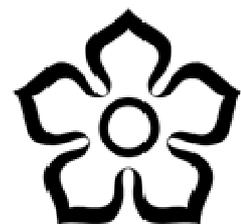


Report to Scrutiny Commission

Adult Social Care Scrutiny Commission
Date of Commission meeting: 7th November 2013

Domiciliary Support Services
Lead Director: Tracie Rees



Leicester
City Council

Useful Information:

- Ward(s) affected: All
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- Version V. Draft 1.0

1. Summary

This report provides a response to a number of questions asked by the Scrutiny Commission in relation to the re-procurement of Adult Social Care Domiciliary Care services. The re-procurement exercise was concluded in September 2013.

2. Recommendation(s) to scrutiny

To note the responses to the questions.

3. Main Report**3.1 Background**

The previous contracts for domiciliary care services for vulnerable groups including older people, people with physical, mental, sensory impairment, acquired brain injury and learning disabilities commenced in January 2009 with 13 Citywide generic and specialist block contracts to deliver this. These contracts ran until 20th October 2013, following a re-procurement exercise.

3.2 Question – How did the procurement exercise proceed and how many organisations applied?

Response: The procurement process for the new domiciliary support service commenced in October 2012.

Stage 1. Was the Pre-Qualification Questionnaire (PQQ), which was concluded in accordance with the Council's tendering procedure, of the 71 bidders who submitted PQQ, 63 met the criteria and were invited to Stage 2.

Stage 2. Invitation to Tender (ITT) (ITT attached in Appendix A).

Stage 3. The Invitation to Tender was sent to the 63 providers who were successful at the PQQ stage and in response to this, 44 submissions were received.

3.3 Question - What was the Award Criteria and were previous evaluations considered when making decisions?

Response: The full award criteria are set out in the ITT at Appendix A (page 9). 44 bids were evaluated in accordance with the following award criteria in descending order of importance:

- Quality 80%
- Price 20%

Qualified and experienced officers from Commissioning, Care Management, Service Contracting and Procurement Unit and Legal Services undertook an extensive evaluation of the bids, which included the assessment of responses regarding the structure of their workforce, training requirements, policies and procedures, service monitoring and continuous improvement and user focussed service delivery arrangements. This included their ability to deliver services to Leicester's diverse communities, as all new services must be able to meet the needs of the BME community in Leicester.

The Council's Risk Management Section assessed the bidders' financial viability in accordance with the tender documentation.

3.4 Question – How many of the existing providers have been awarded a new contract?

Response: Following the approval of the award of contract by Lead Member, the framework agreements for the provision of domiciliary support services were agreed in four Lots as detailed in the table below. This also shows the number of current providers who were successful on the framework:

Lot	Service Type	Main Providers	Of which Current Provider	Reserve	Of which Current Provider
1	Generic Domiciliary Support Services	15	9	5	0
2	Specialist Domiciliary Support Services	3	0	3	2
3	Acquired Brain Injury (ABI) Domiciliary Support Service	1	0	1	1
4	Extra Care Services at Danbury Gardens	1	0	1	0

Note: Reserve Framework

As part of the tender process, the Council established a Reserve Framework in respect of each Lot. The Council reserves the right to use the reserve list in certain circumstances, for example when there are no main providers available to take a package of care, following the application of the 'call off' procedures under the Framework Agreement.

The new Framework Agreement sees an increase in the number of providers across the four lots, therefore providing additional choice and control for service users.

3.5 Question – Are the new providers covering certain areas of the city?

Response: There is a good mix between national and local providers, small and large. Coverage of the new arrangements is City Wide and this will be monitored

through contract compliance.

3.6 Question – Do the new contracts include 15 Minute Calls

Response: About 6% of our current commissioned calls are of 15 minutes duration. The Council has committed that it will not commission 15 minute calls under the new arrangements and that the current 15 minute calls will be reviewed at the next annual review of the service user and phased out.

The minimum time a call will be commissioned for in the new arrangements will be 30 minutes. Adherence to commissioned calls will be monitored through the Electronic Care Monitoring systems that are a requirement of the contract.

3.7 Question – What is the staff establishment of the new providers?

Response: We do not ask providers to stipulate how many staff they have within their organisation. However, the service specification identifies and describes the standard of support that Leicester City Council requires from providers to deliver a high quality domiciliary support service to vulnerable adults. The specification is an integral part of the contractual arrangements and provides the criteria by which service quality, efficiency and effectiveness will be monitored and evaluated by the Council.

A new requirement in this contract is that the Provider is expected to undertake an annual self-assessment to inform the Council's Quality Assurance Framework (QAF). All providers will have an annual quality assessment and compliance review by the Council using the QAF which looks at both performance and compliance to the contract but also takes much wider view about the quality and how people experience the service; this involves meeting and taking the views of staff and service users and their carers regarding the service.

All contracted providers are required to register with the Skills for Care National Minimum Data Set (NMDS) and are required to complete a NMDC-SC organisational record also to complete individual NMDC-SC worker records for a minimum of 90% of its total workforce.

3.8 Questions - Is there a specific focus on ethnic communities?

Response: The contract also requires the provider to ensure an appropriate match between the service user and the care worker, service users can choose their preferred provider and where they do not choose, the closest match to their requirements is sought from all eligible providers. This ensure the cultural needs and preferences of service users are met.

4. Financial, legal and other implications

4.1 Financial implications

The 13/14 budget for domiciliary support services includes approximately £560k for price inflation. This reflects £200k under the corporate inflation rate of 1.75%, plus a further £360k growth which was included in the expectation that the contract cost

would increase by more than the corporate rate of inflation. The changes to the contract outlined in this report, including the move to a 30-minute minimum call time, are expected to result in additional annual costs of £260k, which is within the budgetary envelope for price inflation.

Rod Pearson – Head of Finance, Adult Social Care

4.2 Legal implications

Legal advice was sought throughout the procurement exercise. The Framework Agreements for Lots 1-3 will be issued shortly. For Lot 4, Legal Services have been instructed to extend the current contract up to February 2014 for the transitional period. Therefore, the Framework Agreement for Lot 4 will not commence until February 2014.

Nimisha Ruparelia - Commercial Contracts Solicitor

4.3. Climate Change implications

One of the method statements required by potential contractors was specifically targeted at sustainability. Overall, the response by providers was encouraging and in some cases excellent with providers already having or working towards an appropriate industry standard. These responses should be taken into account when choosing a provider.

Chloe Hardisty (Senior Environmental Consultant)

4.4 Equality Impact Assessment

An EIA was completed as part of the commissioning process. Further an additional 2,000 hours are expected to be commissioned through the new Frameworks.

5. Background information and other papers:

None

6. Summary of appendices:

Appendix A , ITT

7. Is this a private report?

No