

Adult Social Care Scrutiny Commission

Re-Procurement of Direct Payments Support Service

Lead Director: Steven Forbes

Date: 20th March 2018



City Mayor

Useful information

- Ward(s) affected: All
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- Report version number: 1

1. Purpose

1.1 To provide the Adult Social Care Scrutiny Commission with an overview of the re-procurement of the Direct Payment Support Service framework.

2. Summary

2.1 The Direct Payment Support Services (DPSS) is commissioned to provide support to people assessed with eligible needs under the Care Act 2014 and who qualify for and choose direct payments to purchase and manage their care, but need support to use the Direct Payment. DPSS provides the following elements:

- Support to recruit personal assistants
- Providing payroll services
- Management of customers direct payments
- Provision of employment support and advice

2.2 The current framework agreement (which commenced in 2014) provides service users with a choice of four providers; The Rowan organisation, Rosekel Resourcing, the Enham Trust and Mosaic. This framework agreement is due to expire in March 2018.

2.3 Following a competitive procurement exercise, a new framework has been established for four years from 1st April 2018; the successful bidders are Mosaic and Purple Conversation. Service users who currently receive a DPSS from the Rowan Organisation, the Enham Trust or Rosekel Resourcing will be transferred to either Purple Conversation or Mosaic by 1st April 2018. There are currently 712 service users receiving a DPSS from Enham, 27 from Rosekel and 42 from the Rowan Organisation.

2.4 The Council has written to all service users, or their nominated representatives, who are affected by the change, so they can make a choice as to which provider they wish to provide their DPSS. If a service users does not express a preference the Council will allocate their account to either Mosaic or Purple Conversation. Service Users were informed about the changes at the end of January 2018.

3. Recommendations

3.1 The ASC Scrutiny Commission is recommended to note the report and to provide any feedback.

4. Report

- 4.1 Leicester City Council commenced a competitive procurement exercise in summer 2017 to ensure that a new Direct Payment Support Service (DPSS) framework is in place from 1st April 2018. The current framework ends on 31st March 2018.
- 4.2 Leicester City Council performs well in respect of the proportion of people using services who receive a direct payment coming 7th out of 152 local authorities and 4th out of 9 East Midlands local authorities. The Direct Payment Support Service commissioned by Leicester City Council increases the total number of service users who are able to utilise direct payments to pay for their care.
- 4.2 Following the competitive tendering process, two providers, Mosaic and Purple Conversation were awarded a contract on the framework agreement. There are 781 current DPSS service users that will be transferred to either Mosaic or Purple Conversation by 1st April 2018. Leicester City Council are working with the three outgoing providers to ensure that all service users accounts are reconciled by the start of the new contract.
- 4.3 Mosaic: Shaping Disability Services are a local third sector organisation and are one of the providers on the current framework. Mosaic are the only current provider that will be on the new framework from April 2018. They have an established track record of providing DPSS and also provide other services to vulnerable service users including, but not limited to, advocacy, counselling, information and employment services. They were established in 1898 and have been based in Leicester and Leicestershire since inception.
- 4.4 Purple Conversation are a new organisation to Leicester and were formally known as the Essex Coalition of Disabled People. They describe themselves as “a user led disability organisation which provides a range of support for disabled people including support planning, payment and payroll services and independent advice”. They currently provide a DPSS service in a range of locations around England, including on behalf on Cambridgeshire County Council. Purple Conversation are the top ranked provider on the new framework. They have recently secured an accessible City centre office base on St George Street suitable for 6 members of staff and with a dedicated one to one room for service users and will have access to the office from 1 March 2018.

5. Details of Scrutiny

4.1 None to date

6. Financial, legal and other implications

6.1 Financial implications

There are no direct financial implications arising from this report. For information the annual

contract spend on DPSS is approximately £600k.

Martin Judson, Head of Finance

6.2 Legal implications

The framework contract awarded to Purple Conversation has been signed and completed on 17 January 2018.

A copy of the framework agreement was sent to Mosaic for execution on 11 December 2017. Mosaic are yet to return the signed framework agreement and I understand that this is being chased by the contract manager. The Mosaic framework needs to be completed asap.

Instructing officers have very recently instructed legal services to extend the contracts for Rowan Organisation, the Enham Trust and Rosekel Resourcing to 29 April 2018 to facilitate a smoother transition of existing service user's to the new framework provider's and end of year financial activities.

Nilesh Tanna, Solicitor (Commercial, Property and Planning) extension 371434

6.3 Climate Change and Carbon Reduction implications

There are no significant climate change implications associated with this report.

Mark Jeffcote, Environment Team

6.4 Equalities Implications

Under our Public Sector Equality Duty, when making decisions, the decision maker must be clear about any equalities implications of the course of action proposed. In doing so, it must consider the likely impact of those likely to be affected by the recommendation; their protected characteristics; and (where negative impacts are anticipated) mitigating actions that can be taken to reduce or remove that negative impact. It is important the transition to the new providers is a smooth process for the service users or their nominated representatives. Need to ensure robust monitoring systems are in place with the new providers to support direct payment recipients.

Sukhi Biring, Equalities Officer

7. Background information and other papers:

None

8. Summary of appendices:

None