

# Consultation about the way we buy care services for people aged between 18 and 64 years.

**Monday 22 December 2014 to  
Saturday 31 January 2015**

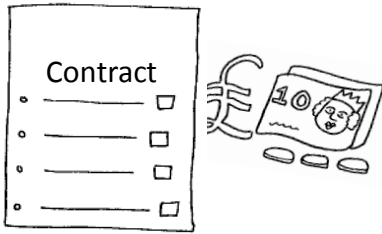


## Consultation Easy Read Summary



## What is this consultation about?

Over the last two years, the Council has been developing a number of ideas to improve the way it arranges and buys care services for adults between the ages of 16 - 64. We call this group of people 'younger adults'.



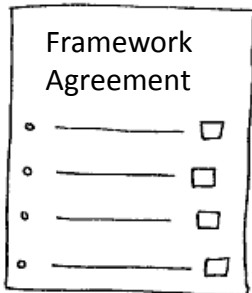
The Council wants to get better at making sure younger adults are kept safe and has more control over the quality of the services it buys.

We think we could do this by introducing a new way of buying care services.



We would like you to tell us what you think about our ideas.

This new way of working would use a 'Framework Agreement' and 'micro-procurement'.



A Framework Agreement is a list of things that we expect organisations to do if they want to provide care services which will be paid for by the Council.



Micro-procurement is a new way of deciding which organisations the Council will do business with.



We are already using a Framework Agreement for organisations who provide care for people who are over 65 years old.

Good

80-100

Satisfactory

60-79

Poor

Below  
60

This means that every organisation that provides care services to citizens over 65 on behalf of the Council now has a quality score.



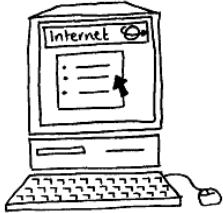
The score is worked out using information we get from:

- A questionnaire filled in by the organisation providing care services;
- The Care Quality Commission who inspect the care that providers give;
- Council reports about how good the organisation is at doing all the things in the agreement they have with us;
- Safeguarding reports; and
- financial reports about the organisation's money.





We think that using quality scores will help people to make decisions about which care services to use or buy.



There is more information about the quality scores on our website:

<http://www.birmingham.gov.uk/adult-social-care/provider-quality-dashboard>

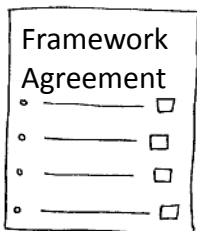
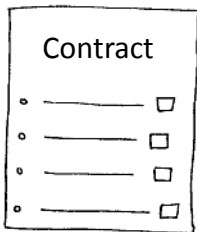


We think it would be a good idea if we were to use the same system for younger adults. We would like to know what you think about our ideas.

## **A new Framework Agreement for younger adults' care organisations**

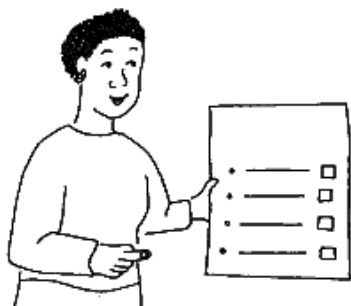
### **What happens at the moment?**

When a care organisation agrees to provide care services to a younger adult, on behalf of the council, they make an agreement with the council called a contract.

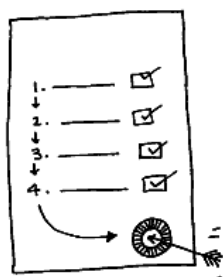


We think it would be a good idea to change the way it makes contracts with care organisations and ask them to sign up to and use a new a Framework Agreement.

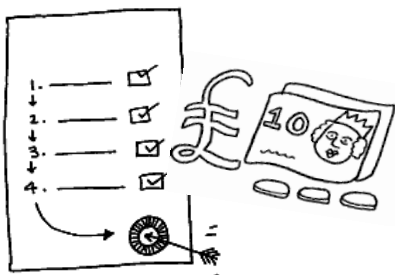
We think this would be a good idea because:



When organisations sign up to the Framework Agreement, they would have to prove they have all the right policies and procedures for providing care services. At the moment, we don't know if every care provider has the correct policies and procedures.



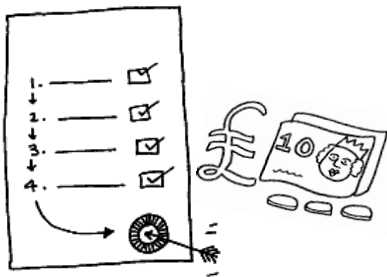
The Council would only provide business to care providers who have signed up and have been accepted onto the Framework Agreement.



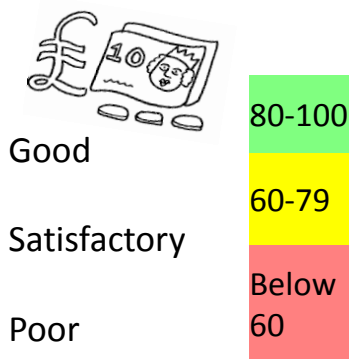
A Framework Agreement would make sure that every care organisation we do business with would have to do all the things in their contract. If they don't, they could be taken off the Framework Agreement which would mean they wouldn't be able to get business from us.



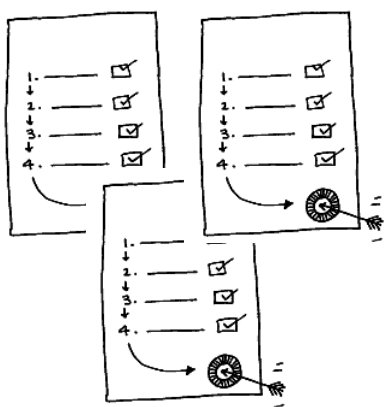
By being on the Framework Agreement, organisations would be able to say what type of care services they can provide. For example, for people with a learning disability or physical disability; short breaks or supported living.



A Framework Agreement would make sure that it is easy to understand and a fairer way of organisations getting business from the council. We want to make sure that the care the council buys helps people to live as independently as possible.



A Framework Agreement would help the Council to understand how good the quality of care being provided is, and make sure we only buy services from organisations who can show that their care is of an acceptable quality. We think this will help to keep vulnerable citizens safer.



A Framework Agreement would get rid of old, out of date contracts and mean that every organisation is providing care under the same system.



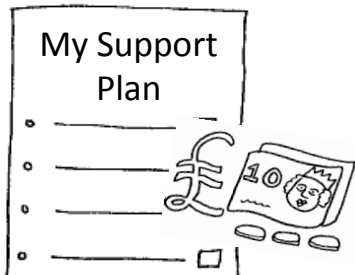
Do you think that organisations providing care should be registered on a Framework Agreement, so that all care organisations have the same contract that says what they have to do?

## Our idea for a new way of buying care services for younger adults called 'micro-procurement'.

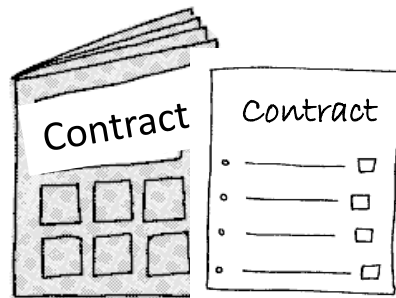
### What happens at the moment?



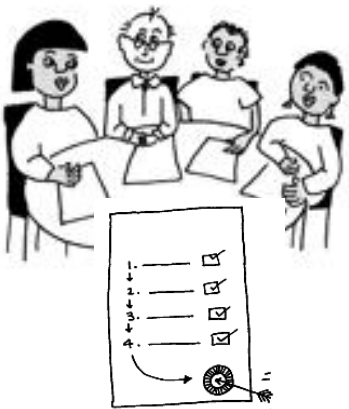
After a social worker has worked out what a person's care needs are in an assessment, the support the person will have is written in a support plan.



Buying the care services in the support plan is done by a social worker and a person called a care broker. They find a care organisation that can meet the younger adult's needs in the way the person chooses and agree the amount of money that the organisation will be paid.



Organisations' contracts can be different, which makes it difficult for the Council to see how well an organisation is doing what is in the contract.



The Council believes that using a new 'micro-procurement' process to buy care services would be a fairer way of doing business.

## How could care services be bought using a new micro-procurement process?



More care organisations would have an equal and fair opportunity to get business.



Care organisations would get information about what the person wants to happen to meet their needs. These are called outcomes. The organisation would then have the opportunity to offer creative new ways of meeting people's outcomes so that they are as independent as possible. This process would be given a score by a care broker.



The care organisation would tell the Council how much it would charge to deliver those care services.

80-100

60-79

Below  
60



The Council thinks the score for a care provider should be made up of 60% quality (using the quality scores we have just talked about) and 40% made up of the price. This would make sure that we get services that are worth the money we pay for them.





The younger adult needing care would be offered care services from the organisation who gets the highest score. If they don't want to use this organisation, they can choose from the other organisations who have said they can meet their needs. This might mean that the younger adult has to pay some money towards the cost of this care.



Do you think that Birmingham City Council is right to concentrate on the person's outcomes when buying care services for younger adults?



Do you think that Birmingham City Council should use a care organisation's quality score as part of the way it decides to buy care services for younger adults?

Good	80-100
Satisfactory	60-79
Poor	Below 60

The Council believes there are other ways that using a micro-procurement process would be good for younger adults.

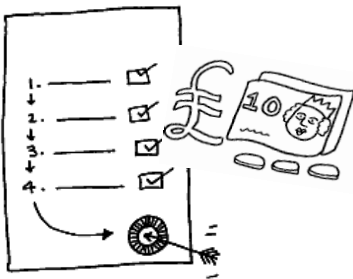
These are:



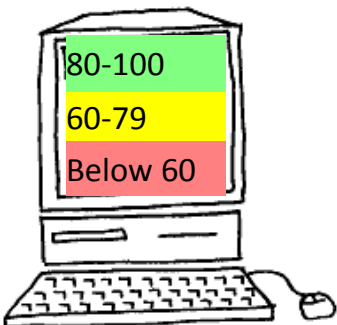
Changing from focusing on the number of 'hours of care' and tasks to looking at people's individual needs and the outcomes they want so they can be as independent as possible.



The Council will be able to see how good the bids are and find the best quality care and support for each individual younger adult.



The Council believes that if organisations have to decide how much to charge for their services, it would give better value for money and an easier to understand way of working.



All organisations' quality scores would be available for the public to see. The Council believes this will show that the best quality care is being bought at the right price.



Do you think that Birmingham City Council should make sure that it gets value for money when buying care services for younger adults?



Do you think that a new micro-procurement process would be an easier way to understand how the Council buys care services for younger adults?



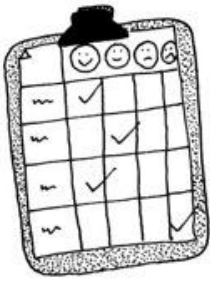
How do you think our idea of a new Framework Agreement and micro-procurement process might affect you?



Do you have any other comments about our ideas?



Please tell us what you think about these ideas.



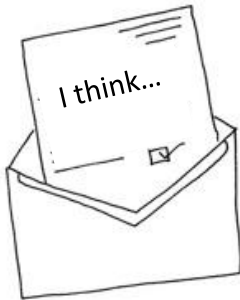
You can tell us what you think by:

- Filling in a printed questionnaire and sending it back in the pre-paid envelope or



- Filling in the questionnaire online at: [www.birminghambeheard.org.uk](http://www.birminghambeheard.org.uk)

- Sending your comments in an Email to: [JointCommissioningTeam@birmingham.gov.uk](mailto:JointCommissioningTeam@birmingham.gov.uk)



- Writing to us at:  
Younger Adults Care Services Consultation  
Joint Commissioning Team  
P.O. Box 16467  
Birmingham  
B2 2DR



- Phoning us: 0121 303 3893



Going to one of the consultation meetings. Details of the dates and times of these meetings are on the Birmingham Be Heard website: [www.birminghambeheard.org.uk](http://www.birminghambeheard.org.uk)

Thank you for giving us your views.