Pre-Procurement Market Engagement

Supported Living services

Hertfordshire

Community Commissioning - Disabled Adults

Matthew Peirce - Deputy Head of Service
Gemma Brace - Commissioning Manager
Neha Barnes - Commissioning Officer
Sam Prowse - Expert by Experience
Nadine Raenke - Commissioning Project Manager

Agenda

Introductions & Overview	Matthew Peirce
Market overview	Nadine Raenke
What do we want to achieve	Gemma Brace
Connected Lives	Sam Prowse & Nadine Raenke
Focus Areas	Matthew Peirce
Next Steps & Timescales	Neha Barnes
Supply Hertfordshire	Neha Barnes

Introduction & Overview

Todays event is an initial introduction to the planned procurement of Supported Living in Hertfordshire and an opportunity to seek feedback from the market as well as answer questions.

Please note that all information presented today is initial thinking. Feedback from today will be used to inform proposals.

Final proposals will need to be signed off the Council's Adult Care Board, therefore all presented proposals and timescales are subject to change at this point.

A confirmed position will be presented in the next event in December.

Hertfordshire

Introduction & Overview

- Hertfordshire County Council (HCC) uses a framework for Supported Living services
- The current Framework was implemented 2019 and comes to an end in June 2024
- HCC will reprocure this framework
- This means:

  providers **currently providing support services on framework** will need to apply and be successful to keep current services

  providers **not currently on framework** need to apply to receive referrals for new Supported Living services

Hertfordshire

Introduction & Overview

Reasons for re re-procurement

- Current framework was the first in Hertfordshire – requires improvements based on our learning

- Need to develop market further to address specific gaps:
    - People with significant behaviours of distress relating to autism
    - Profound and multiple disabilities
    - People whose support needs may initially be very high (3:1 or more) but have the potential for this to be reduced down with effective, highly skilled support
    - People with mobility needs in appropriate accommodation

- Legal requirement to reprocure: can legally only extend by one further year which is required to undertake the procurement without running out of contract time.

Introduction & Overview

Proposed Framework operating model:

- Very similar to current model
- No guarantee of business: but assurance around need
- Framework providers will have access to e-brokerage / referral system, and need to respond to referrals to express their interest
- Award process and current categories will be refreshed
- Providers who hold services on the current framework will keep these if they are successful in joining the future framework. Services of unsuccessful providers will be recommissioned via the future framework
- Work to move pre-framework arrangements to the framework will continue

Hertfordshire

Introduction & Overview

Proposed Framework procurement model:

- Current framework uses categories; we are exploring options regarding categories vs. lots
- 3 stage tender model; stages 1 & 2 are pass fail and will include a case study
- Stage 3 quality questions to have minimum scoring requirement
- Any provider meeting required criteria will be successful – no maximum number set and no ranking of providers based on this score
- Agreed procurement model will be confirmed in December PPME event. A separate tender workshop will be offered in December on DOs and DON'Ts of tendering.

Hertfordshire

Introduction & Overview

The maximum rates for the current Framework are:

	Max. rate per hour
Standard	£20.43
Enhanced	£21.66
Bespoke	Individually negotiated
Sleep-In	£10.15
Waking night	Match the day rates (standard, enhanced, bespoke)

Proposal:

- Continue with the current maximum caps plus any agreed annual uplifts
- Providers to tender their rates up to the set maximum caps
- Add a ceiling to the Bespoke rate but continue to negotiate on a case-by-case basis

Market overview

Current Framework - Providers

Total number of Framework Providers	63
Framework Providers currently active (April 2023)	34
Number of dismissals from Framework	1

Herts based commissioned Supported Living market (Data set May 2023)

	Framework	Non-Framework*
Number of People	494	276
Number of **Active** Providers	34	29
Number of **Active** Services	166	97

*non-framework data includes services arranged pre-framework as well as services set up outside the framework.

- Commissioning via the framework is HCC's default: any new required services will be initially offered to the framework (if required multiple times) before being arranged outside of it.

Hertfordshire

Market overview

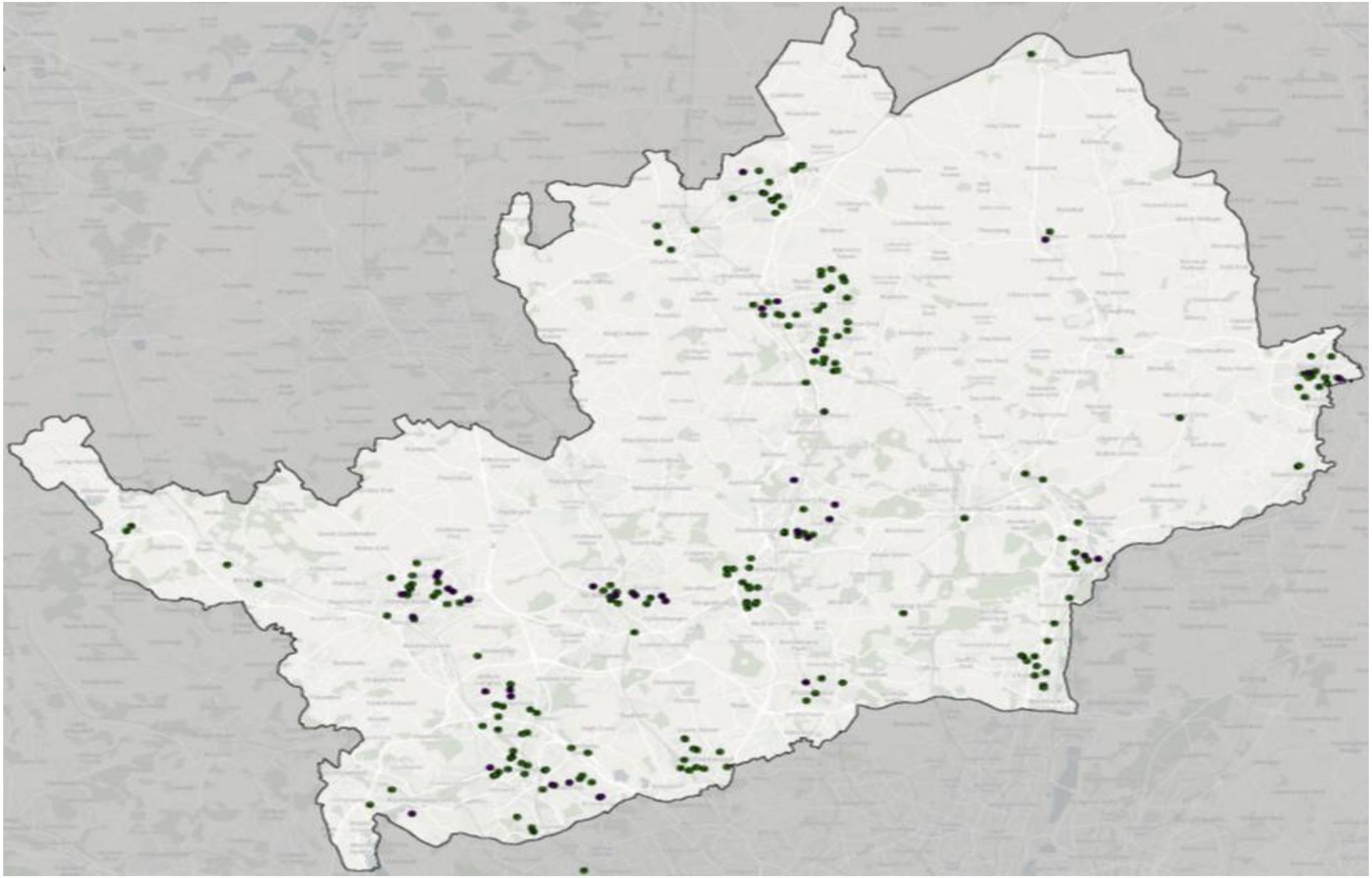
Framework volume per support level

(Data sets January 2023)

	Total	Standard	Enhanced	Bespoke	WNC	Sleep-in
No. People	469	374	67	28	198	213

	Overall	Standard	Enhanced	Bespoke
No. of hours / week	30,852	17,218	8,665	4,969
Average hours / week	65	46	129	177

- Standard is the most required support level
- At standard level we require more providers that are able to offer a service that is very targeted, may be low in hours, and may be temporary
- Enhanced is the level where HCC currently needs to go outside the framework most
- HCC is aiming to established enough providers with an enhanced offer to not having to go outside framework



Referral overview

Framework referral data (data set from April 2023)

	Total since Sept. 2019
Total number of entries / referrals	1243
Total number of people	602
Total number of groups / clusters	9
Total number of people or groups with multiple entries	244

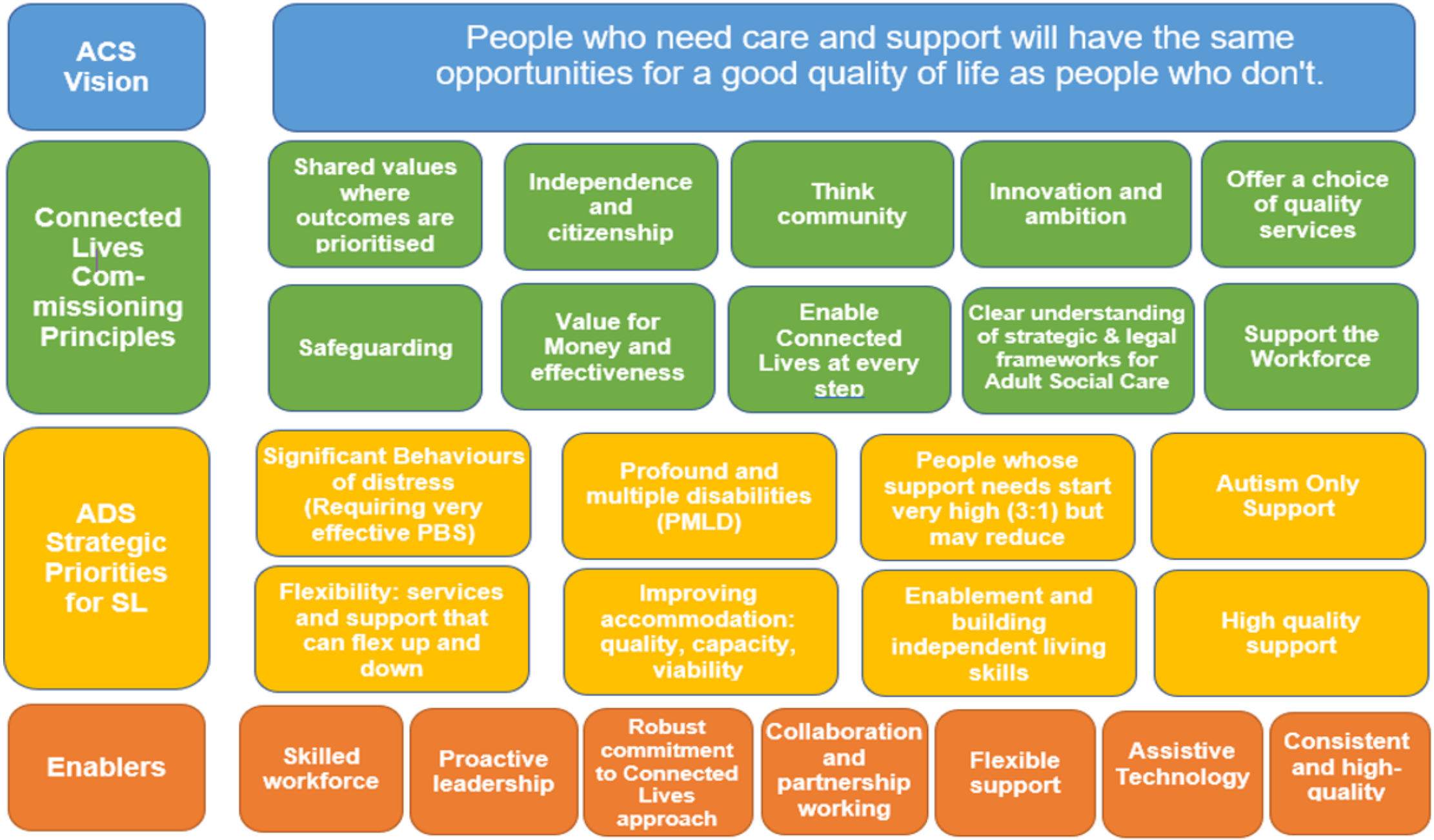
Framework referral data by support levels (data set from April 2023)

Level	All entries*
Standard	894
Enhanced	230
Bespoke	119

*in some cases level may have changed for different referrals for the same person (e.g. after re-assessment)

Hertfordshire

Aims and Ambitions



Enablers

Skilled workforce	Providers must ensure that they can provide the necessary numbers of trained and competent staff needed to provide the support required to achieve outcomes and sustain placements. Providers' workforce must ensure they are fully aware of the requirements under the contract as well as the Essential Standards of Quality and Safety.
Proactive Leadership	Taking ownership, creating a positive workplace culture, building trust with staff and tackling poor practice effectively will give the workforce confidence and empower them to provide high quality care.
Robust commitment to Connected Lives	Through the outcomes identified in the Connected Lives assessment, the provider must ensure that the support commissioned is delivered in a person-centred way that embraces positive risk-taking and enablement.
Collaboration and partnership working	Providers will develop and maintain strong relationships with key partners, such as HCC, housing providers, health professionals and other services to ensure that support is personalised, and the person is at the centre of everything we do.
Flexible support	In some instances (usually shared / clustered accommodation) support can be shared between individuals. Providers play a vital role in informing HCC when someone's needs can be flexed down from 1:1 support or pooled to maximise support available.
Assistive Technology	Providers will be innovative in the use and development of Assistive Technology that can help improve people's independence and quality of life, including reducing their dependency on formal care and support.
Consistent and high-quality recording	Evidencing how the support you deliver contributes to the achievement of outcomes for individuals but also as part of the contract monitoring and performance management process.

Connected Lives

Ensure to familiarise yourself with the model and the toolkits:

https://www.hertfordshire.gov.uk/about-the-council/news/campaign-toolkits/connecting-lives.aspx

https://www.hertfordshire.gov.uk/about-the-council/news/campaign-toolkits/connecting-lives-commissioning-principles.aspx

https://www.hcpa.info/connectedlives/

Hertfordshire

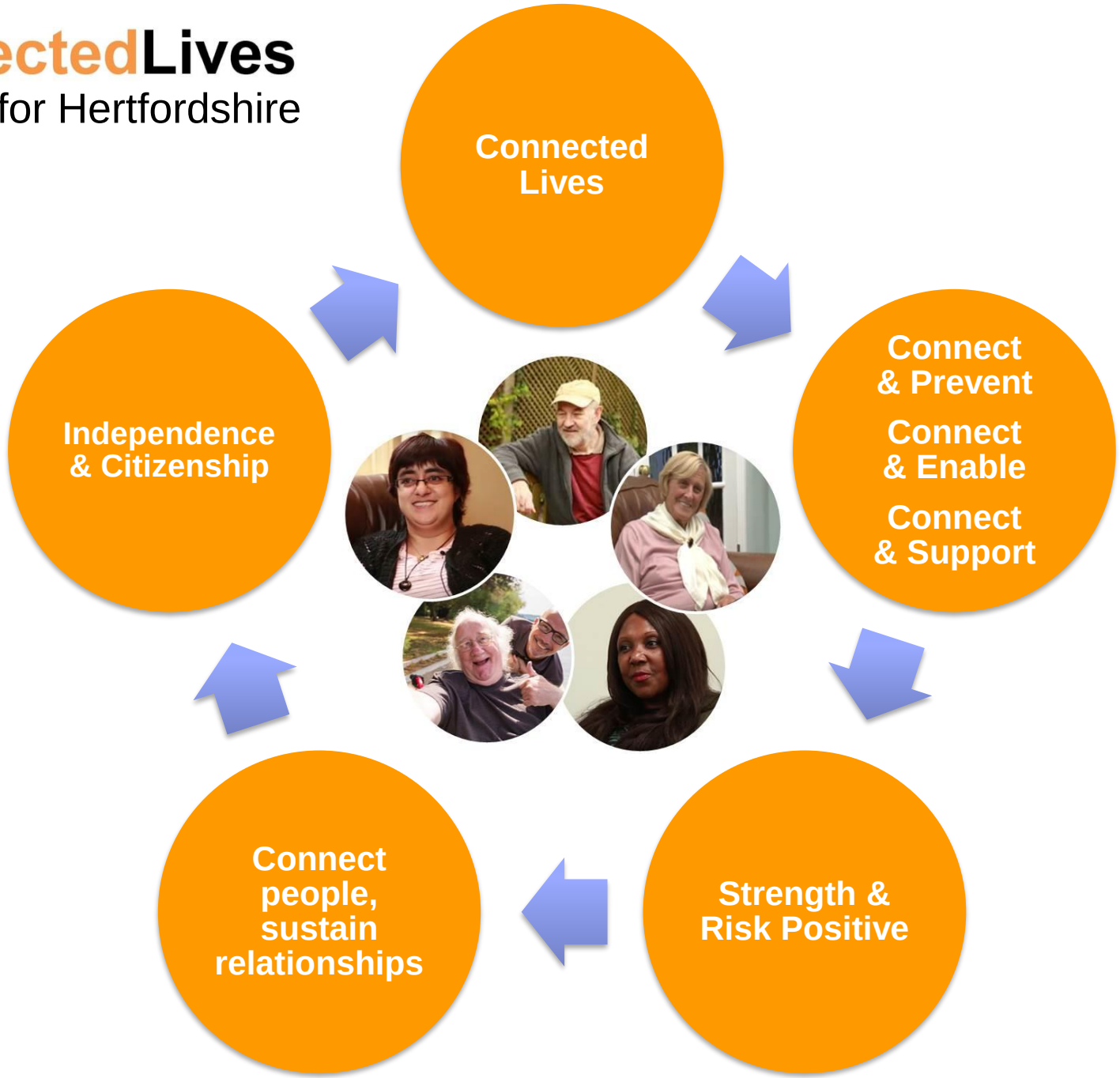
Enabling real life not fantasy

Videoclip taken from the film: Heavy Load

ConnectedLives

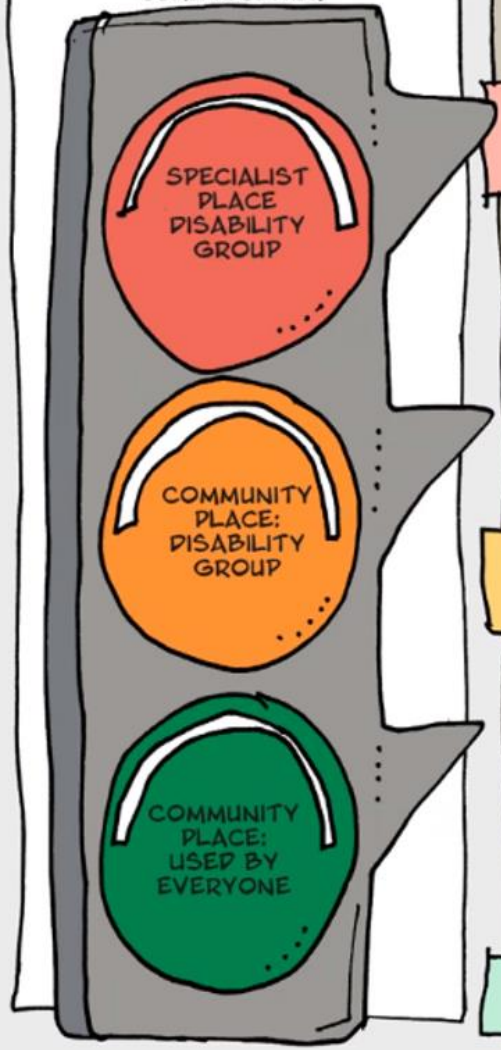
ConnectedLives

A model for Hertfordshire



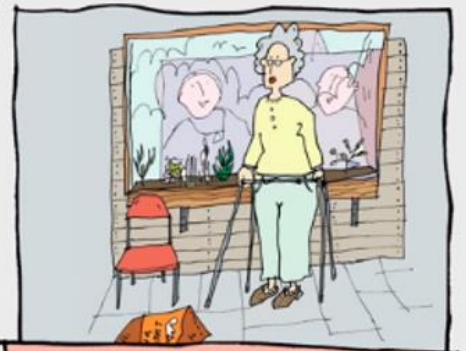
Inclusion traffic lights

THE INCLUSION TRAFFIC LIGHTS HELP US THINK ABOUT THE PLACES PEOPLE GO AND THE PEOPLE THEY CONNECT WITH. SOMETIMES PEOPLE NEED SPECIALIST SUPPORT, BUT THAT DOESN'T MEAN THEY SHOULD FIND THEMSELVES EXCLUDED FROM THE OPPORTUNITIES OTHERS BENEFIT FROM. WE CAN DEFINE COMMUNITIES AS PLACES THAT PEOPLE COME TOGETHER.



AFTER AN HOUR ON THE MINIBUS MO GOES TO BASE GROUP AT HIS SPECIAL SCHOOL.

NADIA MAKES HER OWN LUNCH IN THE LIFE SKILLS SESSION AT THE DAY CENTRE.



RESIDENTS LOVED TO WATCH BRENDA SORTING OUT THE HERB WINDOW BOX AT THE CARE HOME.

MO'S OFF TO HIS LESSON IN THE SPECIAL NEEDS PORTAKABIN IN THE MAIN STREAM SCHOOL.

BETWEEN 10AM-2PM NADIA VOLUNTEERS AS A COOK AT THE DISABILITY DROP-IN CAFE.

BRENDA WAS THE FIRST TO CHECK THE RUNNER BEANS ON THE OUTREACH PROJECT.

MO IS SUPPORTED TO JOIN IN A GCSE SCIENCE PRACTICAL.

NADIA WORKS IN THE KITCHEN AT A LOCAL PUB.

IT WAS THE FIRST TIME BRENDA HAD SEEDS TO SWAP AT THE ALLOTMENT AGM MEETING.

www.ndti.org.uk.our-work/our-projects/time-to-connect/

Content developed by Madeline Cooper-Ueki and Peter Bates artwork by Jon Ralphs

Time to Connect

Source: NDTi

Source: Open Future Learning

Focus areas

- Accommodation: property, rent, partners, DOs and DON'Ts
- Innovation: pooling support, AT, modular builds,
- Autism: training, assurance, sustaining placements, working with partners
- Bespoke services

  For people with profound and multiple disabilities

  For people that may initially need a very comprehensive support model (3:1 or more) with potential for this to be reduced through effective and high skilled support

  For people with significant behaviours of distress

  For people who present the most significant risks

  Training, assurance, robust understanding of triggers and de-escalation

  Highly effective and specialist Positive Behaviour Support

Hertfordshire

Next Steps & Timescales

Modelling and board sign off:	• Specification • Finances • Contract & Procurement model
Engagement:	• Ongoing involvement and conversations with people and carers • Further provider engagement events planned for December (confirmation of agreed models & tender workshop) • Please submit any further thoughts following today's event via Supply Hertfordshire within the next two weeks
Timescales as currently planned:	• Tender to open in January 2024 • Tender to close mid-March 2024 • Framework live August 2024

Hertfordshire

Contact

- Supply Hertfordshire / In-Tend

Support & Guidance:

- **Guidance**: https://in-tendhost.co.uk/supplyhertfordshire/aspx/BuyerProfiles
- **Email**: support@in-tend.com
- **Phone**: (0)114 407 0065

The system enables questions and answers to be exchanged via the Correspondence area

Conclusion

Enable real lives (Connected Lives)

Assurance: on training, on quality, on outcomes

Commitment to work in partnership with you

Accommodation, accommodation, accommodation

Hertfordshire

Creating a cleaner, greener,
healthier Hertfordshire