

DPSS Tender summary report

Adult Social Care Staff engagement July 2020

We held 2 separate consultation meetings with staff members of Nottinghamshire County Council on alternative days, one in the morning and the other in the afternoon, to ensure we could capture the availability of those who offered to take part in the tender discussions. In attendance were Social Workers, Community Care Officers and a Team Manager, from various teams including the Asperger's Team, Countywide Reviewing Team and the Learning and Physical Disability teams as well as Older Adults. The presentation giving an overview of the proposed changes was shared and discussed with the staff members, and questions and feedback were given.

Staff consultations and presentations were held on 7th and 8th July.

Key findings

- Staff have found the proposal for unified costing for the same services very useful as they currently find it difficult to understand what is included as providers charge different costs for the same service. There is an expectation that the provider charging a higher cost for the same service would provide a better service, but this does not seem to be the case. Each of the 3 accredited providers offer different services for the ongoing support, this is not always clear what this involves, staff found that if any ongoing services are commissioned as and when needed this would provide a lot more clarity about what is required and what is being provided.
- If Nottinghamshire County Council was to hold the contract with the Direct Payment Support Providers, then there is more accountability to Nottinghamshire County Council and will make it easier when speaking to the DPSS providers for clarity about the support.
- Staff feel there will also be more consistency across all providers as the contract specifications will be tighter and all successful providers will have to adhere to these under contract.

We found the main areas for concern for staff are:

- **Accessibility and availability**
- **People Centred approach**
- **Cost effectiveness (expecting a better service at a higher cost – not the case)**
- **Accountability and transparency**

DP recipient phone consultations July 2020

We contacted a group of service users that are currently using one of the three accredited DPSS providers. This group was made up of service users/representatives who took part in the initial tender for DPSS providers and offered to take part in the future, some service user names were given by each of the DPSS providers and some service users selected at random. There was a total of 6 people that took part in the service user consultation. Those who offered to take part in the tender consultation were sent an information pack giving the proposed changes and questions to enable us to record the feedback. They were all given enough time to read through the information and then scheduled in for a 1-hour telephone call in order to discuss and provide feedback.

Service user consultations were held the week of 7th July.

Key findings

- All service users and authorised people for the Direct Payments who took part in the consultation were in support of the contract for the DPSS providers to be directly with NCC, this would take out some of the anxiety and make the DPSS provider accountable to NCC and more likely to respond and engage with NCC.
- Plans for the managed accounts will make it a lot more transparent and have that double check in place with CASP's given to providers. Some providers already receive the CASP so this won't change, some service users currently have difficulty sending this information over so this would remove this task from the service user.
- Those service users who only receive Payroll support felt that there was not going to be much of a change to the service they receive and have felt that the current Payroll arrangements work well however, they would appreciate the clarity around what is being provided.
- We have found that some of the people that took part in the consultation currently receive excellent person-centred support from their DPSS provider and feel they can contact a named individual whenever required and would not want this to change however, those who do not currently receive this service from their DPSS have said that they would find it useful to be able to contact NCC for information or support that would be passed through the DPSS and commissioned as needed.
- When asked how they felt about NCC providing some services, most people stated they would not want this taken away from the DPSS especially if they will need to contact both NCC/DPSS for different things, they would prefer one point of contact although did state if it was all in-house then this could be more consistent but would require substantial man power to achieve.
- The general consensus is that as long as the choice of DPSS provider remained with the service user/authorised person then they would be happy to either change to a new accredited DPSS provider if their current provider was not successful or keep the control of choice to remain with the current provider and are aware there may be a charge for this.

We found the main concerns for service users are:

- **Choice and control to remain with the SU**
- **Transparency**
- **Keen not to remove services from the DPSS provider**
- **Accountability and responsibility**
- **Greater oversight of services and what is provided**

How information will be used

The information above has been incorporated within the Service Specification document and further engagement will be had with staff and DP recipients in August 2020 in order to create a couple of Method statement questions to be included within the Tender Documentation.