

8 September 2014**Agenda Item: 7****REPORT OF THE DEPUTY DIRECTOR FOR ADULT SOCIAL CARE, HEALTH
AND PUBLIC PROTECTION****CARE SUPPORT AND ENABLEMENT UPDATE REPORT****Purpose of the Report**

1. To inform Committee members of the outcome of the Care, Support and Enablement Tender.
2. To seek approval from committee for the recruitment of an additional quality development officer to ensure smooth implementation of the new contracts and quality control of legacy providers.

Information and Advice

3. Care, Support and Enablement services provided supported living and outreach support to younger adults with learning disabilities, mental health issues, autism and physical and sensory disabilities. There are currently 25 providers within Nottinghamshire, the majority of which will continue to deliver services to their current service users following the tender.
4. The tender was to find 4 providers who would act as a core provider in specific geographical areas, taking on all new work in that area and working in partnership with the council to ensure stable, high quality services while delivering cost efficiencies through innovative practice and the promotion of independence.
5. It is expected that the supported living market will continue to grow in Nottinghamshire as people move back from out of county placements, including secure hospitals, and more younger adults move from residential care into supported living.

The Tender Process

6. The tender was advertised in March 2014 and conducted under a two stage process.
7. The first stage required a Pre-Qualifying Questionnaire (PQQ) to be submitted by interested providers, outlining experience to date and confirming the legal and financial standing of their organisation. Shortlisted providers would then be 'Invited to Tender'.
8. A total of 30 applications were received and shortlisted with 10 providers invited to tender.

9. A total of 9 bids were received, all of which were compliant.

10. Bids were assessed by an evaluation panel against award criteria as follows:

- Quality - 80%

A quality threshold of 60% was established for the following sections to ensure a minimum acceptable quality level would be ensured. Failure to achieve the threshold meant that any tender did not progress to the financial evaluation stage:

- Implementation, Business Continuity, Efficiencies and Change
- Management and Staffing
- Service Delivery

The quality section also incorporated a presentation from tenderers.

Service Users and carers were involved in assessing quality.

- Price – 20%

- Price per hour
- Direct Cost ratio (direct staff costs compared to overheads).

- The Outcome

- **Lot 1 – Broxtowe, Gedling and Rushcliffe - Community Integrated Care,**
- **Lot 2 – Bassetlaw - Nottingham Community Housing Association**
- **Lot 3 – Newark and Sherwood - FitzRoy**
- **Lot 4 – Mansfield and Ashfield - United Response**

The Future

11. Existing providers have been asked to sign up to similar terms and conditions as the new 4 core providers in order to ensure that all supported living is working towards promoting independence and reducing the requirement for paid for support.

12. All providers are required to:

- work with service users to develop existing skills and acquire new ones which will enable them to remain in their home and increase their independence
- enable service users, who are able to do so, to make informed choices about the support they receive

- deliver service improvements and innovative ways of working which will deliver a 10% reduction in the cost of providing CSE services over the next 3 years (4% in year one, 4% in year two and 2% in year three). This does not have to apply to each and every package of care but across the whole of the providers work.

13. In order to ensure providers continue to deliver good quality services and any reductions in individuals packages are carefully risk assessed and properly planned for, the department will need to monitor the information the providers send to us and have the capacity to validate this on a spot checking basis.
14. Currently the department has enough quality development officer time to undertake annual quality reviews and respond to immediate quality issues but the department does not have enough to do proactive monitoring.
15. It is therefore proposed that the department recruit to a 2 year temporary post, an additional quality development officer who will be able to work across the 25 legacy providers and the 4 core providers to ensure the new way of working is fully understood by providers and that the quality of services does not reduce as a result.

Statutory and Policy Implications

16. This report has been compiled after consideration of implications in respect of crime and disorder, finance, human resources, human rights, the public sector equality duty, safeguarding of children and vulnerable adults, service users, sustainability and the environment and ways of working and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

Financial implications

17. The 10% saving is already included in a current savings plan but is expected to contribute approximately £2m over the next three years.
18. The additional temporary Quality Monitoring Officer would be recruited on Grade 5, scp 24-28 - £21,067 - £23,945 per annum. This post will be funded for 10% over the period of the contract.

Human Resources Implications

19. The post will be subject to the vacancy control protocol and appointed to on a 2 year fixed term contract.

RECOMMENDATION/S

It is recommended that Committee:

- 1) notes the content of the report

- 2) approves the recruitment of a temporary 2 year post Quality Development Officer Grade 5, scp 24-28 - £21,067 - £23,945 per annum.

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Constitutional Comments (SLB 15/08/2014)

20. Adult Social Care and Health and Public Protection Committee is the appropriate body to consider the content of this report. Changes to staffing structures are subject to HR advice and consultation with the recognised trade unions.

Financial Comments (MM 15/08/2014)

21. The financial implications are contained within paragraphs 16 and 17 of this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- None.

Electoral Division(s) and Member(s) Affected

- All