

# Easy Read Social Care Framework



We want to know what you think about changes to how we buy, choose & manage care providers.



The Council does this using different contracts at the moment.



This consultation mainly applies to services for adults.

These changes will affect home support, residential care, nursing care & supported living.

If agreed, the changes would happen in April 2018.

Please complete by:



To find out more phone **0121 – 303 - 5154**

**The Council has been thinking about changes since 2016.**

**The Council is talking to care providers about ideas & changes.**

**We want to make changes so that care for adults works in the future.**



**The Council wants to change the way it does quality checks on providers. The Council wants to make its checks better.**

**A Framework is a contract between the care provider and the Council**

**We think a new Framework will allow us to meet peoples care needs.**

April 2017

Dear service user,

**Consultation launch: How we commission social care services in Birmingham**

I am writing to inform you of the launch of the city council's consultation which focuses on how we buy services (known as commissioning) from care providers which are then provided on our behalf to you, our service users.

The city council is committed to supporting people to live better lives, have greater choice and control about the care they receive and improve the quality of care services. Along with our health colleagues, we are looking at how we can transform the services provided to adults (and children and young people with a disability who receive home support) to enable this to happen.

This consultation seeks your views on how we can make this happen with those services we commission to meet your eligible social care needs. The consultation will affect all of those care providers who provide home care support; supported living services; and residential services both with and without nursing care.

The outcome of this consultation will therefore affect the services you will receive in the future. We are committed to ensuring that you have the best quality service to meet your eligible care needs and would encourage you and your family to consider the consultation and respond.

The consultation can be found at: [www.birminghambeheard.org.uk/people-1/asccs](http://www.birminghambeheard.org.uk/people-1/asccs)

There will be an easy read summary document available which will include details of the consultation and the questions for responding if you would rather consider this. We are also running a number of consultation sessions where you are welcome to attend and we can further explore the contents of the consultation, to allow you to make an informed response. These have been posted on the consultation website above.

The deadline for the close of the consultation is 4 July 2017.

I hope you see this consultation as a positive step and as a strong commitment to provide quality care services which can continue to support you. I would encourage you to take time out to attend a consultation event and/or respond to the consultation.

Yours sincerely



**John Denley**  
Assistant Director  
Commissioning Centre of Excellence  
Birmingham City Council



1. Do you support The Council's plan to use a new Framework agreement?

**Remember:** This is for home support, supported living, nursing homes & residential homes.



Strongly Support



Support



Neutral



Oppose



Strongly Oppose



- All providers will be awarded a rating showing how good they are.
- This rating will be published.
- Ratings will be Gold, Silver, Bronze or Inadequate.
- This will be decided by inspectors, providers & service users.
- An inspection will happen every year.
- Either the NHS, The Council or Care Quality Commission will do the inspection.
- The care providers quality score will be used to choose who provides care.

2. Do you support The Council's plans for rating & monitoring quality?



Strongly Support



Support



Neutral



Oppose



Strongly Oppose

Please say why you support or oppose this proposal:

What impact will this have upon you?



3. Do you support the Council's proposal to only use Gold, Silver and Bronze rated providers?



**Strongly Support**



**Support**



**Neutral**



**Oppose**



**Strongly Oppose**

Please say why you support or oppose this proposal:

What impact will this have upon you?

4. Do you support The Council's plans for giving care packages to a provider?



**Strongly Support**



**Support**



**Neutral**



**Oppose**



**Strongly Oppose**

Please say why you support or oppose this proposal:

What impact will this have upon you?



5. Do you agree that the Council should not use “inadequate” care providers?

**Inadequate:**

This means care that is “poor” or “lacks quality”.



Yes

Don't Know

No



The Council wishes to set amounts that providers can charge for care.

This is called “fixed fee”.

This is to be clear on the price of care.

Care costs are different based upon people’s needs for younger adults (people aged 18-64).

The provider’s fee will depend on their quality rating.

The “fixed fee” would be for care starting after 1<sup>st</sup> April 2018.

The Council will review these fixed fees each year.

6. Do you support the Council’s plans for agreeing fixed fees?



Strongly Support

Support

Neutral

Oppose

Strongly Oppose


Please say why you support or oppose this proposal:






What impact will this have upon you?



7. Do you support the Council's "fixed fees"?

The Council has set out the proposed fixed fees in the 'Pricing Proposals' Document.








				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Strongly Support</b>	<b>Support</b>	<b>Neutral</b>	<b>Oppose</b>	<b>Strongly Oppose</b>


Please say why you support or oppose this proposal:






What impact will this have upon you?

8. Do you support the Council's proposal to link the fee paid to providers with the quality of care provided?

				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Strongly Support</b>	<b>Support</b>	<b>Neutral</b>	<b>Oppose</b>	<b>Strongly Oppose</b>

9. Do you support the Council reviewing the fee it pays for care each year?



				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Strongly Support</b>	<b>Support</b>	<b>Neutral</b>	<b>Oppose</b>	<b>Strongly Oppose</b>

Please say why you support or oppose this proposal:

What impact will this have upon you?



**Choice**

10. The Council proposes that citizens can choose their care provider.

These choices may require families to support in meeting the cost of this choice.

This is for temporary & long term residential or nursing care only.

Do you support these proposals?



**Strongly Support**



**Support**



**Neutral**



**Oppose**



**Strongly Oppose**

Please say why you support or oppose this proposal:

What impact will this have upon you?

11. Should care providers be required to pay their staff at least £8.45 an hour?



**Strongly Support**



**Support**



**Neutral**



**Oppose**



**Strongly Oppose**

Please say why you support or oppose this proposal:

What impact will this have upon you?





Only answer if you supported paying care staff £8.45 an hour in Question 11

If not, please go to question 12:

Would you be happy or able to pay towards this cost through your council tax or business rates?



Yes



Don't Know



No

Please give reasons for your answer:

The Council would like to make the new home support 'Framework' "closed". This would mean that the number of providers would be limited.

The Council's aim is to use quality providers & enable citizens to stay in their own homes as long as possible.

Home support would be provided across **5 areas** of Birmingham.

The aim is to support this to provide:

- Local Employment Opportunities
- Help To Local Business
- & link to other community services in Birmingham

12. Do you support the Council's proposal to allocate home support across 5 areas of Birmingham?



Strongly Support



Support



Neutral



Oppose



Strongly Oppose

Please say why you support or oppose this proposal:

What impact will this have upon you?



13. Do you support the Council's aim to reduce the number of home support providers?

The Council wants to only use rated providers.

The Council wants to make sure your care is provided by a care provider that is closer to your home.

This would support service users to live at home for longer.



Strongly Support



Support



Neutral



Oppose



Strongly Oppose

Please say why you support or oppose this proposal:

What impact will this have upon you?



14. Do you support the Council's aim to split home support into 5 areas of Birmingham?

**This would be for new care packages starting after 1<sup>st</sup> April 2018.**



Strongly Support



Support



Neutral



Oppose



Strongly Oppose

Please say why you support or oppose this proposal:

What impact will this have upon you?

15. The Council proposes to allow citizens who are getting home support, to have services from providers who were unsuccessful in joining the framework (if they choose to).

These services would continue via a Direct Payment.

If not you would be supported to find a new contracted care provider if you wish.

Do you support this proposal?



Strongly Support



Support



Neutral



Oppose



Strongly Oppose

Please say why you support or oppose this proposal:

What impact will this have upon you?



### Planning Changes.

- The Council wants to improve the quality of care.
- This means changes need to be made about how much we pay for care.
- The Council wants to deliver care closer to home.



The Council wants to work with care providers.

Providers who work with the Council will need to understand the changes needed.

Providers will have to work with the Council to make the changes happen.

16. Do you support the Council using a fixed fee for care from 1<sup>st</sup> April 2018?



Strongly Support



Support



Neutral



Oppose



Strongly Oppose

Please say why you support or oppose this proposal:

What impact will this have upon you?



Yes

No



Do you have any views, comments or suggestions?

Your views will help the Council make its decisions.



## YOUR DETAILS

What is your name?

Why are you interested in this consultation?



I'm a current service user.



I'm a family member.



I'm a Carer.



I'm a member of the public.



I represent a Care Provider.  
Provider: \_\_\_\_\_



I represent a Partner organisation  
Partner: \_\_\_\_\_



Other – Please state:  
\_\_\_\_\_



## What is your email address?

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*We will confirm we've received your consultation response via email.*

**We would like you to tell us some things about you. You do not have to tell us if you do not want to, but if you do, it will help us to plan for the future.**

### **Data Protection Act 1998**

The personal information on this form will be kept safe and is protected by law. You can see more information about data protection on our website at: [www.birmingham.gov.uk/privacy](http://www.birmingham.gov.uk/privacy)

### **How old are you?**

<input type="checkbox"/>	0-4
<input type="checkbox"/>	5-9
<input type="checkbox"/>	10-14
<input type="checkbox"/>	15-17
<input type="checkbox"/>	18-19
<input type="checkbox"/>	20-24
<input type="checkbox"/>	25-29
<input type="checkbox"/>	30-34
<input type="checkbox"/>	35-39
<input type="checkbox"/>	40-44
<input type="checkbox"/>	45-49
<input type="checkbox"/>	50-54
<input type="checkbox"/>	55-59
<input type="checkbox"/>	60-64
<input type="checkbox"/>	65-69
<input type="checkbox"/>	70-74
<input type="checkbox"/>	75-79
<input type="checkbox"/>	80-84
<input type="checkbox"/>	85+

### **I am:**

Male

Female

### **Do you have any physical, mental health or illnesses that are expected to last longer than 12 months?**

Yes

No

No Response



**The answers to these questions are used to check that we are getting views from different groups of people.**

Do you have any of the following conditions or illnesses that affect you with?

- Vision (Blindness / Partial Sight)
  - Hearing (Deafness / Partial Hearing)
  - Mobility (Walking / Climbing Stairs)
  - Dexterity (Lifting, opening tins, gripping)
  - Learning, Understanding, Concentrating.
  - Memory.
  - Mental Health
  - Stamina, Breathing, Fatigue.
  - Socially / Behaviourally (Austism, Aspergers, ADD)
  - Other:
- 

Please tick your ethnic background:			
<b>White</b>			
English / Welsh / Scottish / Northern Irish/ British		Irish	
Gypsy / Irish Traveller		Polish	
Baltic States		Jewish	
Other White European		Any other White Background	
<b>Mixed / Multiple Ethnic Groups</b>			
White and Black Caribbean/African		Irish	
Any other mixed background			
<b>Asian / Asian British</b>			
Afghani		Bangladeshi	
British Asian		Chinese	
Filipino		Indian Sikh	
Indian Other		Kashmiri	
Pakistani		Sri Lankan	
Vietnamese		Any other Asian background	
<b>Black African / Caribbean / Black British</b>			
African		Black British	
Caribbean		Somali	
Any other Black/African/Caribbean background			
<b>Other Ethnic Group</b>			
Arab		Iranian	
Kurdish		Yemeni	

## What is your sexual orientation

Bisexual

Gay / Lesbian

Heterosexual / Straight

Other

I do not want to say.

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>

## What is your religion or belief?

No religion

Buddhist

Christian

Hindu

Jewish

Muslim

Sikh

Other: \_\_\_\_\_

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>


Please sign your name & date below:

**Signature:**

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**Date:**

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Thank you for completing this survey. 

Please send to Consultation Framework  
Birmingham City Council  
PO BOX 16467  
Birmingham  
B2 2DR

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By submitting, you are giving us permission to analyse and include your responses in our results.