

Housing and Support Solutions Workshop 1 – Service Model 25 September 2023

People Commissioning



Workshop 1 – Service Model

Agenda

- 09.30 Welcome and purpose of the session
- 09.35 Overview of the project and recap on key lines of enquiry
- 09.45 Service model proposal
- 09.55 Break out sessions – overview
- 10.00 Break out session 1 - Housing and care/support needs
- 10.40 **Tea / coffee break**
- 10.50 Break out session 2 - A range of ages and primary support needs
- 11.30 Break out session 3 - Streamlined access routes and pathways
- 12.10 Feedback
- 12.25 Wrap up / next steps
- 12.30 Close

Overview

Current contractual arrangements for Housing and Support services end in 2024.

We need to understand the current challenges and opportunities, to make the **future service model** fit for purpose and able to meet **increasing demand**.

The **coproduction** opportunities will shape how services will be commissioned and provided in the future.

The focus is on **supported living services** for people aged **16 to 64 years** with care and support needs related to learning disabilities, autism, mental health, drug/alcohol dependency and/or complex needs.

The new commissioning arrangements will replace:

- Supportive Lifestyles
- Empowering Independence
- Mental Health Housing and Support (spot purchasing)
- Complex Housing and Support - 16/17 yr olds



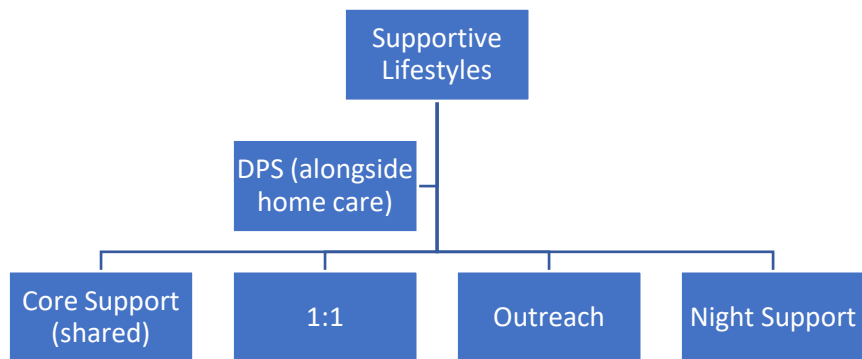
Key Lines Of Enquiry

KLOE	Description
<p>One integrated and unified service model for housing and support solutions</p>	<p>Codesign of Housing and Support Solutions service model to meet a range of care and support needs related to learning disabilities, autism, physical disabilities, mental health, drug/alcohol dependency and/or complex needs.</p> <p>Streamlined approach to accessing CQC and non-CQC reg services.</p> <p>Codesign of specialist young people services for 16–25-year-olds, and services for working age adults aged 18-64.</p>
<p>Services promote independence and focus on personalised outcomes</p>	<p>Services promote independence and focus on personalised outcomes, supporting people to maximise their daily living skills and achieve their full potential.</p> <p>This includes promoting integration into the local community and access to education and employment opportunities.</p>
<p>A streamlined commercial approach</p>	<p>Establishing a longer contract that provides a light touch onboarding process and a more flexible approach to call-off for both supported housing and peripatetic support. The preferred option is an Approved Provider List.</p> <p>Co-design of the social value approach that will be used in the procurement documents.</p>

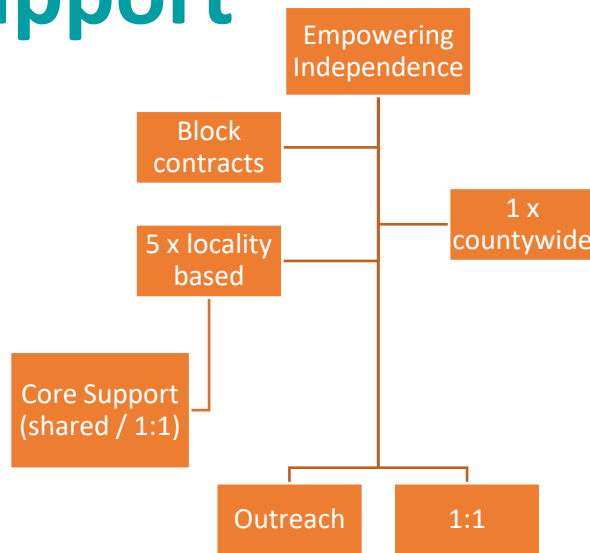
Key Lines Of Enquiry

KLOE	Description
<p>A range of supported housing that meets the needs of local people</p>	<p>Implementation of the additional supported housing requirements identified in the Draft Supported and Specialist Housing Strategy 2023 – 2050.</p> <p>Increasing supported housing through the new contractual mechanism, potential incentives and wider collaborative work required to increase supply.</p>
<p>Assurance of good quality care and support and good quality housing</p>	<p>Quality, output and outcome measures are established for the care and support, with a clear standardised approach to monitoring and links to CQC and Ofsted requirements where relevant.</p> <p>Quality housing standards in accordance with the Supported housing: national statement of expectations and the Decent Homes Standard; as well as the Guide to Supported Accommodation Regulations including Quality Standards for 16/17 year olds.</p>
<p>A clear pricing methodology and parameters</p>	<p>Pricing methodology for the new contractual mechanism to include calculation of staffing requirements as a whole to deliver required care and support within a setting.</p> <p>Rationalisation of non-care costs required for running the business and moving to gross payments.</p> <p>Implementation of checks to ensure rent levels are reflective of market position and not excessive.</p>

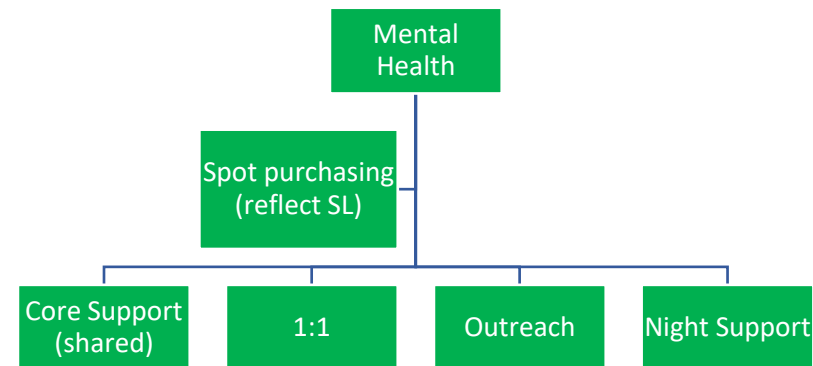
Current Housing and Support Model



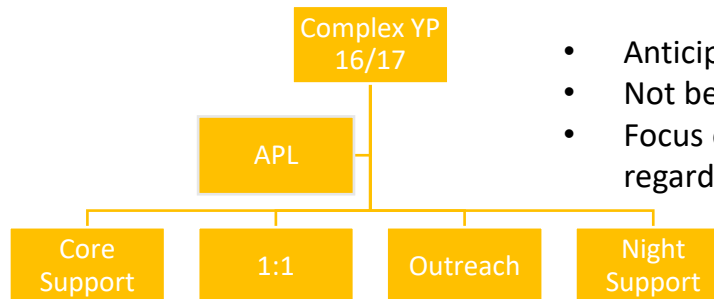
- 746 people end of May 2023
- 67% of people with needs related to LD / Autism
- 84% people aged 18-64 years
- Use of SL increased by 16% during 2022/23 (18-64)
- 90% of spend on service type through DPS and 10% outside of DPS (spot) - CQC registration a requirement to join
- 1:1 over utilised and core support under utilized
- Notify the market of care and support needs but not housing needs



- 1,382 people contract yr 3 (Oct 21 – Sept 22)
- 75% people with needs related to MH / D&A
- 311 (23%) supported accommodation
- 1,071 (77%) community outreach – 682 (64%) up to 6 months & 389 (36%) ongoing needs
- Non-CQC regulated activities only
- Open access - 67% referrals from Housing – no record of whether meeting stat social care duties
- Demand 17% higher than capacity



- Council resumed responsibility from CFT May 2023 for commissioning to meet eligible social care needs
- 160 people with packages of care – 51% commissioned via DPS and 49% (78 people) spot purchased as providers not delivering CQC reg activities therefore unable to join DPS



- Anticipated c.10 young people per year
- Not being utilised - no providers have joined the APL
- Focus on 16/17 only, lack of capacity and lack of clarity regarding regulations

Service Model Proposal

One integrated and unified service model for housing and support services

- Both **housing and care and support needs**
- A **range of support primary support needs** – learning disability, autism, mental health, drug/alcohol, complex
- **Different age groups** – young people aged 16–25-year-olds, and working age adults aged 18-64
- Across **all areas of Cornwall**, enabling people to stay close to family and friends
- **CQC registered and Ofsted registered** providers; as well as providers that are **not delivering regulated activities**
- **Flexible peripatetic (roaming) support** through the same contract for people living in their own accommodation
- **Streamlined access routes and pathways**, including consideration of assessment requirements (e.g. Care Act)

Initial feedback at world café style round table discussions at market engagement launch conference 19 September

- Streamlined commissioning will make it easier for provider / commissioner relationships
- Linking providers together under one contract will help partnership working
- Will strengthen strategic thinking in this area as a group of commissioners / providers

Break out sessions



Housing and care / support needs

Questions

- How can we ensure the model maximises opportunities in the market?
 - 1) Care/support provider and housing provider under one umbrella organisation
 - 2) Care/support provider and separate housing provider working in partnership
 - 3) Care/support provider only
 - 4) Housing provider only
- What are the benefits / challenges of multiple providers delivering into the same setting?
- How should we define what is considered to be 'core support' and what is '1:1'?
- How can the model support
 - Longer term strategic aims?
 - Immediate needs?
 - Short term / long term needs?
 - Bespoke needs?
- How do we enable providers to share best practice, knowledge and identify opportunities for collaboration?

Break

Back in 10 minutes



A range of ages and primary support needs

Questions

- How do we ensure the model can meet a range of different primary needs?
- How do we balance the need of 'specialist' vs 'multi-skilled' services/providers?
- How do we ensure that we are able to meet multiple/complex care needs through this model?
- Do you agree with the inclusion of young people aged 16/17 years where the individual is likely to be eligible for Adult Social Care services when they turn 18?
- What are the benefits of 16-25 provision vs the cliff edge of transition at 18?
- What are the challenges of providing supported living services for 16-25 year olds?
- What happens when people turn 64 – how do we prevent a cliff edge?

Streamlined access routes and pathways

Questions

- What pathways are needed for 1) short term services and 2) long term services?
- What are the options to develop a gateway approach to assessments to enable initial access?
- What needs to be included at the assessment stage to enable flexible service delivery?
- How can providers propose a change in service delivery to reflect a change in need within a certain threshold?
- What different pathways / assessments are needed for different funding routes – health, housing, social care?
- How do we stimulate the market to ensure effective coverage across all areas of Cornwall?
- How do we determine when to commission through ‘housing and support’ and when ‘home care’?
- How do we ensure that those in priority need are matched to appropriate vacancies?

Next Steps

- Engagement programme September – December 2023
 - **28th September 2023 - 9.30am-12.30pm**
Services promote independence and focus on personalised outcomes
 - **5th October 2023 - 9.30am-12.30pm**
A streamlined commercial approach
 - **10th October 2023 - 2pm-5pm**
A range of supported housing that meets the needs of local people
 - **13th October 2023 - 9.30am-12.30pm**
Assurance of good quality care and support and good quality housing
 - **16th October 2023 - 9.30am-12.30pm**
A clear pricing methodology and parameters
 - **20th October 2023 - 9.30am-12.30pm**
Open Session: Opportunity to feedback on all topics
- Governance for full business case November 2023 – February 2024
- Procurement exercise will commence February 2024
- New a new contractual mechanism live from June 2024