

## Care Support and Enablement Provider Engagement Event – Questions and Answers

Monday 25<sup>th</sup> September 2017

	Questions	Answers
1.	Supported Accommodation requires a number of hours of support to enable the higher level of Housing Benefit. If someone's hours are reduced then they may get Housing Benefit paid at the lower rate, which could put their accommodation and project into a financially unviable position. How will this be approached?	Part of the placement decision and achievement of outcomes discussion with Providers would include the financial viability of the scheme.
2.	Supported Living exempt accommodation currently. Normally local councils need over 6 hours to award housing benefit. Has this been considered?	As above. Nottingham City's focus is maximising the independence of citizens, therefore as above considerations would be made to ensure the option being proposed would not leave citizens financially vulnerable.
3.	Some individuals we have worked with for many years. We have developed their confidence as much as we possibly can and as much as the individuals have the capacity to do. What happens with those individuals that have reached their full potential / got the minimum support hours possible?	The model proposed is "recovery outcomes" for people with mental health needs and "progression outcomes" for citizens with long-term needs.  Citizens will remain in their own home and packages of care will only reduce as agreed on their outcomes plan. The requirement will be for Providers to have evidence of need and the requirement for ongoing care and support.
4.	A large number of service users with MH have been supported and positive relationships have been built up with social workers. If funding is reduced because they are doing well what will happen if there is a relapse or the service user experiences an episode and requires a higher level of support for an undetermined period. There is nothing in the current Framework that supports that.	In a case where packages have ended where it is identified that they are going into crisis a new referral would be made with a view to reinstate support.  There is also the potential for a Contingency fund to be agreed at the beginning of placements.
5.	How will start and end dates work in supported living? A supported living 'home' is meant to be for life, more often than not.	Packages of care and support will have a start and outcome achievement date.

	<p>However, if end dates are introduced how will the citizen be able to remain in the home? Housing benefit will be impacted.</p>	<p>Outcomes will be determined at the start of the package. The cost of housing/rent will be considered as part of the outcomes based package of care.</p> <p>Citizen's homes should always be affordable regardless of the need for care and support.</p>
6.	<p>If an offer of accommodation is put forward by a Provider, which may comprise a number of units, how will this be put out as a 'call off' as if it is fragmented to individuals it would be harder/more expensive to deliver?</p>	<p>Nottingham city is following the national policy, for the property owner/landlord and the care and support provider to be separate.</p> <p>Nottingham city is working with housing providers to increase the number of supported living units.</p> <p>An Expression of Interest or similar process will be shared with Accredited Providers and a decision will be made using a criteria. This will be provided as part of the tender information around the placements of individual citizens</p>
7.	<p>If the rate is going to be the same for all Providers when it goes out for Expression of Interest how will you decide on which Provider will take the package of support?</p>	<p>Placements will be decided using a clear and fair criteria. This will be provided as part of the tender information around the placements of individual citizens</p>
8.	<p>'Scale and volume' makes it easier for bigger Providers. Will this change having more Providers in the market?</p>	<p>It is up to Providers to ensure they deliver good quality, value for money services. We do not want Providers in the market that deliver poor services. Poor performance will be managed robustly through the contract.</p>
9.	<p>Will Providers be required to use an electronic planning and recording system?</p>	<p>Providers will be required to utilise an electronic visit planning and recording system. This system will need to be able to export required data in a CSV or Excel format. The data will be required weekly.</p> <p>The Council intends to use the information from the data provided to pay Providers, charge citizens according to the Fairer Charging Policy and to monitor performance.</p>

10.	If support for 'sleep ins' is reduced have the risks been considered?	<p>Risk assessments will be undertaken and fully considered before a decision is made. There will be consideration of other options available including the use of assistive technology, waking staff covering a number of units etc.</p> <p>Where it is identified that there needs to be staff available continuously through the night this will be identified as part of the needs of the service users at the start of service delivery. We acknowledge there will be some citizens who need this level of support</p>
11.	Have costs been compared with children's. Children's accommodation receive more	Costs for Children's services are not comparable with adults services as they are configured differently.
12.	During transition, will there be different rates?	There will be a period of transition – further consultation with providers on how this will work will take place
13.	If the term 'recovery model' is going to be used, why were service users asked the question what they thought about it?	<p>The Recovery model is a national terminology that is used across a number of agencies. Service users shared that they required services to enable them to re-learn skills, regain their confidence and to be available when and if they had a relapse. Their concern was with the notion of people with a mental health issue being able to recover.</p> <p>Nottingham city have considered service users concerns however have decided that it would be confusing for NCC to use a different terminology.</p>