**Lancashire Learning Disability Provider Forum**

**Committee Room A, County Hall, Preston, PR18XJ**

**29th November 2018**

Attendees: Vanessa Wherry, Flora Mason, Beverley Parkin, Joanne Karstens, Jen Lowe, James Hall, Gary Cott, Julie Shaw, Lorraine Chapman-Linnett, Ann Hudson, Ashley Turner, John McBeth, Julie Murray, Anthony Murray, Jane Frill, Leanne Harrison, Naz Khan, Aishah Jay, Nichola Buczynski, Rebecca Rose-Hewitt, Gareth Edwards, Katie Cringle, John Armitage, Kim Banks, Sue Herring, Mark Highfield, Gillian Jones, Steve Whelan, Paul Howson, Katie Ryan, Peter Green, Jo Adshead, Sue Pemberton, Geraldine Condon, Paul Daly, Martin Henegan, Martin Layton, Mark Day, Stuart Williams, Denise Ujvari, Nalini Patel, Fergus Stokes, Mark Elliot, Rebecca Yates, James Hall, Jen Lowe, Julie Dockerty, Jon Blackburn, Ellen Smith, Kiran Banati, Victoria Wilson.

1. **Agreement of the minutes of previous meeting**

The minutes from the previous meeting were reviewed, it was agreed the previous notes will be amended to reflect the discussion item with Charlotte Hammond re: paid employment as this was not included; Ellen clarified that this was a genuine omission and that this could be added into the previous notes.

Martin Layton had been omitted from the attendee list; to be amended.

Providers were reminded that all the minutes and the agendas for the forum are uploaded to the Health and Social Care - Provider Engagement Portal which can be accessed via the link; <http://www3.lancashire.gov.uk/corporate/web/?siteid=6977&pageid=45442&e=e>

Providers are encouraged to use the portal to keep up to date.

1. **Care and Support in Supported Housing**

Julie Dockerty and Jon Blackburn presented the draft LCC Vision for Care and Support in Supported Housing in Lancashire which links to the overarching draft Housing with Care and Support Strategy (2018-2025). The Strategy describes the need for more extra care and flat schemes to be developed.

A public consultation on the draft Housing with Care and Support Strategy can be found via the following link and the consultation will be live until the end of January:

<http://www3.lancashire.gov.uk/corporate/consultation/responses/response.asp?ID=357>



The embedded PowerPoint is a copy of the presentation that Julie and Jon shared.

The Authority currently spends £73M on Supported Housing (around a quarter of the overall Adult Services Budget). The current proposals take into account previous comments and feedback from providers, parents and other stakeholders from previous consultations.

There has never been a Supported Housing Framework and no formal arrangements have been put in place since 2015 when the Preferred Provider List expired. The aim is to establish a Supported Housing Approved Provider List (APL), which would cover all client groups. Current pricing will apply to existing business, subject to uplifts. Providers can apply (and be removed) at any time. If successful, providers will be able to retain existing services, if this is what the service user wishes. There will be no limit on the number of providers on the APL. Selection criteria may include looking at overall CQC ratings of at least good or above. There will be mini-competitions for new services and schemes.

The current timeline is:

* Commence a procurement process in February 2019
* The new APL to commence June 2019
* Business transitions/agree efficiency plans between June 2019 and 2021

These timelines have now changed and will move forward approx 2/3 months to allow for Cabinet approval to proceed with the procurement process

During the presentation Julie and Jon took some questions which have been noted below;

Q Providers commented that having no limit on the number of providers contradicted the approach taken by the Homecare Framework.

A Providers will not be competing on price to get onto the list and there are recognised differences but reasons for doing soQ Providers also queried how the application process would be structured as it should be the same 2 years down the line as at the start?

A There will be clear, robust and objective selection criteria which can be used throughout the life of the APL

Q Providers asked about whether zoning would be a factor?

A Geographical zoning will not be looked at in the same way as previous proposals. However, providers may be asked to state which areas they wish to be considered for regarding new business

1. **LD Partnership Board Health Subgroup**

Kiran Banati presented to the group the work being undertaken by the Living Healthier, Living Longer Learning Disability Partnership Board. This health group was set up in August 2018 with the purpose to improve the quality of life and health outcomes for people with LD. She shared the priorities for the group which were;

* To raise awareness and promote the uptake of annual health checks for people with learning disabilities
* To achieve Learning Disability Registers in GP surgeries
* To raise awareness for the Accessible Information standard
* Wider use of health and wellbeing passport that’s recognised by health, social care professionals and related organisations

It was reported by providers that there is a problem with the passports being lost or not read and inconsistency across the Lancashire hospitals. Some providers felt it may be beneficial to get involved with the existing vanguard work which is currently been undertaken, i.e. the red bag scheme. Other providers were hesitant as they felt there may be GDPR issues with personal information being passed around and possibly lost.

Kiran asked for any provider who were interested in joining the group to contact her directly: [kiran.banati@lancashire.gov.uk](mailto:kiran.banati@lancashire.gov.uk)

1. **Contract Management**

Jen Lowe provided an update regarding the contract management aspect of the homecare mobilisation and clearly explained what is meant by out of area and off framework commissioning.

Jen reported that out off area packages are down 12% for LDA and 28% down for MH, based on figures going back to earlier in the year. Out of area is when providers are on the framework but within the same lot (but a different geographical zone) or is within a different lot. Off/outside framework is when a provider is approached who is not on the framework. Some providers queried why they were not receiving some Oracle notifications. Jen advised providers to contact Jen [Jennifer.Lowe@lancashire.gov.uk](mailto:Jennifer.Lowe@lancashire.gov.uk) if this was the case.

Jen explained that the Contract Monitoring Officers evaluate the provider's performance and allocate Key Performance Indicators for providers to work to. The Homecare mobilisation timescale is that there will be reviews until end of January and then transfers running until the end of March. 70% of LDA and 90% of MH transfers have already occurred.

1. **Care Navigation**

Rebecca Yates explained that following on from the new framework, the time a package is advertised for is based on the requested start date;

* If the care is needed **today/the same day,** then the package is advertised for **2 hours**
* If the care is needed **tomorrow/the next day,** then the package is advertised for **4 hours**
* If the care is needed **for within 2-7 days,** then the package is advertised for **24 hours**
* If the care is needed within 7 days plus, then the package is advertised for **48 hours**

If there is no response for the package from those providers in the Zone/Lot then it is then sent to all Homecare Framework providers. If there is still no response then Care Navigators require approval from managers to send the request off framework.

The feedback from providers suggested that 2 hours is not long enough for providers to respond. Rebecca did explain that they are trying to reduce same day requests by challenging the reason for this urgency with social workers and are also working with providers to try and understand why they occur in order to prevent them.

1. **Any Other Business**

* **Caritas Conference**

There is a love and hate conference from the React team at Caritas on the 12th February at Plungington Community Centre, Brook Street, Preston, PR1 7NB from 10am until 3pm. The flyer is attached.

* **Sleep-in payments**

Several providers expressed comments/concerns about LCC's proposal letter regarding the changes to sleep-in payments. The LLDC sent a letter to County Cllr Gooch on 27th November but a response had not yet been received. Points raised were:

If the political sentiment is that the sleep-in rate is aligned with LCC in-house rates, then why is consideration not also being given to the daytime rates?

There was a comment that the proposed increases in rates for 19/20 would not cover costs (the increase in the day rates is slightly less than the NLW increase)

That there was not an inclusive consultation with all affected providers; only a few providers attended the 17th September meeting and so there was not the opportunity for wider views to be considered

That the consensus from the provider meeting on 17th September was not reflected in LCC's proposal, i.e. the proposed rate is around £20 less; would there not now be an opportunity for providers to have further discussion with officers re: negotiating a rate?

The proposal would have a significant impact on the take-home pay of support staff and that the mitigations referred to in the Cabinet item do not fully reflect all issues

The proposal is not compliant with some aspects of the judgement

That LCC's proposal was premature in that the outcome of the appeal was not yet known

Providers wanted to know whether there was an a opportunity to reflect the above comments prior to any decision being made at December Cabinet

**Ellen advised that she would share the above comments with Ian Crabtree in an email after the meeting and asked providers to share any further comments with her via email to also share. Ellen advised that she would check that the letter had been received.**

**Next Meeting:** ~~Wednesday 23~~~~rd~~ ~~January 10am in Cabinet Room D, County Hall, Preston PR1 8XJ~~

This meeting has been cancelled and the next proposed meeting will be on the **26th March 2019 in Cabinet Room D, County hall, Preston, PR1 8XJ.**