

FRAMEWORK FOR THE PROVISION OF SUPPORTED LIVING SERVICES FOR ADULTS WITH LEARNING DISABILITIES IN ENFIELD, WALTHAM FOREST AND HACKNEY

1. EXECUTIVE SUMMARY

- 1.1 In 2015, the London Boroughs of Enfield, Waltham Forest and Hackney have joined up to partner in the setting up and use of a contract framework for providing care and support for people with learning disabilities living in the community.
- 1.2 The Framework was awarded by LB Waltham Forest in January 2016 following a tender process that was assessed by local authority officers from Waltham Forest, Enfield and Hackney. The framework will be in place for four (4) years and there are 12 providers participating in.
- 1.3 The Framework is also designed in such a way it can meet the requirements of specialist continuing health care needs of people with learning disabilities and designed to be used by CCGs.
- 1.4 Estimated total value of purchases over the entire duration of the framework is £5m to £100m. This assumes increased demand via increases in the number of participating local authorities.
- 1.5 Provisions were also made so that other London boroughs may seek to join during the lifetime of the Framework Agreement.

2. KEY FEATURES

- 2.1 The tender has been designed to achieve the following objectives:
 - i) to commission models that disaggregate care from housing;
 - ii) to promote the use of least restrictive practice and to commission providers who understand Positive Behaviour Support (PBS) and Active Support models of care;
 - iii) to commission providers with a proven track record of accessing community, universal services, befriending, volunteering and involving carers – layers of support that are focussed on wellbeing;
 - iv) to promote individual service funding (ISF), pooled budget, shared interest care;

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- v) To focus on reducing the need for statutory services by promoting independence, autonomous decision making which is especially important for people with communication needs and implementing evidence-based interventions and practice.

2.2 The core principles of the service model described in the tender was in alignment with the Care Act and Valuing People. These are:

- i) To provide people with learning disabilities flexible support and care that promotes their independence and enablement within a robust framework of Person Centred Planning (PCP) principles putting them in control of decisions affecting them;
- ii) To enable people with learning disabilities to achieve and attain improvements in their wellbeing and quality of life that are meaningful to them and the carers who support them;
- iii) To deliver support that can effectively and positively manage risks enabling people with learning disabilities to pursue their lives the way they want;
- iv) To provide support and care that enables service users to retain and/or regain maximum possible skills and confidence needed to support themselves in their own home and their communities;
- v) To incentivise and develop a highly skilled and motivated support and care workforce and to be able to recognise excellence;
- vi) To provide care and support that seeks to reduce episodes of behaviour that can prove challenging at times by understanding the key triggers for certain behaviours and seek to reduce episodes by applying good practice and proven techniques and approaches that promote Positive Behaviour Support (PBS);
- vii) To safeguard people from abuse in line with the Pan London Protecting Adults at Risk arrangements and the safeguarding policies and procedures of the London Borough of Waltham Forest; the London Borough of Enfield and the London Borough of Hackney;
- viii) To ensure that support and care are developed and provided to achieve the highest standards of quality, meeting and exceeding statutory and regulatory requirements which are effective in responding to national and local good practices.

2.3 The framework:

- i) Provides for the commissioning of both support and CQC registered services;

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- ii) Covers the full spectrum of needs from low level mostly practical support through to jointly commissioned health and social care for people with more complex needs;
- iii) Allows for the commissioning of services in a variety of settings from drop ins through to people with very complex 24/7 needs living in their own home with assistive technology;
- iv) Offers the opportunity of commissioning through spot purchases linked to personal budgets; Individual Service Funds (ISFs) and service level commissioning through mini-competition;
- v) A competitive market of 12 providers has been secured who have the capacity both to develop support and new housing options for people with a learning disability;
- vi) Quality standards focused on people with LD being in control of their services.

3. PRICES

3.1 The framework sets pricing boundaries within which providers could compete. Upon the tender, the range of prices offered by the bidders are:

- a) low needs support = £13.42 to £13.50 per hour
- b) medium/high needs support = £14.60 to £15.00p/h;
- c) complex needs/plus health elements = £15.95 to £16.50.

3.2 Volume discount offers are also made should a provider reaches certain total hours of support across all participating boroughs. Increase in the number of participating boroughs would help enhance this benefit.

4. THE TENDER PROCESS

4.1 The tender exercise was conducted following LBWF's tender process. The tender was published in the London Tenders Portal/plus the OJEU on 26 October 2015.

4.2 Out of 25 bids submitted, 20 bids qualified for final evaluation. After robust evaluation was carried out by officers from the three boroughs and interviews by service users' representatives, in total, 12 providers have been selected to be awarded the Framework.

5. QUALITY ASSURANCE AND CONTRACT MONITORING

5.1 Boroughs are working on the best method of quality assurance and performance monitoring.