

Adult Social Care Scrutiny Commission

Brokerage Service – 6 Month Update

Date: 16th July 2019
Lead Member: Cllr Sarah Russell
Lead Strategic Director: Steven Forbes

Useful information

- Ward(s) affected: All
- Report author: Andy Humpherson; Group Manager – Health & Partnerships
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- Report version number: 1

1. Purpose

- 1.1 To provide the Adult Social Care Scrutiny Commission with an update on the implementation of the Brokerage Service and its achievements/performance in the first 6 months of operation.

2. Summary

- 2.1 The Brokerage Service commenced on the 12/11/2018 and is responsible for securing the appropriate care and support for adults who have a statutory need for the following services:
- Domiciliary care
 - Residential respite care
 - Long-term Residential care
- 2.2 Previously, individual social work staff would be responsible for arranging care and support packages. However, it was recognised that this approach lacked consistency and the ability to collect the necessary market intelligence information and to reduce the amount spent on 'additional allowance' payments above the residential care banded rates.
- 2.3 Therefore, this report provides an overview of the progress of the service between November 2018 and May 2019 and next steps.

3. Recommendations

- 3.1 The Adult Social Care Scrutiny Commission is recommended to note the report and to provide comments / feedback.

4. Supporting information:

4.1 Introduction

- 4.1.1 The Brokerage Service commenced on 11/12/2018, creating a centralised function which has moved the responsibility of sourcing packages of care from social workers staff to a centralised team. Social workers and care management officers are still responsible for assessing need and creating a support plan.

- 4.1.3 The aims of the Brokerage Service are:

- to improve consistency in approach to securing packages of care.

- increase the use of data and market intelligence to inform commissioning and contracting decisions.
- to engage with service providers to build a more effective relationship and share information and market intelligence.
- reduce the significant resources spent on 'additional allowance' payments above the residential care banded rates.

4.1.4 The Brokerage Service is responsible for securing the appropriate care and support for adults who have a statutory need for the following services:

- Domiciliary care
- Respite care into residential care
- Residential care

4.1.5 The service became operational on the 12th November 2018 and is hosted within the Contracts & Assurance Service.

4.1.6 The team consists of a Brokerage Manager, 6 FTE Brokerage Officers, and 2 Brokerage Assistants.

4.2 Achievements / Activity in the first 6 months:

4.2.1 The Brokerage Service has supported the closure and transfer of clients from 3 residential care services to other providers. These closures resulted in the displacement of around 12 clients at short notice, and the Brokerage Service sourced new packages with other providers.

4.2.2 The Brokerage Service at short notice (5 days) supported the transfer of 18 service users from a domiciliary Care provider following notice being received by the provider. Within 3 days, 12 service users had permanent packages of care (POC), whilst the remaining 6 service users were supported with alternative arrangements.

4.2.3 In summary, the service has been responsive and successful in supporting emergency provider situations.

4.2.4 The Brokerage Manager has met with domiciliary care providers and residential providers as part of their engagement role to discuss issues and concerns. This has resulted in improved market intelligence being available to commissioners and contracts & assurance.

4.3 Issues / Challenges

4.3.1 The Brokerage Service has been able to identify areas where there is difficulty sourcing residential placements for certain service user groups.

- Short term respite placements for younger people with profound & multiple learning disabilities, learning disabilities and mental health issues transitioning into adult care. Residential homes are reticent to accept block bookings which are suited for these individuals.
- Asian Lifestyle services for older persons.
- Long term placements for people whose behaviour challenges services significantly.

4.3.2 The Brokerage Service is working with commissioners and the contracts & assurance service to address these issues. A meeting has been held with a prospective residential care provider who are developing a new residential home. The Brokerage Service has been able to secure specific areas within the home (the home is split into three floors) for Asian lifestyle and service users whose behaviour challenges services significantly.

4.4 Performance

4.4.1 In the first 6 months of operation, the Brokerage Service has started to build up very good relationships with providers, both in domiciliary care and residential care. The team are continuing to build up market intelligence and are using both internal and external tools to help source packages of care.

4.4.2 Performance is good and internal performance monitoring shows:

- For domiciliary care, the brokerage service are sourcing domiciliary care packages for urgent cases in an average of 3 days and for non-urgent cases, 4 days.
- For residential care, the average time was in an average of 6 days between a request being made and a placement being confirmed.

4.4.4 The Brokerage Service has also been able to make some savings for residential care packages, by direct negotiation with providers.

4.5 Forward Plan/next steps

4.5.1 The Brokerage Manager will continue to meet with service providers to discuss issues and concerns both individually and collectively through forums.

4.5.2 The remit of the Brokerage Service includes the review of historic additional needs allowances to ensure the Council efficiently meets service user needs. A methodology for this review is currently being developed with a view to start reviews in July / August.

5. Details of Scrutiny

The ASC Scrutiny Commission has been advised previously of the creation of a centralised Brokerage Service and this the first detailed update report.

6. Financial, legal and other implications

6.1 Financial implications

No Financial implications.

Yogesh Patel – Accountant ext 4011

6.2 Legal implications

There are no legal implications as the report is for noting.

Emma Jackman, Head of Law (Commercial, Property & Planning) 454 1426

6.3 Climate Change and Carbon Reduction implications

There are no direct climate change implications associated with this report.

6.4 Equalities Implications

There are no direct equalities implications arising from this report.

Sukhi Biring, Equalities Officer, 454 4175

6.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

None

7. Background information and other papers:

8. Summary of appendices: None