives. Services that provide this help will be expected to understand the localities that people are living in to ensure they are able to make links with local support networks and 'Tier 1' support available locally.

## **How we will change things to get the right support at the right time for people**

The establishment of clear pathways for service users in and out of the right service at the right time and a joined up

approach has been a consistent theme in discussions with stakeholders. We will make changes to the way services are delivered through use of new service specifications of both internal services and through procurement of purchased external services to buy range of support for people `when they need it` in line with the agreed principles above. We will specify expectations for joint working such as shared resources for training, peer support and referral pathways.

**Measuring success**

We will measure the success of the support offered by checking

1. Quality of services
2. Measuring if they are doing what they say would do (are they achieving outcomes)
3. Customer satisfaction

**Cabinet Member / Officer Recommendations:**

1. That Cabinet approve the commissioning plan for purchase of Tier 2 “Help when you need it” support services.
2. That Cabinet delegate authority to the Director of Adult Social Care (in consultation with the Cabinet members for Adult Social care and Housing), to take all steps to procure and award contracts for Tier 2 support services in line with the commissioning plan, to the approximate value of £4,491,291 per annum for 3 years (with option to extend up to a further 3 years).

**Corporate Strategy alignment:** This proposal aligns with the ‘Empowering’ and ‘Caring’ strategic

**City Benefits:** This proposal benefits the City as an investment in preventative services and it is an ‘Invest to Save’. Investment in this support to `help people when they need it` will reduce spend over time in more expensive care and support such as Community Support Services, homelessness provision and residential care. It will improve outcomes for citizens by enabling people to live independently in their home for as long as possible.

**Consultation Details:** These proposals have been discussed with providers, with whom there is an extensive coproduction approach underway and key stakeholders within the Care and Support Adults Directorate. They have been informed by Service User engagement. There was a formal consultation process undertaken to get feedback on the commissioning plan. This is set out in Appendix B.

<b>Revenue Cost</b>	<b>£4,491,291 per annum</b>	<b>Source of Revenue Funding</b>	General fund
<b>Capital Cost</b>	<b>£0</b>	<b>Source of Capital Funding</b>	Not applicable
<b>One off cost</b> <input type="checkbox"/>	<b>Ongoing cost</b> <input checked="" type="checkbox"/>	<b>Saving Proposal</b> <input type="checkbox"/>	<b>Income generation proposal</b> <input type="checkbox"/>

**Required information to be completed by Financial/Legal/ICT/ HR partners:**

**1. Finance Advice:** This area of the Adult Social Care budget has been subject to significant budget savings over the past few years where £1.8m of savings has been delivered. It is important that the funding available for “Help when you need it” is directed to maximise the benefits of the investment and where possible reduce the need for formal service provision. As a result developing a series of metrics to measure the impact of the investment will be critical in supporting continued levels of funding. In addition maintaining current levels of funding of these services will depend on the impact made of that investment. The case for any further investment will be dependent on reducing funding in tier 3 services after delivery of any savings target.

**Finance Business Partner:** Neil Sinclair 5<sup>th</sup> April 2019

**2. Legal Advice:** Procurement of support services will need to comply with the Procurement Regulations and the Council’s own procurement rules.

**Legal Team Leader:** Eric Andrews – Team Leader 12<sup>th</sup> April 2019

**3. Implications on IT:** Although the “Better Lives” programme as a whole has significant IT ramifications, there are no identifiable IT implications associated with this particular element

**IT Team Leader:** Ian Gale – 11<sup>th</sup> April

**4. HR Advice:**

The report's focus is on the commissioning of Support Services that the Director of Adult Social Care can then procure the support services through a contract for 3 years with an option to extend for up to a further 3 years and align the accommodation based services with the Better lives at home project and purchase these services under the Community Support Service contract in the future. None of these proposals have any impact on Bristol City Council Employees or have any HR implications for our internal staff. However, there may be an impact on the providers if they are unsuccessful in the procurement process which may lead to TUPE transfers between our providers. If requested BCC HR would support any TUPE transfer between our providers.

**HR Partner:** Lorna Laing – 25<sup>th</sup> April 2019.

**Background Documents:**

<b>EDM Sign-off</b>	Jacqui Jensen	10/04/19
<b>Cabinet Member sign-off</b>	Helen Holland and Paul Smith	29/04/19
<b>For Key Decisions - Mayor's Office sign-off</b>	Mayor's office	13/5/19

<b>Appendix A – Further essential background / detail on the proposal</b>	<b>YES</b>
<b>Appendix B – Details of consultation carried out - internal and external</b>	<b>YES</b>
<b>Appendix C – Summary of any engagement with scrutiny</b>	<b>NO</b>
<b>Appendix D – Risk assessment</b>	<b>NO</b>
<b>Appendix E – Equalities screening / impact assessment of proposal</b>	<b>YES</b>
<b>Appendix F – Eco-impact screening/ impact assessment of proposal</b> ' There are no significant environmental impacts relating to this report and a full Eco IA is not required' <b>Nicola Hares – 8/05/19</b>	<b>YES</b>
<b>Appendix G – Financial Advice</b>	<b>NO</b>
<b>Appendix H – Legal Advice</b>	<b>NO</b>
<b>Appendix I – Exempt Information</b>	<b>NO</b>
<b>Appendix J – HR advice</b>	<b>NO</b>
<b>Appendix K – ICT</b>	<b>NO</b>