

Q&A from Day Services Provider Engagement sessions

Referrals	
What are the reasons for decline in people accessing Day services through a care managed route?	Increase in use of DPs and use of community mainstream options where available and appropriate
Can we share attendance details?	As part of the proposal concerns a competitive tender process, and also we have not asked permission from other Providers, this will not be possible. Care Sector Alliance Cumbria is a membership organisation made up of over two hundred charitable and private organisations all providing social care and support throughout Cumbria. It is free to join. Details via http://www.caresectoralliancecumbria.info/section/csac/join-csac
Issue with referrals coming through with no service order forms – how do we deal with this? Should all eligible individuals come with a funded package not just drop in?	Changes to set up in Mental Health Social work teams should now resolve this issue – work with local team. Care Act assessments will establish eligibility and an indicative budget to meet assessed need. The budget will be to cover all aspects of support which may include Day services. Where a service has an open access to attend, this should be available where appropriate to all.
Clarity around not normally providing Day services where person in residential or Supported Living services.	Supported Living refers to Services that provide care and support to Individuals with eligible social care needs to enable them to live independently in their own home and local community. It is distinct from residential care, where the Service User does not have any settled secure accommodation and it is differentiated from domiciliary care services in that the Service may not include the provision of personal care and, where it does, it is provided with other services that support independent living.
Will ASC monitor referral numbers as need to receive high referrals to deliver outputs/activity levels expected	The Portal should enable this data to be monitored by the Council and the Provider
Will ASC be working with SW teams to change culture and encourage referrals for employment?	Guidance on the new Day services and Employment arrangements will be produced for teams and brokers highlighting Care Act and Council Plan priorities
Who are the Brokers? In-house team or external Providers who are providing a brokerage function for DPs/ISFs.	In-house team has recently been formed. They will assist the social workers following assessments to build care managed packages to meet identified outcomes
Will the Council supply contact details for the Brokers so Providers can discuss their services?	No, this will not be possible, but the brokers will receive full service information.
Will all individuals be offered an open choice between Cumbria Care and Independent Providers? Or will Cumbria Care be preferred option	Choice will be determined according to Service User need and preference.

based on block contract etc?	
Capacity to review all existing packages within 12 months – not felt realistic	This comment has been taken on board.
Budget / Costs / Pricing	
What is the total budget for Day services?	Please refer to ITT
Comment that the budget for Employment Support seems low	This is felt to be appropriate to deliver expected levels of activity countywide
Concern that this Framework is not offering a planned uplift – difficult for Providers to uplift pay rates for staff on other Frameworks but not this one, or how to manage pay rates for staff who may work across Frameworks?	The council envisage that any uplift offered will be in line and consistent with the current Frameworks 1-5. Unfortunately, the budget is still in the consultation period and we cannot confirm any uplift percentages at this time.
Can the 1:1 and Group rate be flexed over the course of a day/session so individual may be on Group rate but need some hours at 1:1 rather than full session?	Yes, this has now been accounted for in the T&Cs, actual rate/s used will be determined by assessed need
If existing Provider is successful and all current packages transfer on new rates from 01/06/17 – this could be a big cost increase to the Council – how would we manage this transition?	Transition is being picked up now, in advance to highlight any risks and ensure processes are in place.
What if an individual attends a service with a PA/Support worker – how would this be funded?	The Provider is to submit rates for the actual Day Service only, any additional support required by an individual to attend will be picked up as part of their assessment and funded separately if appropriate
Contract details	
Employment support – what will outcomes be and expected activity levels for access and throughput?	This will be available at time of tendering via the specification
Will Council accept sub-contracting arrangements?	Yes, with prior approval from the Council
Can an individual access both a Community Based day service and the Employment Support?	If appropriate to their assessed needs and outcomes then yes – likely to be time-bound and focusing on clear outcomes but could work in conjunction
Current Cumbria Support Directory is not a quality tool – not easy to search and results listed alphabetically so felt Providers nearer the top of the lists will always be called first.	This is under review now. Internal brokers will have access to a separate document. It will be part of the contract for Providers to keep the Cumbria Support Directory accurately updated.
Will the Directory link or be built to work with the Public Health Directory?	This is under review.
How will we assist all individuals to access an online Directory – not all	Providers will maintain their own entries and therefore changes could be made daily so an online tool is most

have computers or are computer literate, can info be produced another way?	accurate. Brokers can assist individuals directly and all support options will be considered.
Not specifying staff ratios this time – some individuals in a group may manage 1:3 or 1:10 – how will Providers plan for this when don't know who will be referred and their level of need?	Adult Social Care staff are also unable to forecast who will be referred and levels of individual need. Providers will not be forced to accept a referral if they cannot provide a safe service. Service trends will be monitored, discussed with Providers at the annual Supplier Engagement Day, and adjustments made if needed.
Are the current Day Services Framework standards not being used this time?	No.
Concern if Provider has a large number of services and if have to complete a Service description form for every service	The form will be per different service but if a service is available across multiple districts these can all be on one form if price is the same.
Are there plans to close existing Cumbria Care Day Services?	Under consultation now so we do not know the outcome yet.
Will Cumbria Care be eligible to bid for the Employment Services contract?	No
Transport	
If service uses transport as part of delivery of the activities should this be included in the hourly rates?	Yes if a part of the actual service delivery.