

**ROTHERHAM BOROUGH COUNCIL – REPORT TO CABINET MEMBER**

<b>1. Meeting:</b>	<b>Cabinet Member for Adult Social Care and Health</b>
<b>2. Date:</b>	<b>20<sup>th</sup> October 2014</b>
<b>3. Title:</b>	<b>Supporting People Floating Support Services Commissioning Intentions</b>
<b>4. Directorate:</b>	<b>Commissioning (NAS)</b>

**5. Summary:**

- 5.1 14 floating support services were previously commissioned through a competitive tender process in 2010-11. Contract commencement was 1<sup>st</sup> April 2011 for 3 years with the option to extend for a further year subject to performance and quality.
- 5.2 These contracts are coming to an end on the 31<sup>st</sup> March 2015.
- 5.3 The current overall cost of the 14 floating support services is c. £1,368,000, with a capacity of 2033 at any one time.
- 5.4 The paper explains the current position of the SP programme, the recent presentation for the internal budget challenge process and details the extension period required to ensure appropriate commissioning actions are taken prior to a tender process for these services.

**6. Recommendations**

**Cabinet Member is asked to:-**

- 6.1 Note the content of the report.**
- 6.2 Approve the extension of contract as detailed in 9.1.**

## 7. Background

- 7.1 14 floating support services were previously commissioned through a competitive tender process in 2010-11. Contract commencement was 1<sup>st</sup> April 2011 for 3 years with the option to extend for a further year subject to performance and quality.
- 7.2 The total annual contract values for all contracts prior to the original tender process in 2010-11 were £1,992,000. An overall saving of £321,000 per annum was made (16%). This was achieved whilst improving the level of service to customers;
- All appropriate floating support services are now accessible to 16 and 17 year olds
  - All mental health floating support services are now accessible to people with autistic spectrum disorder
  - Across all 14 services the total capacity (in units at any one time) has increased from 1995 to 2033. The average number of hours support per week per client ranges from 8 to 4 dependent on need.
- 7.3 Since 2011 the SP team have worked closely with service providers to continue to make efficiencies as a requirement of the yearly budget matrix exercise, contributing to the councils overall deficit.
- 7.4 As at 1<sup>st</sup> April 2014 a further £303,000 savings have been made across the 14 floating support services. With a total spend per annum of £1.368, 000

### Summary of Savings

<b>Spend 2010</b>	<b>Spend 2011</b>	<b>Spend 2014</b>	<b>Total savings</b>
£1,992,000	£1,671,000	£1,368,000	£624,000 (31%)

## 8. Supporting People; Outcomes from Internal Budget Challenge

- 8.1 Commissioning activity to re-tender the floating support services as is, has been suspended in order to ensure that provision reflects the council's requirements to consider all options for effective, efficient, VfM services, that are strategically relevant and only meet the needs of the most vulnerable.
- 8.2 In July 2014 the Supporting People programme was presented under the internal budget challenge process; proposals were made to ensure the councils directives above are achieved as well as ensuring services are not duplicated and promote prevention and early intervention.

8.2 Specific proposals were made in relation to the floating support services. In summary;

1. Consider amalgamation of domestic abuse floating support services to create a hub approach that delivers specialist support to meet the needs of the whole population (considering the specialist needs of different cultural groups, women and men).
2. Consider and agree appropriateness of Public Health funding the Supporting People Substance Misuse floating support service.
3. Analyse current provision of floating support across the remaining client groups, considering needs/demand and gaps in provision. Reconfigure/amalgamate services where appropriate based on evidenced need and identified risk mitigation.
4. Achieve savings of c. £100,000 pa across the services

## 9. Recommendation

9.1 An extension of the current floating support contracts is required for a period of 6 months from 1<sup>st</sup> April 2015 to 30<sup>th</sup> September 2015. This is in order to meet the commissioning actions required including;

- Analysis of current provision (need/demand/gaps analysis)
- Consider options for amalgamation of provision – impact and risk.
- Benchmark with other LAs
- Consultation with providers and service users
- Complete Equality Assessment
- DLT and Cabinet Member for agreement to re-commission services based on outcomes of reviews
- Development of service specifications
- Tender process – PQQ, ITT, Evaluations

9.2 The Procurement Service will support the tender process to ensure all EU regulations and Rotherham MBC standing orders and financial regulations (SOFR's) are adhered to, this Tender opportunity has been programmed into the Procurement work Plan. The process we will be following to carry out this piece of work is the Restricted Procedure, this Procedure is a two stage process which includes a Pre-Qualification Questionnaire (PQQ) to predetermine potential provider(s) and the capabilities in providing a quality service to the authority. Successful Providers will then be invited to complete an Invitation to Tender (ITT). The procedure will be evaluated by Commissioning and Procurement to ensure the most economical advantageous tenderers are awarded for this agreement.

9.3 The timescales for this piece of work will be around 12 months; this is required to facilitate a successful conclusion.

*A summary of actions and timelines is attached as Appendix 1.*

## 10. Finance

10.1 The current total annual contract values for the floating support services is c. £1,368,000.

- 10.2 31% savings have already been achieved through a previous tender process and negotiation with current providers. However, a further c. £100,000 (full year) savings have been identified from September 2015.
- 10.3 The achievement of these savings is subject to successful management of risk when reconfiguring services, completion of tasks in a timely manner in and sufficient resources to appropriate execute these tasks.
- 10.4 There is an indicative savings target of £100,000 from this process across all services, which has been presented following the recent internal budget challenge processes for Supporting People. It is important to note that any savings made will be halved in 2015-16 due to the timetable required and is only an indicative figure at this stage.

## **11. Risks and Uncertainties**

- 11.1 Failure to appropriately assess service provision, analyse need/demand and suitably manage risk/impact to service users will lead to inappropriate services that bring further cost implications to the council through Adult Social Care, Children and Young People's services and Housing.
- 11.2 Failure to appropriately procure services will mean Contract standing orders and Financial Regulations will be breached.

## **12. Policy and Performance Agenda Implications**

SP currently delivers on NI 142 which is in the NAS Service Plan.

Alive:

- NI 142, percentage of vulnerable people supported to maintain their independence.

Services contribute to the Corporate Plan:

- Making sure no community is left behind
- Ensuring care and protection are available for those people who need it the most
- Helping to create safe and healthy communities.

They are also linked to the following Council Strategies;

- Health and Wellbeing Strategy
- Community Strategy
- Medium Term Financial Strategy
- Prevention Strategy
- Housing strategy

## **12. Background Papers and Consultation**

Information can be viewed on request;

- Action Plan for Floating Support Service 2014-15

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## Appendix 1

### Procurement Time Table – regarding - Domiciliary Care Services – Contract ending 31<sup>st</sup> March 2015

Objective	Action	Lead Officer	Stakeholders	Resources	Date
Achieve NAS directorate and political approval to extend appropriate floating support contracts for 6 months	Submit a DLT/cabinet paper informing of the necessity to extend prior to procurement/commissioning of the floating support services.	Claire Smith Commissioning Manager	<ul style="list-style-type: none"> <li>• DLT</li> <li>• Strategic Commissioning Team</li> <li>• Cabinet Members</li> </ul>	Officer Time	September to October 2014
<p>Current demand profile, gaps analysis and service activity reviewed.</p> <p>Consideration of remodelling service areas</p> <p>Completion of equality assessments</p> <p>Final decisions on shape of services moving forward</p>	<p>Collect appropriate information from providers/key stakeholders to inform analysis of services.</p> <p>Communicate to existing providers the intention to extend contracts and go to tender on services they are providing.</p> <p>Involve providers in events to inform about personalised outcome focused approach.</p>	<p>Claire Smith Commissioning Manager</p> <p>Supported by Kay Nicholes, Wendy Russell, key stakeholders across service areas and providers.</p>	<ul style="list-style-type: none"> <li>• Strategic Commissioning Team</li> <li>• Providers Independent Sector/Voluntary and Community Sector</li> <li>• VAR</li> <li>• Procurement Initiative Team</li> <li>• MH/RDASH</li> <li>• Health</li> </ul>	Officer time	September to December 2014

<b>Objective</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Stakeholders</b>	<b>Resources</b>	<b>Date</b>
Complete First Stage Tender	Develop Pre-Qualification Questionnaire (PQQ) which covers all floating support services for tender  Agree method of tendering	Claire Smith Commissioning Manager  Procurement Category Manager	<ul style="list-style-type: none"> <li>Strategic Commissioning Team</li> <li>Procurement Service</li> </ul>	Officer time	December 2014
Publish The PQQ document	Publish the PQQ via the YORtender system, open to any suppliers in the EU.	Procurement Category Manager	<ul style="list-style-type: none"> <li>Strategic Commissioning Team</li> <li>Procurement Service</li> </ul>	Officer Time	December 2014
Discount potential tenders unlikely to meet requirements	Utilising Pre-Qualification Questionnaire (PQQ), establish the initial suitability of a tenderer and rule out any tenderer unlikely to meet the requirements of the tender.  Carry out quality checks  Carry out Financial Checks	Claire Smith Commissioning Manager  Procurement Category Manager	<ul style="list-style-type: none"> <li>Procurement Initiative Team</li> <li>Financial services</li> <li>Legal team</li> </ul>	YORtender  Procurement Service  Initiative Team  Financial services  Officer Time	<b>Allow minimum of 30 Days</b>  Deadline for submission  Complete by end Feb 2015
<b>Objective</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Stakeholders</b>	<b>Resources</b>	<b>Date</b>
Write Service specification	Write an outcome based service specification for each service area to improve the quality and level of personalisation of service delivery/ the need to produce	Claire Smith Commissioning Manager  Supported by Kay Nicholes	<ul style="list-style-type: none"> <li>Service users/Carers</li> <li>Service quality Team</li> <li>Performance Team</li> </ul>	Officer Time	December to Feb 2015

	efficiency gains /the need to achieve value for money consulting with internal/external stakeholders.		<ul style="list-style-type: none"> <li>• Legal team</li> <li>• Key partners</li> </ul>		
<b>Objective</b>	<b>Action</b>	<b>Lead Officer</b>	<b>Stakeholders</b>	<b>Resources</b>	<b>Date</b>
Write the Invitation to Tender (ITT)	Write the ITT including the method statements, T&Cs and specification.	Procurement Category Manager	<ul style="list-style-type: none"> <li>• Strategic Commissioning Team</li> <li>• Procurement Service</li> <li>• Legal Team</li> </ul>	Officer Time	December to Feb 2015
<b>Objective</b>	<b>Action</b>	<b>Lead Officer</b>	<ul style="list-style-type: none"> <li>• <b>Stakeholders</b></li> </ul>	<b>Resources</b>	<b>Date</b>
Invite potential bidders to tender	Issue Tender Documents under restricted tendering arrangements  Issue Tender Close Date	Claire Smith Commissioning Manager  Procurement Category Manager	<ul style="list-style-type: none"> <li>• Procurement Service</li> <li>• Legal team</li> </ul>	YORtender  Initiative Team  Officer Time	March 2015  <b>Allow minimum of 35 days</b>
Receive Bids	Prepare documents  Arrange tender evaluation panel dates/rooms  Invite organisations to attend Clarification Meetings	Claire Smith Commissioning Manager  Procurement Category Manager	<ul style="list-style-type: none"> <li>• Procurement Service</li> <li>• Housing</li> <li>• Health</li> <li>• RDASH</li> <li>• Probation</li> <li>• ASC</li> </ul>	Initiative Team  Officer Time  Commissioning Support Officer	End April 2015
Evaluate Bids	Evaluate bids per service	Claire Smith Commissioning	<ul style="list-style-type: none"> <li>• Service Users/Carers</li> </ul>	Initiative Team	Early June 2015

		Manager Procurement Category Manager	<ul style="list-style-type: none"> <li>• Procurement Service</li> <li>• Financial Services</li> <li>• As above (Kay Partners)</li> </ul>	Officer Time Commissioning Support Officer	
Cabinet Members/ Approval	Paper to DLT/Cabinet outlining the decision	Claire Smith Commissioning Manager	<ul style="list-style-type: none"> <li>• Cabinet Members</li> <li>• NAS DLT</li> </ul>	Officer Time	June to July 2015
Feedback to Unsuccessful Bidders	Write detailed de-brief letters to successful and unsuccessful suppliers	Claire Smith Commissioning Manager  Procurement Category Manager	<ul style="list-style-type: none"> <li>• Procurement Service</li> <li>• Strategic Commissioning Team</li> </ul>	Initiative Team  Officer Time	July 2015
Select Provider	Issue Contract Award notice observing the stand still period.	Claire Smith Commissioning Manager  Procurement Category Manager	<ul style="list-style-type: none"> <li>• Council Members</li> </ul>	Initiative Team  Officer Time	July 2015  7 days
Due Diligence	Stand still Period	Procurement Category Manager	<ul style="list-style-type: none"> <li>• Bidders</li> <li>• Procurement Service</li> </ul>	Officer Time	<b>10 DAYS</b>



Contract commencement	All contracts to be ready and signed	Claire Smith Commissioning Manager  Procurement Category Manager	<ul style="list-style-type: none"><li>• Providers</li><li>• Legal Team</li></ul>	Officer time	1 <sup>st</sup> October 2015
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