

Select Committee: Wolverhampton Pound Adults Commissioning: The role it can play in meeting our strategic priorities

Becky Wilkinson (Deputy Director Adults Services)
& Alicia Wood (Head of Adults Commissioning & Market Management),
December 2021

Every Council has the duty to ensure the care needs of its adult residents are met.

The Care Act statutory guidance states that 'high quality, personalised Care and Support can only be achieved where there is a vibrant, responsive market of services available'. The Local Authority role is seen as critical and under section 5 of the Care Act, the duty to shape and maintain an efficient and effective market of services for meeting care and support needs in the local area is firmly placed with them.

This includes:

- ensuring that any external care services or resources, offer choice, quality and are value for money.
- ensuring the sufficiency of externally commissioned care services and resources

The duty applies in relation to services that the Local Authority commissions directly, but also to other non-commissioned services in its area (including those used by self-funders), universal services and services provided by partners (such as health or charitable services) that together create the marketplace.

The external care market that is shaped should ensure that any person requiring Care and Support/Support services:

- Has a variety of providers supplying a variety of services to choose from.
- Has a variety of high-quality services to choose from; and
- Has sufficient information to make an informed decision about how to meet the needs in question.

How Adult's Commissioning can support Council Plans

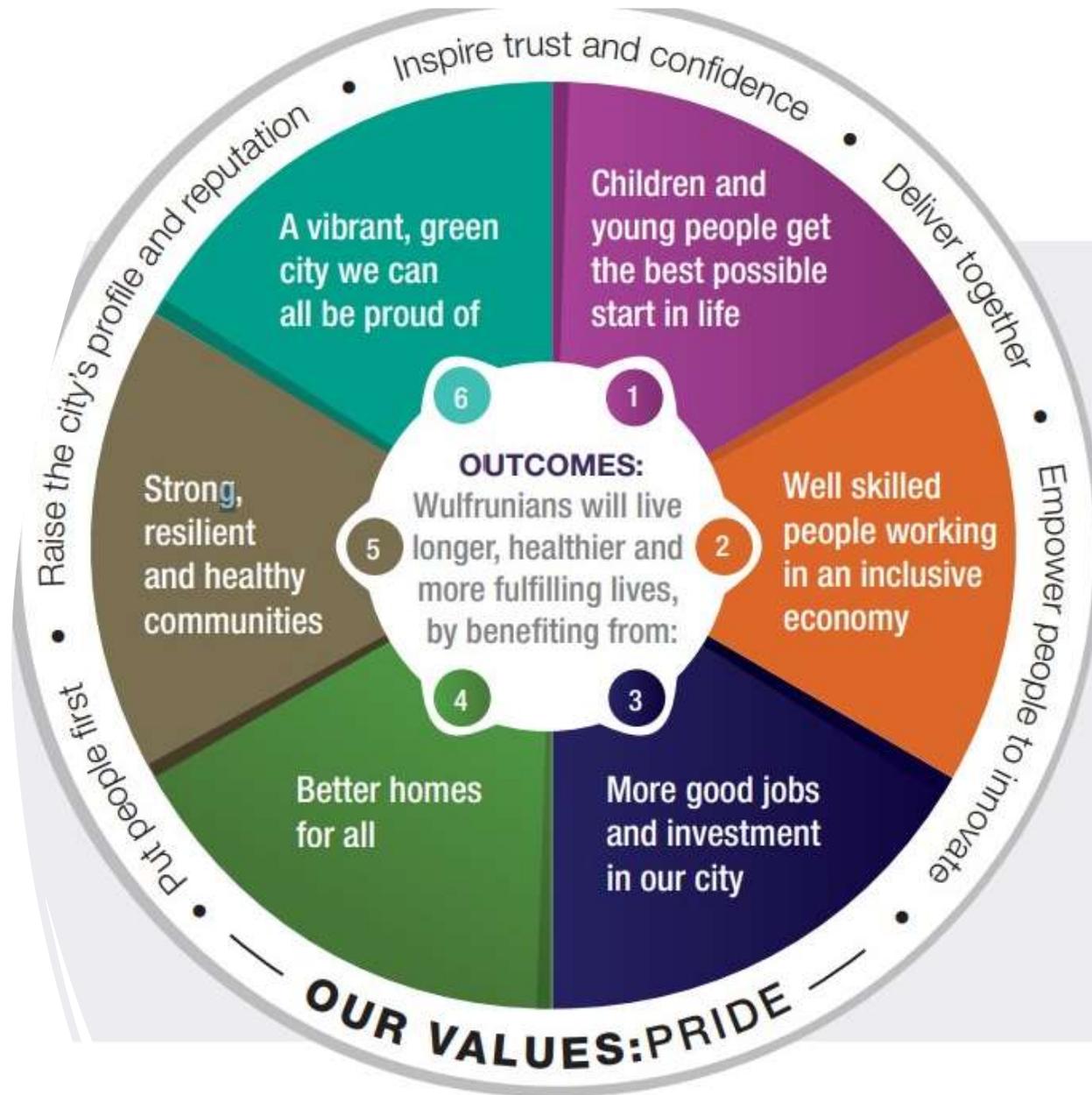
Understand our adult residents social care needs, and commission the right service at the right time with a focus upon, prevention and where possible working with partners through integrated commissioning in structures and processes.

Complement and support the transformation of Adult's Services to ensure our residents are part of a strong, resilient and healthy community, putting people first, inspiring trust and confidence that resident will have their care needs met.

Market engagement and provider development to create locally based providers of choice and support jobs and investment in our City

Joint Commissioning with the CCG and Public Health

Review and continue to place renewable contractual targets and KPIs into commissioned services and implement a robust quality assurance framework



The role of commissioning

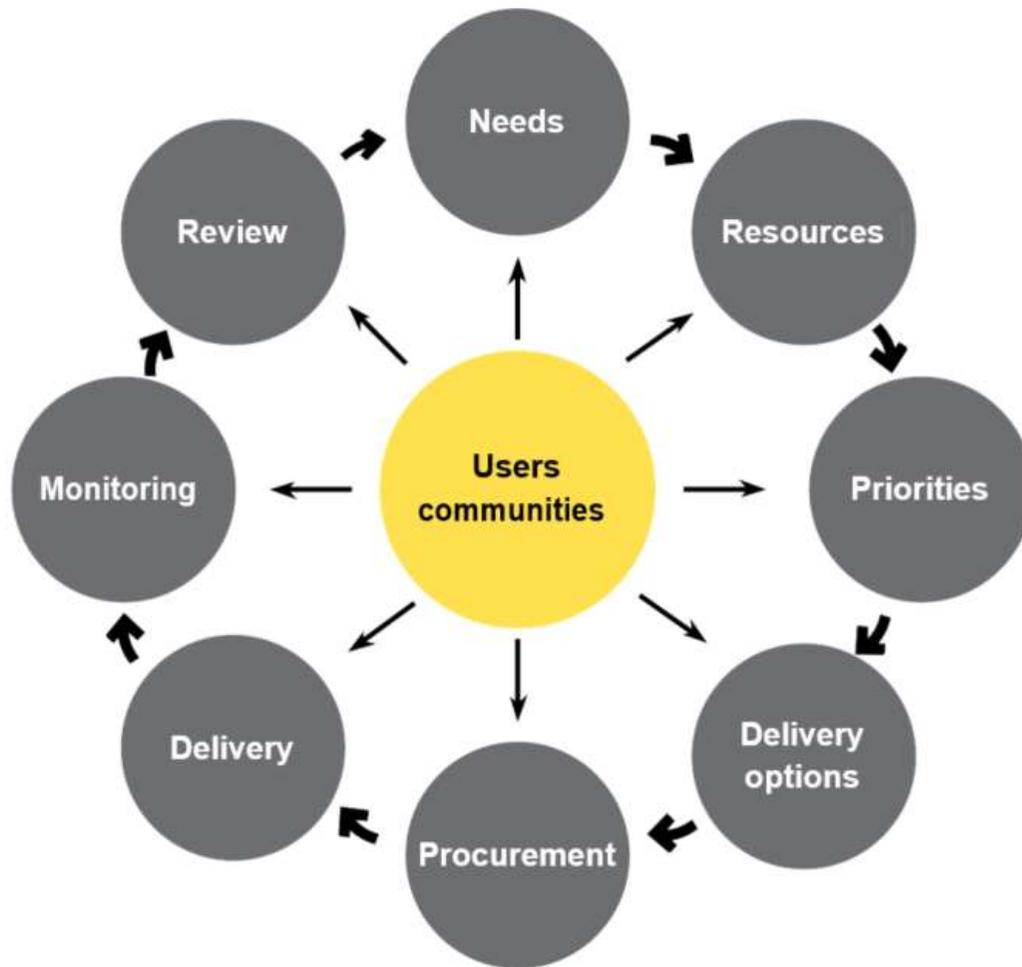
Commissioning is the strategic activity of:

- assessing the needs of a population
- allocating resources
- involving a range of partners, stakeholders, people who use services (or have care needs) and communities
- securing services or resources to meet identified needs
- monitoring and evaluating services
- commissioning is simply making the best use of resources to meet need.

Why Commission?

- Council run (in house) services cannot meet all of the care needs of residents in Wolverhampton
- Procurement rules to put opportunities to provide care out to tender are a legal requirement to ensure fair competition. This results in the most appropriate providers delivering care
- Unprecedented financial challenges as a result of reducing budgets and increasing demand
- Need to constantly strive to implement more effective and efficient ways of working
- Maximise opportunities to support the local economy
- Value for money for residents / tax payers
- Deliver better outcomes for residents and users of services

Commissioning Cycle



- ✓ Analyse
- ✓ Plan
- ✓ Do
- ✓ Review

Commissioned Care provision in Wolverhampton

Home care

Direct payments (employment and payroll support)

Residential and nursing care homes for older people

Residential and nursing with dementia care homes for older people

Extra care schemes

Supported living

Under 65's residential and nursing homes

Community activities for older people

Community opportunities for adults with complex needs

Support for hospital patient flow

Review and implement the Carers Strategy

Supported living for people with forensic needs

Telecare (in homes)

Responder service

Advocacy support

Healthwatch

Adult Fostering

Peer support for people with mental health needs

Support for people with complex needs to remain in their home (and prevent homelessness)

Dedicated dementia support resources and services

Developing and implementing the Assistive Technology Strategy

The commissioning team within City of Wolverhampton Council provides the commissioning activity to provide externally commissioned services, since 2019 the teams comprise of:

- A children's commissioning team
- An adults commissioning team
- A quality assurance and compliance team
- A personalised support team (which brokers the available commissioned services and resources)

During COVID 19 these teams were critical to ensure our residents had their care needs met and also to support our providers to introduce testing, understand required actions for visitors to homes, the vaccination roll out and to manage outbreaks. The adults team has also administered the governments short term IPF grants and workforce grants.

To ensure commissioning reflects the priorities of the new Families Directorate, the teams are being reviewed and restructured in 2022.

Impact of COVID 19 and futureproofing care

Many care providers including the council run services have reported difficulties with recruiting and retaining carers and staff

Wolverhampton Cares was launched aiming to support all carers (employed and family)

www.wolverhamptoncares.co.uk.

A project group has formed to identify and implement actions

These include:

- Promoting care as a career and working with the West Midlands Combined Authority in partnership with education providers and Wolves at Work to develop an attractive offer
- Supporting unpaid carers to access leisure facilities, discounts, respite and advice and support

The local impact

- Current procurement includes a requirement to demonstrate social value within every tender (local employment/use of local provision)
- Majority of these commissioned resources and services are delivered to residents living in Wolverhampton by locally based providers (with the exception of some very specialist residential and nursing homes).
- The majority of the workforce (especially for carers) are people who live in Wolverhampton or the neighbouring Black Country area.

Requested Support from the Select Committee

Commissioners wish to support the Relighting Our City Recovery Plan. For adults commissioning the most critical requirement is to manage sufficiency and support our locally based providers

- The current adults social care market continues to face many challenges including competing employment markets, rising costs and the management of outbreaks due to continued rates of COVID 19 infection in the community.
- The sufficiency of the care market is dependant on ensuring we support our providers, and to continue to ensure residents receive care to meet their needs, giving choice and quality and services at the right time
- The annual social care provider fee review will need to reflect the financial impact for providers.
- Wolverhampton Cares will aim to support the care sector including the voluntary sector and unpaid carers with support such as training, education, partnership working, offering local opportunities and other funding streams