

ABERDEEN CITY COUNCIL

COMMITTEE	Strategic Commissioning
DATE	21 November 2019
EXEMPT	No
CONFIDENTIAL	No
REPORT TITLE	Bon Accord Care Business Plan – Annual Report
REPORT NUMBER	COM/19/440
DIRECTOR	Rob Polkinghorne
CHIEF OFFICER	Craig Innes
REPORT AUTHOR	Craig Innes
TERMS OF REFERENCE	Purpose 5 and Remit 4.5

1. PURPOSE OF REPORT

- 1.1 This report presents the annual reporting of the Bon Accord Care Business Plan.

2. RECOMMENDATION

That the Committee:-

- 2.1 approves the Bon Accord Care Business Plan Annual Report appended to this report for the Council's interests.

3. BACKGROUND

- 3.1 Bon Accord Support Services (BASS) and Bon Accord Care (BAC) are Arm's Length External Organisations (ALEOs) owned by Aberdeen City Council (ACC). For operational purposes Bon Accord Care is used as a collective term to refer to both companies.
- 3.2 The Integrated Joint Board directed the Council to put in place arrangements for BAC to provide a range of services which are currently being delivered by them for a period of 6 years from 1 August 2018 until 31 July 2024.
- 3.3 A summary of the annual performance report which is appended to this report shows performance metrics in relation to efficiency and quality of service delivery. The Care Inspectorate, which is the scrutiny body which looks at ways to ensure that care in Scotland meets high standards has graded 79% of BAC's services as either good or very good.

4. FINANCIAL IMPLICATIONS

- 4.1 There are no financial implications arising directly from the recommendations of this report. Core funding to Bon Accord Care for 2018/2019 paid under direction from the Integration Joint Board was £26,750,000. Funding for 2019/20 was increased to £30.302m to take into account the running of Kingswells Care Home.
- 4.2 Other services may be directly commissioned from Bon Accord Care, both under Direction from the Integration Joint Board or other Council services and would be met from within the appropriate existing budgets. Such purchases would remain outside the SLA that governs use of the Core funding.
- 4.3 The information from the annual report will be considered by officers in the budget setting process.

5. LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the recommendations of this report.

6. MANAGEMENT OF RISK

	Risk	Low (L), Medium (M), High (H)	Mitigation
Financial	No risk arising from this report as annual budget is set by Council as part of the budget-setting process.	N/A	N/A
Legal	Risk of delay or no agreement as regards the implementation of the SLA.	L	A partnership approach was undertaken to re-design the SLA. This process is progressing well.
Employee	N/A	N/A	N/A
Customer	Risk of poor service provided to customers.	L	The amendment of the BAC SLA with revised outcomes and more robust contract management should contribute to customer satisfaction by ensuring delivery of a high standard of services to the customer.
Environment	N/A	N/A	N/A
Technology	N/A	N/A	N/A

Reputational	Poor performance by BAC/not performing in accordance with their business plan could impact on the Council's reputation.	L	Amendments to the BAC SLA with revised outcomes should ensure good performance by BAC.
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7. OUTCOMES

Local Outcome Improvement Plan Themes	
	Impact of Report
Prosperous Economy	The annual report evidences contribution by BAC towards the LOIP theme of prosperous economy.
	Existing SLA with BAC has been refreshed to ensure that it is outcomes-focused and contains robust contract management measures will ensure that it links directly to the LOIP outcomes for a prosperous economy.
Prosperous People	The annual report evidences contribution by BAC towards the LOIP theme of prosperous people. Refresh of the existing SLA with BAC to ensure that it is now outcomes-focused and contains robust contract management measures will ensure that it links directly to the LOIP outcomes for prosperous people.
Prosperous Place	The annual report evidences contribution by BAC towards the LOIP theme of a prosperous place. As above with the refresh of the SLA.

8. IMPACT ASSESSMENTS

Assessment	Outcome
Equality & Human Rights Impact Assessment	Not required for this report.
Data Protection Impact Assessment	Not required for this report.
Duty of Due Regard / Fairer Scotland Duty	Not required for this report.

9. BACKGROUND PAPERS

None.

10. APPENDIX

Bon Accord Care Business Plan – Annual Report

11. REPORT AUTHOR CONTACT DETAILS

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