

Summary of feedback from providers on daytime activities

Engagement took place from July to November 2019

Change needed

Providers had an opportunity to reflect on whether what they were currently providing was the same as the things people we support had said they wanted. They told us that their services reflect what we want to some extent but there is more work to be done. They felt that:

- Services need to be built around needs/requests of people we work with.
- Need to continually consult – don't become complacent and build session around people. Also consider initial responses and finding out further information to get the root of what people really want
- Ensure people were making informed choices by having a chance to try things
- Need to be flexible & creative
- Important to know what service are out there & Engage better with outside agencies
- Need to look for different sources of income to become sustainable
- Need to create new things
- We need to fill in the gaps for real diverse services
- Need specialised training
- Need evidence based practise
- Need to look at the bigger picture and not just managed services 'service land'
- Need support near where people live and more accessible place
- Development of partner working to bring small community based organisation together with larger providers
- Capability to provide additional support to meet multiple needs
- Take your service to the community; not just them coming to you
- Need more coproduction
- Transport links are important
- Need a variety of activities and more supported employment
- Positive risk
- Need to move with person – as person develop/grows perspectives change

Procurement

Feedback on the range of procurement options was:

- Keep it simple wherever possible
- Needs to be based upon a good knowledge of what each service provides
- Increase scoring for local providers – keep it local
- Dynamic Purchasing System contradicts co-production

- DPS – flexible, empowers initiative and choice
- ISFs – good potential but with reservations
- Framework – restricts, prevents choice,
- Tenders – can limit who can apply, do not give flexibility
- Consortiums take time to work together - sustainability plan
- Organisations have a range of revenue streams
- Lots of work with DPS
- Enterprising and creative

Pricing

On pricing providers said it should:

- Reflect specialism/progression/development, longer term improvements
- Take into account living wage & pensions.
- Ensure staff are trained and experience to provide quality services – not discount small ‘niche’ organisations/local services
- Pay for management and maybe not have the same after 1st year as more people on managed budgets
- Take into account specialist/specialism and complex clients.
- Be supported by transitions grants for things not to fail
- All provisions will be different
- Prices are available without asking providers to openly discuss
- Directory of Choice for the people to match what they want with what is out there and cost may come into that
- Set price could disadvantage some and make it competitive
- Needs to drive improvement
- Cost of living needs to be recognised with price of service provided
- Pricing needs to be sustainable to run service if numbers reduce
- Different options have different advantages
- Affordability for people - a price gives something a value , if possible pay in blocks in advance, no exclusion due to cost, free places if needed
- Need to put money into what people want ‘not’ putting money into a ‘good idea’
- Pricing is difficulty as there is an expectation that the cost should be low (for the day) yet the project has advanced in terms of what we provide + what we need to deliver
- We are expected to run like a business (same policies + procedures etc.) yet volunteers and low charity funds and very few paid workers. This is due to the way the original project has grown and evolved and this should be taken into consideration
- Grants for grass roots groups to ensure survival and avoid reducing opportunities

Quality

Providers felt it was important to include the following:

- Monitoring outcomes, evaluations, different methods of evaluations
- Include safeguarding
- Share methods, don't reinvent the wheel
- Needs to meet people's needs & not be generic
- Passport – e.g. CQC, investors in people
- Pricing needs to reflect the quality – that may mean having ½ day good quality rather than 1 day of mediocre
- Bradford district based model > share, support, guide good practice
- Inspections/spot checks > Council/relationships needed to make it work
- QA is essential
- Include peer reviews
- Internal – specialist self-assessment with accreditation & external verification
- Innovation
- Ensures value for money
- External – that everyone has to follow – broad to cover all
- Voluntary sector needs its own quality standard