

ABERDEEN CITY COUNCIL

COMMITTEE	Audit and Risk Committee
DATE	26 June 2014
DIRECTOR	Liz Taylor
TITLE OF REPORT	Social Care and Wellbeing Commissioning and Contracts Workplan 2014/15
REPORT NUMBER:	SCW/14/18
CHECKLIST RECEIVED	Yes

1. PURPOSE OF REPORT

At its meeting on 27th February 2014, the Audit and Risk Committee received an Internal Audit Report undertaken on Contract Management Arrangements within Social Care and Wellbeing. The Committee noted that a workplan for 2014/15 was being prepared by officers and that this would identify dates by which contracts would be in place, and which contracts would be expiring in this timeframe and instructed the this workplan be presented to the next meeting. The purpose of this report is to present the workplan which is attached at Appendix 1.

2. RECOMMENDATION(S)

It is recommended that the Audit and Risk Committee:

- i Note the information contained within this report.
- ii Approve the Social Care and Wellbeing Commissioning and Contracts Workplan 2014/15.

3. FINANCIAL IMPLICATIONS

- 3.1 There are no financial implications directly related to approval of the Workplan. The work will be undertaken by the Commissioning and Contracts team. Putting contracts in place for the services listed will ensure there are more robust arrangements in place for the expenditure of the Social Care and Wellbeing commissioning budget which totals around £90 million. Undertaking competitive tendering exercises should bring cost and other efficiency savings.

4. LEGAL IMPLICATIONS

- 4.1 Working towards a position whereby all services are covered by contracts reduces the risk of legal challenge and allows robust contract management to ensure the highest quality of services delivered whilst obtaining value for money.
- 4.2 All tendering and contractual documents are developed in conjunction with colleagues from Legal and Democratic Services.

5. BACKGROUND/MAIN ISSUES

- 5.1 Following the Internal Audit process a comprehensive review of all services was undertaken and the database used to record these was updated and rationalised to make it more of a live, working document which helps Commissioning and Contracts Managers to manage and prioritise their workload and to see at a glance which services have contracts in place, which are due to expire and which are out of contract. This allows Commissioning and Contracts Managers to plan their work in advance and should help to ensure continuous arrangements for service delivery. The database currently contains details covering 375 services.
- 5.2 Five contracts are due to expire within the 2014/15 financial year, all of these on 31st March 2015 and all are on the workplan to be reviewed in preparation for this. 81 contracts expired on 31st March 2014 (most in relation to the National Care Home contract) and a number are due to expire on 31st December 2015. Actions have been identified to address the contractual arrangements for these services.
- 5.3 Due to there being a significant number of services being delivered without current, formal contracts, it was necessary to undertake a prioritisation exercise in consultation with service managers. Services which are of high value or those where there was a danger of service delivery ceasing were scheduled into this year's workplan. The workplan will be constantly under review and will be updated as required in reaction to changing circumstances, for example if a Service Provider withdraws from the area or is no longer able to provide a service, again in consultation with service managers.
- 5.4 Each Commissioning and Contracts Manager has their own individual workplan which sits below the team workplan and this contains more detailed actions, milestones and timescales. These are monitored on an ongoing day to day basis and more formally at monthly review sessions. Three members of the team are absent from work at the moment and one has been on secondment since the beginning of the year, this represents a 41% reduction in capacity which has impacted on the prioritisation process.
- 5.5 The role of the Commissioning and Contracts team not only involves commissioning services and making sure robust contractual arrangements are in place but also the ongoing management of these contracts. The workload involved in both commissioning and in contract management varies

from service area to service area and indeed from contract to contract. The number of actions each Commissioning and Contracts Manager has on the workplan takes their individual capacity into account in relation to the workload required in their particular area of responsibility.

- 5.6 Whilst the database currently used to record services and contractual arrangements is a useful tool, it is labour intensive to maintain and does not link to the main source of financial expenditure data in Social Care and Wellbeing i.e. CareFirst. A new contracts management module for CareFirst has been purchased and the development of this is currently being finalised with training scheduled for Commissioning and Contracts staff in August 2014. It is envisaged that this new module will replace the database currently used and will make the management of commissioning and contracting easier with instant and flexible access to all relevant information in one place.

6 IMPACT

- 6.1 The development of a Commissioning and Contracts Workplan 2014/15 supports the Council's strategic objectives:
- Provide for the needs of the most vulnerable people.
 - Ensure efficient and effective delivery of services by the council and with its partners.
- 6.2 An Equality and Human Rights Impact Assessment is not required in relation to this report.

7. BACKGROUND PAPERS

8. REPORT AUTHOR DETAILS

The report was written by:

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Aberdeen City Council
Directorate of Social Care and Wellbeing
Commissioning and Contracts Team Workplan from 1st April 2014 until 31st March 2015

APPENDIX 1

Service	Current Status	Action Required	Timescale	Responsible CCM
Older People				
Residential Care (33 Homes)	National Care Home Contract exists however ACC contracts must be issued to all Care Home providers using NCHC Terms and Conditions. There is suggestion that 2014/15 may be the last year of the NCHC.	Prepared and update contracts, get these reviewed by Legal and then issued.	30 th June	Sarah Ward
		Agree approach for putting in place alternative arrangements for contracting with Care Home providers assuming NCHC no longer available.	30 th Sept	
Care at Home				
Care at Home Contract	Contract extension to December 2015 approved at Committee November 2012 but not yet been issued to providers	Re-draft contract, obtain approval from Legal, meet with providers and then issue contracts	31 st Aug	Sarah Ward
		Undertake Service Review in preparation for re-tendering 2015	31 st Mar	
Victoria Grange (Very Sheltered Housing)	No contract in place.	Undertake Service Review	31 st July	Sarah Ward
		Advertise Contract Opportunity	31 st Dec	
Learning Disability				
Various Services in relation to providing support with Housing and Personal Care	Various contractual and non-contractual arrangements exist however with the introduction of legislation in relation to Self-Directed Support and the drive to make savings a framework is required to give choice, encourage creativity and achieve best value.	Prepare tender documentation, advertise opportunity and award framework	30 th June	Mike Cole

Service	Current Status	Action Required	Timescale	Responsible CCM
Learning Disability contd.				
Care Homes	Policy drive to move from institutionalised care to care in the community (Shifting the Balance) – need to arrange Care Home De-registration and move to secure own tenancies NB: this will need to be a phased approach due to reliance on NHS doctors eligible to administer section 22 agreements.	Put in place individual tenancy agreements and de-register Care Homes on a phased basis over the course of 3 years. Target – 72 tenancies arranged per year.	31 st March	Mike Cole
Sunnybank and Gardener Road Care Homes	Community Integrated Care (CIC) have withdrawn from Aberdeen City. Need to arrange alternative providers.	Run mini tender for these services only.	31 st May	Mike Cole
Mental Health				
Mental Health Outreach Service	Currently provided by Richmond Fellowship however they wish to pull out of the area and so the service needs to be re-tendered.	Prepare and advertise contract opportunity. Aim to award by 31 st May 2014.	31 st May	Denise Thomson
Mental Health Support Services (including Crisis Response)	Currently provided by Penumbra but out of contract.	Prepare and advertise contract opportunity. Aim to award by 31 st August 2014.	31 st Aug	Denise Thomson
Befriending Service	Currently provided by VSA but out of contract.	Prepare and advertise contract opportunity. Aim to award by 31 st October 2014.	31 st Oct	Denise Thomson
Support and advice service for people with Huntingdon's disease	Currently provided by Scottish Huntingdon's but out of contract	Prepare and advertise contract opportunity. Aim to award by 31 st October 2014.	31 st Oct	Denise Thomson
Support and advice service for people with Alzheimers	Currently provided by VSA but out of contract.	Prepare and advertise contract opportunity. Aim to award by 31 st October 2014.	31 st Oct	Denise Thomson

Service	Current Status	Action Required	Timescale	Responsible CCM
Mental Health contd.				
Support and advice for people who self-harm or consider suicide	Currently provided by Penumbra and Aberdeen Foyer but out of contract.	Prepare and advertise contract opportunity. Aim to award by 31 st October 2014.	31 st Oct	Denise Thomson
Care at Home	Services being delivered out of contract.	Review service specifications and model contracts, seek approval from legal and get signed contracts in place.	31 st Dec	Denise Thomson
Home Care	Services being delivered out of contract.	Review service specifications and model contracts, seek approval from legal and get signed contracts in place.	31 st Mar	Denise Thomson
Care Homes	Currently delivered by Penumbra (Rosemount Terrace and Ellon Road) due to expire 31 st Mar 2015.	Review Services, identify best approach to continue service delivery and implement in preparation for contract expiry.	31 st Mar	Denise Thomson
Housing Support	Currently delivered by Scottish Association for Mental Health (Constitution St. and George St.) due to expire 31 st March 2015	Review Services, identify best approach to continue service delivery and implement in preparation for contract expiry.	31 st Mar	Denise Thomson
Children and Young People				
"Connect" Service	Currently provided by Barnardos but not covered by a contract.	Prepare contract, obtain approval from legal and issue.	30 th Jun	Natalija Clark
		Develop alternative arrangements for post contract as part of the new strategic direction demanded by Reclaiming Social Work.	31 st Dec	Natalija Clark
Support Service	Currently provided by Avenue. No formal arrangement in place. Need to determine we are getting value for money.	Review service and, if appropriate, issue Letter of Agreement.	31 st Aug	Natalija Clark

Service	Current Status	Action Required	Timescale	Responsible CCM
Children and Young People contd.				
Befriend a Child	No formal arrangement in place.	Review service and, if appropriate, issue Letter of Agreement.	30 th Sept	Natalija Clark
Advocacy Services	No formal arrangement in place, could link with Advocacy requirements for mental health.	Undertake service review including service user consultation.	31 st Dec	Natalija Clark
		Prepare and advertise contract opportunity in conjunction with Mental Health.	31 st Mar	Natalija Clark
North East Sensory Services	No formal arrangements in place. Limited providers available to provide this unique and specialist service.	Undertake Service Review	31 st May	Natalija Clark
		Arrange for either re-tender or exemption from tender and contract in place.	31 st Oct	Natalija Clark
Advocacy Services to Looked After Children	Currently provided by Who Cares but out of contract. Potential capacity and funding exists in-house.	Undertake Service Review and determine whether to re-tender or transfer to in-house provision.	31 st Aug	Natalija Clark
Residential Facility - Clifton Road	Currently provided by Aberdeen Cyrenians, out of contract 30 th June 2014.	Prepare, advertise and award re-tender.	30 th Sept	Natalija Clark
Day Care Centre – Primrose Hill	Currently provided by Aberlour. Contract expired Dec 2013.	Prepare, advertise and award re-tender.	31 st Oct	Natalija Clark
Fostering Framework	National framework in place but there is not always the capacity nor are the packages cost effective for this area. Agencies are used which are not on framework, particularly where service user has complex needs. Strategic direction is to move to more in-house provision.	Examine CareFirst packages and identify those place with agencies out with framework. Put contracts in place where appropriate.	30 th Sept	Natalija Clark

Service	Current Status	Action Required	Timescale	Responsible CCM
Children and Young People contd.				
Residential Framework	National Framework recently awarded.	Work with service to ensure use of Residential Framework is maximised to the benefit of the Council and Service Users.	31 st Mar	Natalija Clark
Outwith Authority Placements	A number of placements are made out with the Council area.	Check all such arrangements and ensure appropriate paperwork in place.	31 st Mar	Natalija Clark
Playschemes	Playschemes have been operating without formal agreements although service specifications have been submitted and agreed	Arrange letters of agreement for services delivered 2014/15.	30 th Sept	Natalija Clark
		Prepare and advertise framework for delivery 2015/16	31 st Dec	Natalija Clark
Respite and Outreach	Intensive service currently provided by Aberlour at high cost to Council. Could possibly be provided by more than one supplier in separate lots.	Prepare and advertise framework opportunity.	31 st Mar	Natalija Clark
Nurseplus	Service currently in voluntary suspension but high demand.	Obtain relevant information required to make decision to continue or to lift voluntary suspension and take appropriate action seeking alternative service if necessary.	30 th Jun	Natalija Clark
Reclaiming Social Work	New strategic direction. Looking for creativity and cost reductions in services for young people in trouble, counselling and Early Years/high end support. Possible use of Public Support Partnerships.	Monitor decisions from strategic review and implement as required.	31 st Mar	Natalija Clark

Service	Current Status	Action Required	Timescale	Responsible CCM
Other Services				
Support for people with addiction to Alcohol	Currently provided by Addaction due for re-tendering.	Prepare and advertise contract opportunity with a view to contract award by 30 th June.	30 th Jun	Craig Jolly
Carers Support Service	Currently out of contract.	Prepare and advertise contract opportunity with a view to award 31 st Jul 2014.	31 st Jul	Craig Jolly
Wernham House	Currently provided by Aberdeen Cyrenians. Issues with current premises.	Monitor progress on building issues. Ensure contract extension in place pending outcome	30 th Sept	Craig Jolly
I-Connect	Currently no contract in place	Arrange for exemption to tender and put in place contractual arrangements for 2 years.	31 st May	Craig Jolly
Workers Educational Association	Grant funded service with no formal arrangement in place.	Review service specification and issue letter of agreement.	31 st Aug	Craig Jolly

COMMITTEE REPORT CHECKLIST

Name of Committee:	Audit and Risk	
Date of Committee:	26 th June 2014	
Title of Report:	Social Care and Wellbeing Commissioning and Contracts Workplan 2014/15	
Report Number:	SCW/14/XX	
Report Author:	Alison MacLeod, Category Manager for Social Care	
Directorate:	Social Care and Wellbeing	
Date(s) report considered by CMT (if appropriate):		
Is report "exempt" under the Access to Information Act? Please also specify paragraph numbers opposite. Guidance can be found at: http://thezone/cg/DemocraticServices/ct_exemptinfo.asp	Yes/No Not sure! We are not giving any expenditure information but we are naming current providers and the fact that the service may be re-tendered – not all of them will have been consulted on this yet.	
Equalities Impact Assessment included: (also to be submitted to Sandra Bruce sandrab@aberdeencity.gov.uk)	No (not required)	
Report Consultation – Required in terms of Standing Orders Please read the guidance on the Zone: http://thezone/cg/DemocraticServices/ct_Guidance For Report Authors.asp		
	Date of Issue	Date of Response
Elected Members:		
Convener		
Vice Convener		
Council Leader		
Convener of Finance, Policy and Resources		
Local Members (if applicable):		
Officers:		
Jane MacEachran, Monitoring Officer		
Steve Whyte, Section 95 Officer		
Head of Service, Office of Chief Executive		
Legal and Democratic Services (separate from consultation with Monitoring Officer)		
Finance (separate from consultation with s.95 officer)		
Other officers:		
Trade Unions (where applicable):		
External (where applicable):		