



Pre-Procurement Market Engagement

Hertfordshire Supported Living services





Community Commissioning - Disabled Adults

Matthew Peirce - Deputy Head of Service
Gemma Brace - Commissioning Manager
Neha Barnes - Commissioning Officer

Agenda

Introduction	Gemma Brace
Need and demand	Neha Barnes
Connected Lives & Co-Production	Gemma Brace
Framework Overview	Gemma Brace
Proposals – commissioning & finance	Matthew Peirce
Rates	Matthew Peirce
Accommodation	Matthew Peirce
Summary & Next Steps	Gemma Brace

Meeting Etiquette

Please keep your cameras off and microphones muted

Questions will be picked up through the chat function at end of each section



Introduction

Today's event is...

- ... for providers who want to deliver care and support under the supported living / community support Framework Agreement in Hertfordshire
- ... about making clear the expectations of providers who apply
- ... an opportunity to hear the Council's commissioning and financial model

Today's event won't...

- ... cover homecare referrals / opportunities
- ... cover commissioning of services where Mental Health is the primary need

Introduction

What is Supported Living?

Supported living services are where care/support is delivered in an accommodation-based service (i.e. where there are a number of tenancies within a purpose-built scheme or cluster, where some support is usually shared; or to an individual in dedicated supported accommodation). Support can be up to 24 hours a day, seven days a week and may or may not include night care.

Reach Standards of Supported Living [Paradigm - Reach Standards Practical Guide](#)

What is Community Support?

Community support services where care/support is offered but where accommodation is not an integral element of the service (e.g. the Person is living with parents/carer; or is a tenant or owner in standard/general needs/mainstream accommodation).

Introduction

Different models for Supported Living services include:

- Living in a self-contained flat or accommodation and getting individual support
- Living with others in a shared, rented property where each person gets individualised support – with or without shared hours
- Lodging in someone else's home and getting individual support
- Living in an extension to a family home and getting individual support

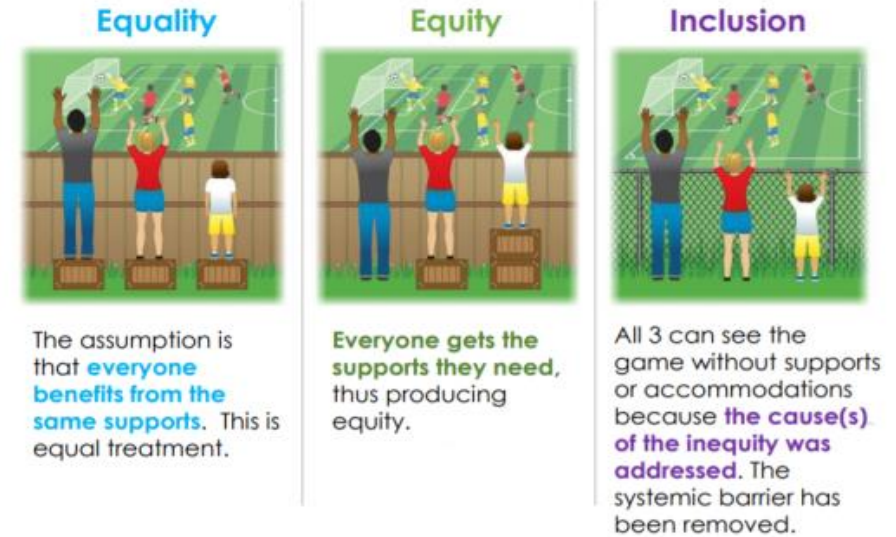
Separation between care and accommodation is fundamental to enable people to obtain more secure tenancies and choice and control over their care provider

Rent is covered through Housing Benefit / Universal Credit; the **Council pays for care costs only**. Any gaps between rent and housing benefit may be paid for by the resident as they hold the tenancy agreement. However, the Council's expectation is that rent levels are kept at reasonable levels, approved by local Housing Benefit teams, even in exempt accommodation ([Specialised supported housing: guidance for local government and NHS commissioners | Local Government Association](#)). It is important to note that **private sector rents are not allowed to be exempt if not with a registered housing provider or charitable housing organisation.**

Need and Demand

We want to work with providers to develop services that address the following 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 with effective, highly skilled support
- People with mobility needs in appropriate accommodation



Equality, Equity, Diversity and Inclusion - EEDI

Diversity Profiles – Herts Insight

[View | Diversity Profile - Districts | Report Builder for ArcGIS \(esriuk.com\)](#)

Disability

[View | Diversity Profile - Districts | Report Builder for ArcGIS \(esriuk.com\)](#)

Population projection

[Population Profile - County | Hertfordshire | Report Builder for ArcGIS \(esriuk.com\)](#)

Need and Demand

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)

Need and Demand

Current Waiting list

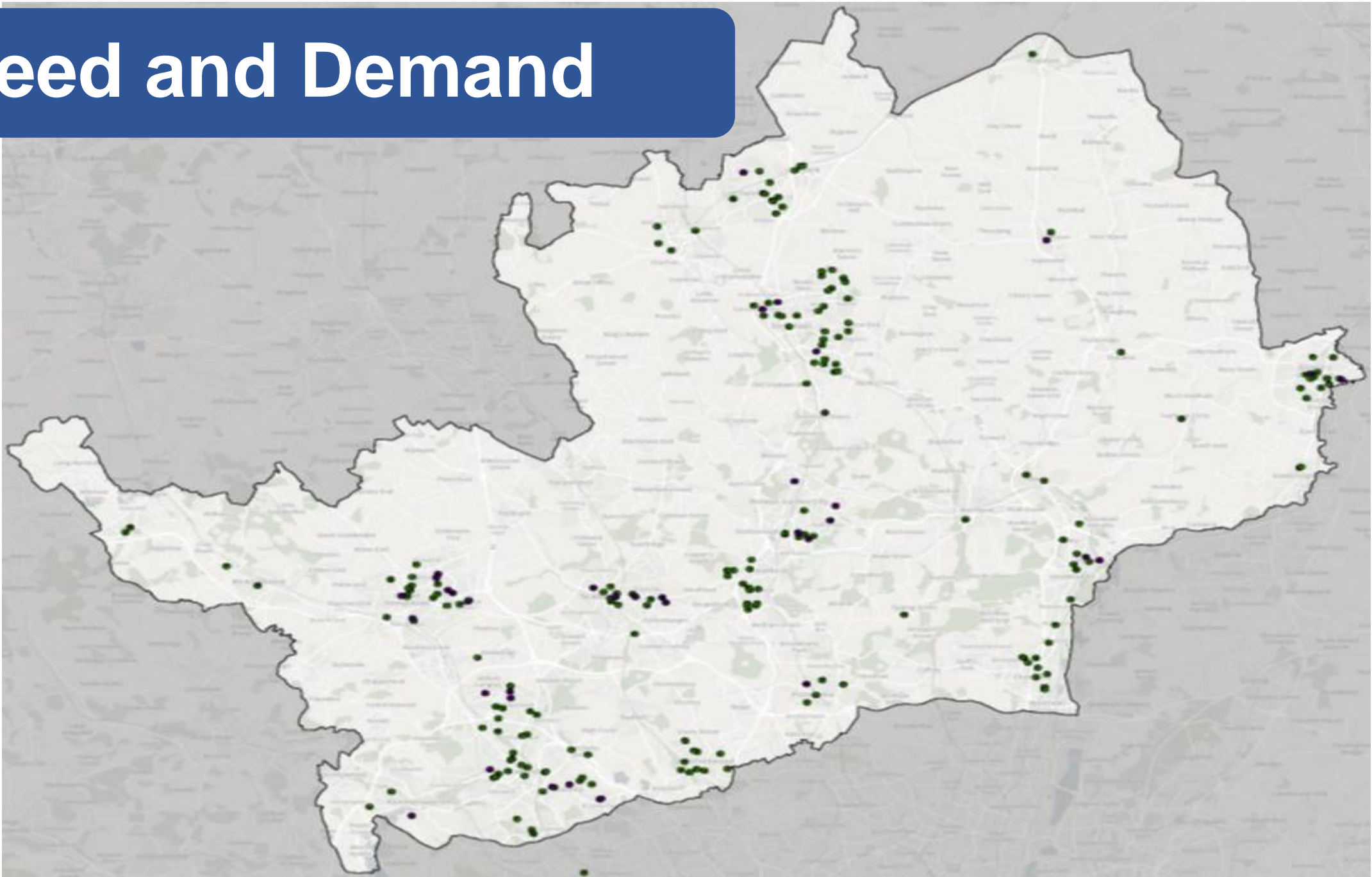
Referring Team	People waiting
0-25	34
Dacorum	17
St Albans	15
Watford & 3 Rivers	9
Hertsmere	9
North Herts	6
Stevenage	5
Wel Hat	8
East Herts & Brox	21
Total	124

Projected residential school and college placement leavers likely to require enhanced / bespoke support

Year placement required	Number of people
2024/25	23
2025 +	18

Recent analysis for ACS predicts that there will be a **net increase in demand for SL placements of 9% (86) over the next 12 months** if progressive reviews identify everyone who could benefit from a more enabling offer.

Need and Demand



Ensure you familiarise yourself with the Connected Lives model and toolkits:

[Connected Lives Toolkit for professionals](#)

[Connected Lives - Commissioning Principles](#)

[Connected Lives | HCPA](#)



Case Study

Update: Co-Production

Survey November 2023 – People were asked three questions...

1. Please rank the following statements in order of preference: (1 being your most preferred, 8 being your least preferred):

1. Friendships and relationships
2. Living independently
3. Staying Active and well
4. Community Life – Somewhere to go
5. Leisure, hobbies and interests
6. Contributing – having a role
7. Work
8. Lifelong learning



2. If you receive or are a carer of someone who receives Supported Living, do you feel your needs are met in a personalised way?

76.67% said Yes

*23.33% said No – **Room for improvement!***

3. Do you have any other thoughts or suggestions in how services can make support more personalised?

Framework Overview

- 7-year Framework
- HCC rates covers **care & support only**. It cannot be used to
 - cover/pay rent
 - be offset to top up rents
- Monitoring / PAMMS requirements:
 - Contract Information Returns
 - KPIs
 - Contract Management and Default Notices
- providers **currently providing support services on framework** will need to apply and be successful to receive new referrals in future
- providers **not currently on framework** need to apply to receive referrals for new Supported Living services
- For providers who have current business with Hertfordshire, you will **keep** existing business at existing rates
- Standard, Enhanced and Sleep-In rates will remain the same



Commissioning Approach

Contract	Referrals on a spot basis, may be clustered, no guaranteed business
Scope	All Hertfordshire-based Supported Living support provided for disabled adults (18-64) Standard, Enhanced, Bespoke HPFT (Mental Health) commissioned services out of scope
Contract length	4+2+1
Procurement approach	Support service procurement only (not housing) Open procurement Use of categories rather than lots
Selection criteria	Quality 70%, price 30% Scoring will lead to ranking system that will come into use at point of placement Rates are tendered up to a maximum ceiling
Passporting	Current placements of providers that successfully apply will remain on their existing terms New call-offs only for new services and for services where providers were unsuccessful and people may wish to change
Contract Management and Market Development	Strengthen contract management, including greater focus on new business, gathering market intelligence, mutually helpful KPIs and monitoring expectations.

Financial approach

Proposal	Reason
Maintain current maximum charge rates for Standard and Enhanced support.	Established rates that compare well with other Local Authorities.
More clarity on Bespoke service commissioning	A ceiling hourly £25 charge rate for bespoke support. Remove elements of cost for 24/7 additional carers.
Clear indicative hours and/or weekly budget included all referrals.	Clarity for providers to guide proposals
Greater focus on preventative, enabling commissioning	Embed and operationalise Connected Lives; less restrictive environments; positive risk taking

Approach aimed at balancing provider and Council pressures: inflation, recruitment, reduced grants, demographic/demand

Rates

HCC are towards the upper end of the comparator charge range for both Standard and Enhanced Support but over £1 less per hour than the highest rates.

Responders	Standard	Enhanced	Sleep in
Lowest	£17.79	£19.20	£9.21
Highest	£21.79	£22.65	£13.57
Hertfordshire	£20.43	£21.66	£10.15

Over the life of the Framework, providers have fed back on various elements regarding rates, including the need for clarity, the service specification has been amended to make it clearer.

Accommodation

Properties: fit for purpose, future proof, early conversation

Rents: affordability, NO topping up

Partners: housing benefit, registration

DOs and DON'Ts as a support provider

Voids: more proactive management

Real Tenancy Test

- A tenancy agreement is in place
- The tenant has control over where they live
- The tenant has control over who they live with
- The tenant has control over who supports them and how they are supported
- The tenant has control over what happens in their home

Summary

Strengthening requirements

- Introduction of new Key Performance Indicators (KPIs)
- Ongoing co-production throughout the life of the contract: HCC and Providers
- Ceiling price for Bespoke Rates for people with significant behaviours of distress/PBS Support
- Real Tenancy Test and accommodation expectations of care providers

Market gaps

- Autism expertise
- People with very high support needs (3:1) that could be reduced with highly skilled support

Monitoring and oversight of Connected Lives and provider co-production

- Selection criteria for Tender is focused on quality and seeks to highlight connected lives practice
- Co-production now and throughout life of the framework with **all** stakeholders
- Provider accountability through contract monitoring and contract management

Next Steps & Timescales

Tender workshop at 1pm this afternoon. Will address DOs and DON'Ts of tender. Feel free to still sign up if you haven't. Will also be recorded.

Publish tender	February 2024
Tender submission	Beginning May 2024
Evaluation period	May – August 2024
Governance period	September 2024
New Framework start	October 2024

- Timelines are indicative and may be subject to change
- Final, detailed timescales will be confirmed in tender documents
- The Council reserves the right to amend as required

Contact

- Supply Hertfordshire / In-Tend

The screenshot shows the homepage of the Supply Hertfordshire website. At the top, there is a green header with the 'SUPPLY Hertfordshire' logo on the left and the Hertfordshire County Council logo on the right. Below the header is a navigation bar with 'Home', 'Suppliers', and 'Contact us' links. The main content area features a 'Welcome to Supply Hertfordshire's E-Tendering System' message. On the left, there are sections for 'All Opportunities' and 'Partners'. The 'Partners' section lists various local authorities including Hertfordshire County Council, Stevenage Borough Council, Broxbourne Borough Council, Hertsmere Borough, North Herts District Council, Dacorum Borough Council, Welwyn Hatfield Borough, Lee Valley Regional Park Authority, Watford Borough Council, St Albans City & District Council, East Herts District Council, and Three Rivers District Council. A central text block explains that the system was established in 2003 and lists several objectives, such as managing joint projects, improving information for suppliers, and encouraging local businesses to tender for public sector contracts. On the right side, there is a grid of logos for partner organizations, including Hertfordshire, Stevenage Borough Council, Three Rivers District Council, Lee Valley Regional Park Authority, Watford Borough Council, North Herts District Council, Welwyn Hatfield Borough Council, St Albans City & District Council, Welwyn Hatfield Borough Council, Hertsmere Borough Council, Hertfordshire County Council, and Broxbourne Borough Council.

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



Creating a cleaner, greener,
healthier Hertfordshire

