

Living my Life Alliance Update

1 Purpose of Report

1.1 This report provides an update on the progress with the Living my Life Daytime and Evening Opportunities Alliance. Reports have been previously submitted to:

- 02 March 2022 Rapid Scrutiny Exercise (report produced by the Rapid Scrutiny Group [here](#))
- 16 March 2022 Health Select Committee (report [link](#) and HSC minutes [link](#))
- 29 March 2022 Cabinet (report [link](#) and Cabinet minutes [link](#))

1.2 Cabinet agreed to:

- The procurement of day opportunities that have a purpose, are goal-oriented and outcome-focused
- The development of a service specification that is informed by the views of disabled and older people and the people who support them
- The procurement of an open framework arrangement under the light touch regime
- That the decision to award contracts against the open framework is delegated to the Director of Procurement and Commissioning in consultation with the Corporate Director of People and the Corporate Director of Resources & Deputy Chief Executive.

2 Background

2.1 Wiltshire's commissioning priorities are to ensure services are in the right place at the right time; delivered by the right people; and that customers get the right services at the right price. Wiltshire's Market Position Statement (MPS) for Whole Life Commissioning emphasises that people should receive the support they need at the earliest opportunity to live independently and safely within their community.

2.2 The aim of the day opportunities open framework is to:

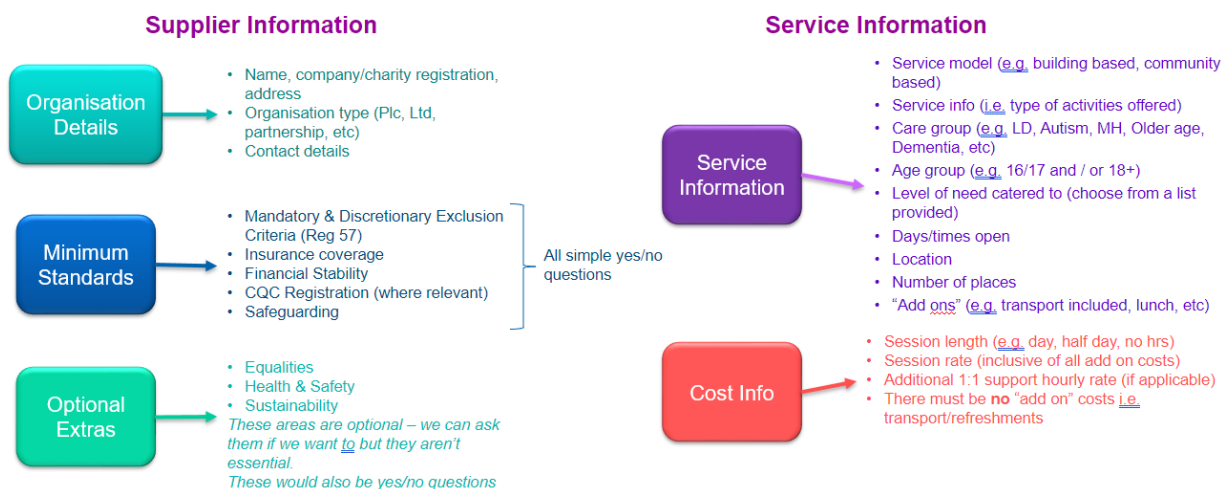
- Focus on the strengths, assets and potential of people
- Have a positive and meaningful impact on people's lives
- Increase choice and control
- Develop people's life skills.

3 Stakeholder Engagement

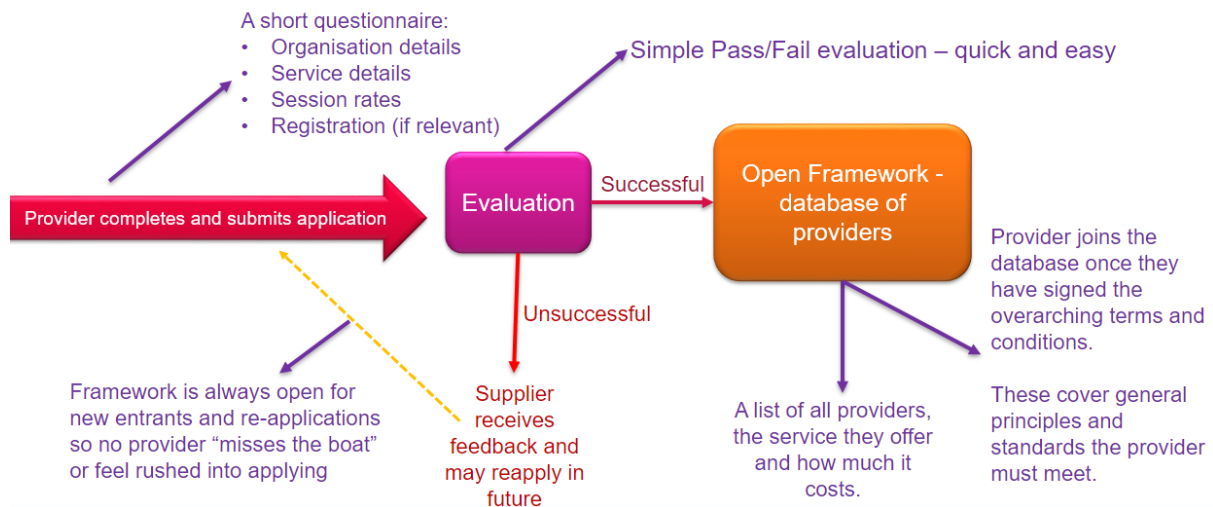
- 3.1 In 2020, commissioners set up a Day Opportunities Provider Forum. This was mainly to support providers during the COVID-19 pandemic e.g., through sharing of information from Public Health about PPE, re-opening etc. It also provided an opportunity for day opportunities providers to meet and have strategic discussions both with commissioning and operational teams, and with other services such as the Wiltshire Employment Support Team (WEST).
- 3.2 Wiltshire Council commissioned Wiltshire Centre for Independent Living (CIL) to engage with disabled and older people about what a good life looks like to them, and what support they would need to live that good life. The findings of this engagement are set out in Wiltshire CIL's report entitled *It's my life* and was published in January 2022
- 3.3 Council officers met specifically with grant-funded providers to explain the tender process. These meetings took place on 9 and 23 March 2022.
- 3.4 The Council undertook wider provider market engagement in April 2022. Officers ran workshops with providers to set out the vision and outcomes for day opportunities, explain the bidding and tender process, and offer support for providers who require it. This is in recognition that tender processes can feel daunting to small organisations – although this procurement was under the “light touch” regime. Officers shared details of the South West procurement portal (<https://www.supplyingthesouthwest.org.uk/>) so that organisations could register. The grant funded luncheon clubs and friendship groups were also able to attend these events. Feedback from a minority of small organisations on the process reported that accessing the portal (which is an external procurement portal) was cumbersome. Procurement developed an easy to use guide in response. Procurement have also spoken with any organisations who requested assistance and have successfully assisted providers to on-board.

4 Tender process

4.1 Example of supplier information required:



4.2 Tender evaluation process:



5 Living my Life Expectations

- 5.1 The Council has historically spot purchased day opportunities for adults of working age and older adults. Spot agreements do not include service specifications and/or outcomes, and there has been a lack of transparency around what value the customer and/or the Council get from these services.
- 5.2 We want services to fit around people's wishes and goals, not the other way round. We have developed a tiered model of day opportunities, where most people will receive time-limited, personalised enablement support to promote their independence, help link them to their communities, and regain skills. This may be relatively low-level or high-level support, depending on needs, but will be time limited. Long-term day care is still available for people who require it e.g., people with dementia, or with learning disabilities and are entering old age etc. Officers have clearly communicated to the market about the expectations we have of providers i.e. that person-centred planning supports people to reach their aspirations and goals.
- 5.3 As appropriate, social care staff will review, at least annually, people's existing packages to ensure that they receive the right service in the right place at the right level. At the point of review, people will be placed on the framework if either their provider is or they wish to access new provision to meet need.
- 5.4 Officers will promote personal budgets and direct payments as a more personalised means by which people can access the right option for them and, where possible will minimise passenger transport usage by a) promoting independent travel training and b) ensuring that people access opportunities close to home. This will have benefits for the customer and for the environment. Officers have developed a service specification and outcomes framework which promote the principles outlined above (and especially, for adults of working age, employability), and which providers will be expected to report on.

- 5.5 Engagement with the market is ongoing to bring innovative providers on board and support smaller organisations, community assets and/or micro-enterprises with the procurement process. We are targeting the council's spot providers who deliver day opportunities and we are supporting them to join the Alliance. We have established a database of providers which have been vetted for financial sustainability, are compliant in key areas, and demonstrate a commitment to Wiltshire's values and priorities. This enables customers, families, social workers, commissioners and providers to have clear information about what opportunities are available, how much they cost, and where they are located.
- 5.6 The potential for day opportunities to promote independence, connect people with others and help them learn or re-learn new skills has been emphasised in this process. It is therefore proposed that Wiltshire commissions day opportunities which are graduated to meet different levels of need. This acknowledges that one size does not fit all and that, whilst some people will need day opportunities on an ongoing basis, most people can benefit from time-limited, goal-oriented support. It also acknowledges that people will need different levels of support at various times to "get them back on their feet" and maximise their independence.
- 5.7 Critical to the success of this model is that customers are regularly and robustly reviewed to ensure that
- a) each customer is accessing the most appropriate day opportunity
 - b) each customer is accessing the right level of day opportunity i.e. that they are not being under- or over-prescribed
 - c) customers are not having to travel unnecessarily far to access their day opportunity
 - d) officers identify if the customer could access a more personalised opportunity with a direct payment or personal budget.
- 5.8 The key objectives that the Living my Life Alliance delivers are:
- Greater choice of day opportunities available
 - All Alliance providers work to a clear service specification and are monitored consistently on outcomes
 - The Council will be assured of the legitimacy, sustainability and capability of all providers on the Alliance
 - Customers are able to make an informed choice about the opportunities they wish to take up
 - There is increased focus on enablement, with day opportunities being focused on a clear purpose and specific, person-centred goals
 - There is a transparent pricing structure which demonstrates value for money

6 Main Considerations for the Council

6.1 Benefits of Living my Life Alliance

- Ensures providers meet minimum quality standards and financial / insurance / registration requirements
- Ensures the relationship between the Council and providers is clear, and that both parties understand what is expected of them and what is to be delivered

- Provides a clear way of resolving the situation if things go wrong
- Providers are accountable for the support they provide, and the Council is assured that the service is safe and that risks are well-managed
- Individual Confirmation of Service Agreement (CoSAs) are tailored to the person and can be amended if and when their needs and preferences change, without impacting other people's services

6.2 Challenges of Living my Life Alliance

- Although the information to be provided by providers is light touch, some smaller organisations have found getting onto the portal to submit an application a cumbersome process
- Funding only follows people with assessed eligible needs
- In two and a half months there have only been two new customers on the framework

7 Progress made to date

7.1 The Alliance commenced on 1 August 2022 for a term of 4 years with an option to extend. The Alliance is open for the lifetime of the agreement and submissions are evaluated on a monthly basis.

7.2 Four evaluation rounds have taken place and we have received 31 tender submissions. 16 have been approved and 15 organisations failed to meet the minimum criteria.

7.3 Officers have given feedback to those providers who were not approved, and guidance has been provided as to why their tender submission was unsuccessful. Providers have the option to resubmit a revised tender submission at any point. Three organisations so far were successful on a second tender submission.

7.4 The 16 Living my Life 'preferred providers' are:

1. Bromham & Rowde Day Centre for the Elderly (luncheon club)
2. Elizabeth House Social Centre (friendship group)
3. Cricklade Open Door (luncheon club)
4. Family Action
5. Headway Bath & District
6. Larkrise Community Farm
7. Madanu Ltd
8. The Jo Benson Centre
9. Turning Point Services Ltd
10. Fairfield Farm Trust
11. Agincare Enable
12. Alabare Development Centres – Old Sarum and Barford
13. Honeysuckle Home Care Ltd
14. Shaw Trust - Palmer Gardens
15. Openstorytellers
16. Employ my Ability

- 7.5 Regular communication and support has been offered since March 2022 to the grant funded luncheon and friendship groups. This has included email updates, telephone calls, Microsoft Teams meetings, and face to face meetings at council hubs during August, September and October 2022, together with guidance from the council's procurement team in assisting grant funded providers with the Pro-Contract tender portal.
- 7.6 Of the 31 grant funded luncheon and friendship groups, 6 have applied, 3 have been successful in joining the Alliance and 7 groups accepted the offer made for a face-to-face meeting. Two of the luncheon and friendship groups have communicated that they do not wish to join the Alliance currently.
- 7.7 Feedback from spot providers, who are used to a tendering process, and who have successfully joined the Alliance, have communicated that the process was user-friendly.
- 7.8 Officers have undertaken a data cleansing exercise to ensure that LmL customer records accurately reflect the service delivery to ensure accurate finance payments are made.
- 7.9 Officers continue to support current spot funded providers who have customers funded by Wiltshire Council to join the Alliance, which ensures current providers are under consistent contract terms and conditions and meet the minimum criteria.

8 Current weekly spend

8.1 Data on 14/10/22, showed that:

	Number of providers	Number of customer placements	Weekly spend £
LmL day opps providers	16	2	£399.19
LmL day opps providers with 'legacy' customers	10	169	£15,686.67
Spot day opps providers	21	112	£13,374.26

8.2 All current Spot providers are being targeted to join the LmL Alliance.

9 Future Actions:

- Support current and encourage new providers to join the LmL Alliance
- Continue to support grant funded organisations to join the Alliance
- Ensure that the process for assessing people's eligibility is easily understood. We have a Care Act eligibility factsheet that we have been sharing.
- Commissioning to work with operations to ensure that there is a programme of reviews of people currently accessing spot opportunities
- Build coverage across Wiltshire to reduce travel time by undertaking a mapping exercise to reflect where customers live against services available and to identify gaps in service provision

- Establish contract management reviews to assure the quality of service being delivered and ensure that robust risk management processes are in place.
- Set up regular forums for LmL providers. These interactive forums will share best practice, set expectations, promote training opportunities, discuss contract monitoring requirements, signpost and link to other council initiatives.
- Work with the Council's branding and communications team to design a logo and branding toolkit for use with marketing LmL and provider forums

10 Recommendations

This paper is for information.

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The following unpublished documents have been relied on in the preparation of this report:

None

Appendices

None