

# Commissioning Provider Forum

Vicki Allan & Steve Randall

Adult Transformation and Commissioning

Supportive Lifestyles, transforming lives &  
delivering outcomes for individuals

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# Housekeeping Questions

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# Supportive Lifestyle Update

Currently, there are **29** Supportive Lifestyle providers approved on the new framework

Approximately **£5,846,355** was spent through the contract in the last quarter

This has resulted in the delivery of about **2508** care services, which is **109467.5** hours of care

# Developments...

- Porthpean Supported Living Scheme
- Providing own home to 7 individuals, 2 moving from residential care; 1 from children's home, 3 first independent home from living with parents, 1 from living with siblings
- Assistive Technology-personalised AT being explored for Hub and individuals
- Transition work underway and hopefully some tenants will be moved in before Christmas
- Looking at developing a blog or vlog to track progress of tenants and demonstrate positive impact of supported living and person centred support
- Update from Haven Care, share experience of developing this service next meeting

# Developments

- New Supported Living Scheme, St Clare, PZ. 8 flats and communal hub on track for completion Sept 2019
- Plan to commission core shared provider for block hours March 2019
- Tech enabled scheme with AT funded through DOH Grant
- Currently seeking to purchase land in Launceston to develop 8 SLS properties 3 for complex/challenging needs. Hopefully for completion by Sept 2020
- Shared Ownership. 8 placements completed/in process.

# Sproc.net Feedback

- Feedback experience of using the system
- Issues raised
- How can the process be improved
- Questions

# Break

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# Contract Management

- New Performance Workbooks along with Guidance Notes – Q2 Due 31<sup>st</sup> of October 2018
- Case study submissions that evidence outcomes for individuals as detailed in Specification
- Quarterly contract review meetings with Strategic & Critical Providers – SCOT Classification
- Minimum of yearly contract meetings with providers
- All CRM meetings joint with ASC & NHS Kernow – Key stakeholders invited



# Contract Workbooks

- Example Run Through
- Correct Workbook – Supportive Lifestyles
- Additional Information;
  - *Total Number of Clients year to date*
  - *Total number of clients in quarter – how many clients they delivered to*
  - *Number of carers employed at end of quarter*
- Nil Returns

# Individual Service Funds (ISFs)

We recently ran a provider session on 31<sup>st</sup> August about ISFs. This was facilitated by Rachel Mason, who is the South West representative for Think Local Act Personal.

- 20 providers have indicated on the Supportive Lifestyles tender they are interested in managing ISF'S
- An **ISF** is An individual Service (ISF) fund is another way that an individual can manage their personal budget, just like a Council/ NHS Kernow Managed Service or a Direct Payment.
- In agreeing to hold an ISF for an individual, an organisation commits to helping the individual to make the best use of their personal budget to meet the outcomes in their support plan. The individual benefits from a more flexible service without the responsibility of managing their money.

# ISFs work by

- Supporting individuals to identify how their needs and outcomes will be achieved by using more flexible and creative solutions.
- The money is held by the ISF organisation on the individual's behalf either through a pre-paid card, or in a separate Trust bank account.
- The organisation is accountable to the person for how their money has been spent and must be able to evidence this to the individual and the Commissioners on request. The organisation will therefore need appropriate systems and processes in place to manage and account for the individual's funding in a personalised way, with clear recording and an audit trail for each individual.
- ISF organisations will be asked to register with Cornwall Council/ NHS Kernow and all registered organisations will be advertised on the Council's and/ or NHS Kernow's website.

# Why use ISFs?

- **Responsibility** - decision-making is located with someone who has the right information, motivation and expertise to make the decisions - Providers.
- **Responsiveness** – decisions can be made quickly and easily, as problems and opportunities occur. There is no undue delay or contractual restriction.
- **Resources** - can be used more flexibly and creatively to build on the person's assets and community. Resources are not tied into particular kinds of service or support.
- **Relationships** – commissioners operate as enablers for provider-person relationships, and link to customers for monitoring purposes.
- **Better outcomes for less money**

# Next Steps for ISF development in Cornwall

- Working group to develop approach in Cornwall
- Consider a pilot
- Establish process and learning from other areas

# The Care Act Guidance on ISFs

**Clause 11.30. There are three main ways in which a personal budget can be deployed:**

- As a managed account held by the local authority with support provided in line with the persons wishes
- As a direct payment
- As a managed account held by a third party (often called an individual service fund or ISF) with support provided in line with the persons wishes.

# **Assistive Technology**

- Sarah Scrivener Presentation

# Future Supportive Lifestyles Forums

- Twice per year
- Provider Presentations
- Next Forum-May 2019
- Future Agenda Items
- Session with Housing Providers



# Contact Details

- Vicki Allan – [vicki.allan@cornwall.gov.uk](mailto:vicki.allan@cornwall.gov.uk)
- Steve Randall – [steven.randall@cornwall.gov.uk](mailto:steven.randall@cornwall.gov.uk)
- Sarah Scrivener - [sarah.scrivener@cornwall.gov.uk](mailto:sarah.scrivener@cornwall.gov.uk)
- Emily Gillett – [emily.gillett@cornwall.gov.uk](mailto:emily.gillett@cornwall.gov.uk)