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CARE SERVICES PORTFOLIO HOLDER BRIEFING

Meeting to be held on 23 September 2015

This item will only be debated if a member of the Committee requests a discussion be held, in which case please inform the Clerk 24 hours in advance indicating the aspects of the information item you wish to discuss. In addition, questions on the briefing should also be sent to the Clerk at least 24 hours before the meeting.

13. QUESTIONS ON THE INFORMATION BRIEFING

The Briefing comprises:

- 1 **CONTRACT MONITORING ACTIVITY UPDATE** (Pages 3 - 16)
- 2 **COMPLAINTS ANNUAL REPORT 2014/15** (Pages 17 - 34)

Members and Co-opted Members have been provided with advanced copies of the briefing via email. The briefing is also available on the Council website at the following link:

<http://cds.bromley.gov.uk/ieListMeetings.aspx?CId=559&Year=0>

Printed copies of the briefing are available upon request by contacting Graham Walton on 020 8461 7743 or by e-mail at graham.walton@bromley.gov.uk.

Copies of the Part 1 (Public) documents referred to above can be obtained from
<http://cds.bromley.gov.uk/>

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London Borough of Bromley

PART 1 - PUBLIC

**Briefing for Care Services Policy Development and Scrutiny Committee
Wednesday 23 September 2015**

ECHS CONTRACT ACTIVITY REPORT 2015/16

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Chief Officer: Lorna Blackwood, Assistant Director, Commissioning, Education, Care & Health Services

1. SUMMARY

- 1.1 Policy Development and Scrutiny (PDS) Committees review the contract registers and contractual activity of all portfolios. This report outlines current contractual activity in Care and Health Services and sets out plans for activities to be undertaken between October 2015 and March 2016. This report covers all contracts for Children's and Adults' Social Care and Housing contracts; Education contracts are reported separately to the Education PDS Committee.
- 1.2 Appendix 1 provides detailed information about the history of each of the 90 Care Services contracts with a value of more than £200,000.
- 1.3 20 contracts are due to expire during the next six months. Commissioners have already considered the actions required as a result of the contracts which appear on the register and a programme of work is in place to ensure that pre-tender planning and procurement processes will be completed on time and reported as required. This work will result in a number of significant contract awards which will be reported to the Portfolio Holder and Executive as appropriate.

2. THE BRIEFING

- 2.1 The Executive and Resources Policy Development and Scrutiny (PDS) Committee has recommended that the PDS Committee for each Portfolio reviews the contracts register associated with that portfolio. This report covers activity to be undertaken between October 2015 and March 2016.
- 2.2 Appendix 1 shows 90 Care Services contracts with a value of more than £200,000. It also gives information about the history of each contract.
- 2.3 20 contracts are due to expire during the next six months. Commissioners have already considered procurement options and reported these to Members as appropriate. Action plans have been drawn up for all contracts and a programme of work is in place to ensure that pre-tender planning and procurement processes will be completed on time. This work will result in a number of significant contract awards and/or extension

requests which will be reported to the Portfolio Holder and Executive in accordance with financial regulations.

2.4 Major contracts that have been recently awarded are listed below:

- ❖ Substance Misuse Services for Adults and Young People
- ❖ Adult Learning Disability Direct Care Services

2.5 Significant tender exercises or extension requests that will be progressed during this period are shown below:

Contract	Approximate Annual Contract Value £000
Housing IT Systems	£150
Learning Disabilities Supported Living Services– Realignment and ‘Bundling’ of Various Services	£2,100
Tenancy Sustainment Services – Young People	£463
Tenancy Sustainment Services – Women in Refuges	£106
Direct Payments – Payroll & Support Services	£85
Services for Blind People	£130
Public Health Framework (extension)	£800
General Practitioners Service Level Agreements (extension)	£560
Support in Extra Care Housing Units	£1,190
Older People Nursing Beds	£2,000

2.6 Public Health has contractual arrangements with a total value of £14m contained within a longer term contract with Bromley Healthcare which has been extended until March 2017. Officers are currently working with colleagues in Public Health and in other London boroughs in order to establish how to minimise the duplication of work across boroughs and maximise value in these contracts.

2.7 The Procurement Team has developed and adopted a work plan based on work arising from all contracts due to expire during the next three years. It also outlines the strategy to be adopted for commissioning, the responsible commissioner and key milestones. A traffic light mechanism is used to assess the current status of each project and any projects with red status are reported to fortnightly divisional management team meetings and quarterly to the ECHS Departmental Management Team. A red status to a project might be allocated for example when there is slippage in a project timeline resulting from an unexpected lack of interest from the market for a tender. Commissioners and Procurement and Contract Compliance staff implement recovery plans for projects with red status alerts in order to ensure that the department operates within financial regulations.

2.8 The Contract Compliance Team is responsible for ensuring that all contracts are monitored. The level of monitoring undertaken is decided on the basis of a risk

assessment which takes into account the vulnerability of users, previous performance, complaints, safeguarding issues raised and contract value. Monitoring is proportionate to the size of the contract and risk, therefore ensuring that resources are allocated appropriately. The team is also responsible for ensuring that regular performance information is received, analysed and reported to relevant commissioners and making regular visits to services to ensure that they are delivering high quality services at best value. The team also facilitates regular provider forums in order to engage with the supplier market.

2.9 The new Public Contracts Regulations 2015, which put EU Directives into UK law, has meant significant changes to tendering exercises undertaken within ECHS. The distinction between Part A Services (which were subject to the full rigour of the EU procurement rules) and Part B Services (including education, care and health services, which only required a Contract Award Notice to be published at award stage for service contract above £172k) has been removed – Education Care and Health services (as identified in the Regulations) are now covered by the ‘Light Touch Regime’ (LTR). This change has required:

- staff in the ECHS Procurement Team being trained on the new regulations and associated guidance, in liaison with Corporate Procurement, and
- changes to the Council’s own Contract Procedure Rules and Financial Regulations, on which refresher training for the team will be required.

2.10 The ECHS Procurement and Contract Compliance Team also continually works with Corporate Procurement to look at the opportunities around joint contracting. As well as developing our own frameworks that are available to other named boroughs to use, we also use frameworks developed by other Councils or public bodies where these provide appropriate services and avoid procurement activity.

2.11 The ECHS Procurement Team always employs the most effective method for procuring services, depending on the particular procurement exercise. The current market testing of Adult Social Care Learning Disability Services has been run using a competitive dialogue process, and is being considered for a forthcoming procurement of Tenancy Sustainment Services for Young People. This process is more suitable for complex procurement projects where different options can be tested and developed as the process proceeds.

3. FINANCIAL AND LEGAL IMPLICATIONS

3.1 There are measures in place to ensure that procurement processes are rigorously adhered to. All Gateway reports where the contract value is above £500k are considered by a Council-wide Commissioning Board

3.2 Procurement and Contract Compliance work is carried out in accordance with the Council’s Financial Regulations and Procurement Rules. Where appropriate procurement exercises are undertaken in accordance with EU regulations.

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APPENDIX 1
CARE SERVICES PDS

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
Contract-030579	ecm_3466	Learning Disabilities - Jobmatch	Bromley Mencap	60	5	30-Sep-15	£431,570	£86,314	2	£172,628	£86,314	£86,314	£0	1 year extension approved to 30 Sep 2014 (Director 25 Sep 2013). 1 year extension approved to 30 Sep 2015 (Director 11 Aug 2014). Service incorporated into new contract for Learning Disability Services - starts Oct 15. (History: New Contract agreed via waiver for 3 years 1/10/10 to 30/9/13 (£258,942) with option to extend for 2 years. Original contract 1/4/04 to 31/3/07 with option to extend up to 2 yrs. Extension 1 yr 2007/8 £151,670, and further year 2008/9 £151,670). Contract allows for CPI increases, however CPI not approved to date
Contract-051752	ecm_3368	Learning Disabilities - Day Services for People with Learning Disabilities at Nash College, Next Step Programme	Nash College	24	2	16-Oct-15	£212,800	£91,200	1	£60,800	£120,600	£120,600	£0	Waiver approved by Director 04 Dec 2013. Variation approved by Director 12 May 2014 for 2 additional clients. Included in report on LD Market Testing to July Executive. Future contract/transition arrangements currently under discussion.
Contract-031828	ecm_3442	Adults - Bromley Women's Aid Women's Refuge Domestic Violence	Bromley Women's Aid	60	5	31-Dec-15	£1,378,000	£318,000	1	£424,000	£212,000	£212,000	£0	2014/15 reduction in budget (from £318,000) due to successful price negotiations with contractor. Executive approval received (12 June 2013) for 2 year extension to Dec 2015. Gateway Review Report approved by Care Services PDS 23 Jun 2015 (report CS15018) for new 3 year contract with option to extend for up to a further 2 years. Tendering is underway.
Contract-049887	ecm_3438	Older People - Nursing Beds (PF and EMI)	Mission Care	36	3	01-Jan-16	£6,428,862	£2,142,954	0	£0	£2,142,954	£2,142,954	£0	Tender advertised w/c 13/8/12. Following poor response Executive gave approval to negotiate a new contract on 24/10/12. Contract negotiated and commenced 2/1/13. Contract period is 3 years with option for 2 x 1 year extensions, with authority delegated to Director and PH. Report to be prepared to request 1 year extension available under the contract (1 further year available).
Contract-052179	ecm_3401	Public Health - Framework for Various Public Health Services	Alere Boots Bromley Healthcare Mytime Active Paydens Pharmabbg Positively UK Slimming World Solutions 4 Health Source Bioscience Terrence Higgins Trust The Doctors Lab The Metro Centre To Health Weight Watchers	24	2	02-Mar-16	£1,600,000	£800,000	0	£0	£800,000	£800,000	£0	Framework approved by Executive 12 Feb 2014; addendum to Category K approved by Executive 02 Apr 2014. Framework period is 2 years with 2 years extension available. Report being prepared to September Exec to request 2 year extension available under the framework.
Contract-033683	ecm_3611	Older People - Care Services at Crown Meadow Court (Extra Care)	Mears Care Ltd	60	5	24-Mar-16	£3,112,571	£444,653	0	£0	£444,653	Dependent on usage	£0	Contract approved by Exec 01 Sep 2010 (report ASC10050) following tender. CPI not approved to date. Report to be prepared under delegated authority to request extension (2 years available under the contract). Report will be going to the PH in September.
Contract-033714	ecm_3612	Older People - Housing Related Support at Crown Meadow Court (Extracare)	Hanover Housing Association	60	5	24-Mar-16	£295,786	£43,244	0	£0	£43,244	£43,244	£0	Contract approved by Executive 01 Sep 2010 (report ASC10050). Figures are inclusive of rent. 2012/13 = £38,409; no increase for 2013/14; increase to £43,244 for 2014/15. Report to be prepared under delegated authority to request extension (2 years available under the contract). Report will be going to the PH in September.
Contract-050796	ecm_3617	Public Health - Smoking and Tobacco - Bromley Stop Smoking Service	Bromley Healthcare Community Interest Company Ltd	60	5	31-Mar-16	£1,924,150	£394,000	0	£0	£384,830	£384,830	£0	Public Health contract (Category B/D) transferred to LBB via Transfer Scheme. Contract is for 5 years. Will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare.

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
Contract-050797	ecm_3618	Public Health - Children 5-19 - School Nursing Programme	Bromley Healthcare Community Interest Company Ltd	60	5	31-Mar-16	£4,513,760	£889,000	0	£0	£957,760	£957,760	£0	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Budget value based on projected service usage levels for 2014/15 and includes Estate costs (inc. additional overhead costs once Public Health transferred to LBB) with potential for partial CQUIN charge (to be finalised). Service will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare.
Contract-050798	ecm_3614	Public Health - National Child Measurement (NCMP)	Bromley Healthcare Community Interest Company Ltd	60	5	31-Mar-16	£1,317,640	£234,000	0	£0	£307,820	£307,820	£0	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Budget value based on projected service usage levels for 2014/15 and HENRY element of BHX contract. Service will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare.
Contract-052575	ecm_3275	Mental Health - Respite at Home Services	Bromley & Lewisham Mind	24	2	31-Mar-16	£283,676	£122,678	2	£160,998	£160,998	£160,998	£0	Waiver approved by CS PDS for 1 year contract. 1 year extension approved by CS PDS 04 Mar 2015 (report no. CS14135), includes increase of £17,322 due to demand for specialist dementia respite. Variation approved (AD 29 Jun 2015), adding £20,998 pa. Gateway report to establish a framework for respite care will be taken to PDS in September 2015.
Contract-052576	ecm_3279	Older People - Respite at Home Services	Carers Bromley	24	2	31-Mar-16	£200,408	£100,204	1	£100,204	£100,204	£100,204	£0	Waiver approved by CS PDS for 1 year contract. 1 year extension approved by CS PDS 04 Mar 2015 (report no. CS14135). Gateway report to establish a framework for respite care will be taken to PDS in September 2015.
Contract-050086	ecm_3361	General - Independent NHS Complaints Advocacy Service	VoiceAbility	36	3	31-Mar-16	£211,320	£70,440	1	£70,440	£70,440	£70,440	£0	Contract approved from Hounslow Framework. 1 year extension approved to 31 Mar 2016 (CS PDS report CS14105) 04 Dec 2014. A further extension is proposed prior to going out to a joint tender.
Contract-016229	ecm_3636	Software Licence - Social Care Information System	OLM Systems Ltd	119	9.91666667	31-Mar-16	£1,572,117	£169,033	0	£0	£169,033	£169,033	£0	Contract is for software licence which will continue as required. System requirements reviewed in Oct 2014 with a view to continue using Carefirst until 2018 (following review of platform upgrade and implementation of Care Act/ integration changes. Procurement options paper to be presented to the Corporate IS & Commissioning Board Sept/ Oct 15.
Contract-052571	ecm_3298	Public Health - Sexual Health - GUM Service - Advice, Screening and Treatment	Guys and St Thomas	24	2	31-Mar-16	£248,000	£124,000	1	£124,000	£124,000	£124,000	£0	Public Health contract (Category C) transferred to LBB via Transfer Scheme. Local authorities are mandated to commission GUM services based on open access. These are non-contractual out of area GUM services accessed by Bromley residents and will need to continue. Will continue to contract these services as part of the wider acute contract through CCG; Section 75 Agreement signed to formalise this. CS PDS approval to continue arrangements 11 Nov 2014 (report no. CS14101).
Contract-052572	ecm_3297	Public Health - Sexual Health - GUM Service - Advice, Screening and Treatment	King's Healthcare Partnership	24	2	31-Mar-16	£2,600,000	£1,300,000	1	£1,032,210	£1,032,210	£1,032,210	£0	Public Health contract (Category C) transferred to LBB via Transfer Scheme. Following Members' approval, Bromley participates in the London GUM Commissioning Collaborative. Under the agreement, GUM Contracts are negotiated and entered into by the local Lead Authority to secure provision of GUM services to all Councils (26 boroughs) in the Collaborative. The collaboration covers all London GUM providers, and negotiation is still on going. CS PDS approval to continue arrangements 11 Nov 2014 (report no. CS14101).
Contract-053076	ecm_3290	Public Health - GP SLAs	General Practitioners	24	2	31-Mar-16	£1,020,000	£560,000	1	£560,000	£560,000	£560,000	£0	SLA arrangement with 45 GP Surgeries in Bromley. Gateway Review approved by Executive 12 Jun 2013 (Item 193). Report on Public Health Commissioning to Executive 26 Nov 2014 (report CS14101), approved the continuation of SLA arrangements for 2015/16.
Contract-049976	ecm_3497	Supporting People - Learning Disabilities	Fitzroy Support Service	36	3	31-Mar-16	£359,793	£119,931	0	£0	£119,931	£119,931	£0	Exemption agreed by Portfolio Holder on 12 Mar 2013 for 3 years commencing 01 Apr 2013. Report to Care Services PDS in Sep 2015 with procurement options. Contract to be varied on the basis of reduced hours.
Contract-053853	ecm_3395	Learning Disabilities - Day Services for People with autism and challenging behaviour at the Jubilee Centre	Burgess Autistic Trust	24	2	31-Mar-16	£314,718	£157,359	0	£0	£157,359	£157,359	£0	Waiver approved for 2 year contract by CS PDS 11 Mar 2014 (Item 176). Service part of contract discussions, currently being developed under Competitive Dialogue Process. Future contract/transition arrangements currently under discussion.

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
N/A	ecm_21608	Children's - Early Intervention and Prevention Services - BCP Approved Provider List 2015/16	Academy Training and Consultancy Ltd; Advocacy for All; Be Totally You; Behaviour Matters; Boogie Mites UK Ltd; British Red Cross; Bromley Adult Education College; Bromley Healthcare Community Interest Company Ltd; Bromley Mencap; Bromley Women's Aid; Bromley Y; Burgess Autistic Trust; Child Communication; Chrysalis Art Psychotherapy; CXK; Diving for Development Ltd; DSM Assessment & Training; Fleet Education Services Ltd. T/A Fleet Tutors; Greenwich Association of Disabled People (GAD); Gymboree Bromley; JudyK; Little Fingers Baby Classes; Maria Ako; National Childbirth Trust; New Beginnings Care Ltd; Oxleas NHS Foundation Trust; Pre-School Learning Alliance; Prostars Football School; Relate London SE; Reprezent	12	1	31-Mar-16	£219,290	£219,290	0	£0	£219,290	Dependent on usage	£0	The Approved List is refreshed each December and re-tendered Feb/Mar. Current provision is provided via BCP Preferred Provider List of 43 organisations, approved by AD 22 Apr 2015. Services are commissioned for no longer than one year as required, with values below the £200k threshold. Commissioning is revised to match the annual budget. 2015/16 budget dependent on service usage.
Contract-030542	ecm_3469	Learning Disabilities - Supported Living at Devonshire Road	Certitude Support	42	3.5	25-Apr-16	£1,881,527	£344,579	2	£845,056	£344,579	£311,797	-£32,782	Contract approved following tender. On 31st March 2010 Exec approved the Contract award with delegated authority to extend for up to 2 yrs to the Director in consultation with the Portfolio Holder. Extension approved by Director (10 Sep 2013) to 10 Oct 2015. Projected underspend due to negotiated reduction with provider. Contract allows for CPI increases, however CPI not approved to date. Report approved by CS PDS 21 Jan 2015 (item 67a) , to extend for 6 months, to enable this scheme to co-terminate with the other Certitude schemes (173 & 182 Crofton Road) so that we can tender all of these as a block for 25 April 2016 change. Gateway Report approved by Care Services PDS 23 June 2015 (Report CS15913) to commence the tendering process for the 3 Certitude schemes. Tenders due to return October 2015 and contract award scheduled for February 2016.
Contract-035948	ecm_3467	Learning Disabilities - Supported Living at 173 Crofton Road	Certitude Support	60	5	25-Apr-16	£1,016,154	£338,718	1	£612,686	£338,718	£306,343	-£32,375	Contract approved following tender. 3 year contract, with 2 years extension option; extension approved by Director 18 Feb 2014. Projected underspend of £32.k for 2014/15 due to negotiated reduction with provider in exchange for 2 year contract extension & additional savings forecast. CPI not approved. Extension option agreed by PH; to co-terminate with 182 Crofton Road scheme. Gateway Report approved by Care Services PDS 23 June 2015 (Report CS15913) to commence the tendering process for the 3 Certitude schemes. Tenders due to return October 2015 and contract award scheduled for February 2016.
Contract-035949	ecm_3468	Learning Disabilities - Supported Living at 182 Crofton Road	Certitude Support	55	4.58333333	25-Apr-16	£1,544,349	£348,377	1	£499,218	£348,377	£311,797	-£36,580	Contract approved following tender. Extension of 1 year 7 months approved by Director 18 Feb 2014. Projected underspend due to negotiated reduction with provider to co-terminate service provision in line with 173 Crofton. Gateway Report approved by Care Services PDS 23 June 2015 (Report CS15913) to commence the tendering process for the 3 Certitude schemes. Tenders due to return October 2015 and contract award scheduled for February 2016.
Contract-040782-001	ecm_3533	Older People - Care Services at Regency Court (Extra Care)	Sanctuary Homecare Ltd	48	4	31-May-16	£1,622,272	£405,568	0	£0	£405,568	Dependent on usage	£0	Contract approved by Executive 11 April 2012 (report ACS 12022) following tender. Contract is for 4 years with option to extend for additional 2 year period. Contract allows for CPI increases, however CPI not approved to date.

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
Contract-040782-002	ecm_3534	Older People - Care Services at Sutherland Court (Extra Care)	Sanctuary Homecare Ltd	48	4	31-May-16	£1,371,484	£342,871	0	£0	£342,871	Dependent on usage	£0	Contract approved by Executive 11 April 2012 (report ACS 12022) following tender. Contract is for 4 years with option to extend for additional 2 year period. Contract allows for CPI increases, however CPI not approved to date.
Contract-050059	ecm_3365	Learning Disabilities - Care & Support in Supported Living at Dunstonian Court	Sunnyside Domiciliary Support Services Ltd	34	2.83333333	16-Jun-16	£397,000	£140,000	1	£117,000	£140,000	£140,000	£0	Contract approved by PDS 12 Mar 2013 (report CS130013). Report approved by CS PDS 21 Jan 2015 (report CS14121), to extend for 10 months, to align end dates and tender as part of a "bundle" with Century Way. Tendering underway Aug 2015, with award scheduled for April 2016 for new contract commencement in June 2016.
Contract-051149-003	ecm_3463	Learning Disabilities - Care & Support in Supported Living at Century Way	Avenues London	36	3	16-Jun-16	£544,803	£181,601	0	£0	£181,601	£181,601	£0	Call-off contract from framework for LD Core Support in Supported Living. Contract is for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases. Report approved by CS PDS 21 Jan 2015 (report CS14121) to tender as part of a "bundle" with Dunstonian Court. Tendering underway Aug 2015, with award scheduled for April 2016 for new contract commencement in June 2016.
Contract-050584	ecm_3460	Learning Disabilities - Care & Support in Supported Living at 111 Masons Hill	Care Management Group Ltd	36	3	30-Jun-16	£669,957	£223,319	0	£0	£223,319	£223,319	£0	Contract approved following tender. Contract is for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases. Report approved by CS PDS 21 Jan 2015 to tender as part of a "bundle" with Padua Road. Tendering underway Aug 2015, with award scheduled for April 2016 for new contract commencement in June 2016.
Contract-050585	ecm_3464	Learning Disabilities - Care & Support in Supported Living at Padua Road	Outward Housing	36	3	30-Jun-16	£706,686	£235,562	0	£0	£235,562	£235,562	£0	Contract approved following tender, for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases. Report approved by CS PDS 21 Jan 2015 (report CS14121) to tender as part of a "bundle" with 111 Masons Hill. Tendering underway Aug 2015, with award scheduled for April 2016 for new contract commencement in June 2016.
Contract-048381	ecm_3358	Direct Payments - Support Services	Vibrance	48	4	31-Jul-16	£460,365	£66,138	2	£255,609	£134,410	£134,138	-£272	Contract approved following tender and agreed by ACS PDS on 19 Jun 2012, and provides for 2 x 1 yr optional extensions. 1 year extension approved to 31 Jul 2015 (Director 05 Aug 2014). 1 further year extension approved to 31 Jul 2016 (AD 23 Jul 2015); CPI increase approved April 2014. 2012/13 £66,138 2013/14 £83,905 (DP Support & Support Planning) 2014/15 £121,471 (DP Support & Support Planning) 2015/16 £134,138 (DP Support & Support Planning) 2016/17 £44,713 (DP Support & Support Planning, to July 2016) Gateway report on future commissioning intentions to be taken to September PDS
Contract-035339	ecm_3402	Supporting People - Accommodation Based Support for Young People	One Housing Group	60	5	31-Aug-16	£1,571,084	£368,428	2	£368,428	£368,428	£368,428	£0	Extension approved by Executive on 11 Jun 2014 (report CS14042) for further year on same terms and conditions whilst fundamental review is completed. One year extension to 31 Aug 2016 approved by Executive 24 Apr 2015 (Special Meeting, report CS14141) to enable full tender exercise. Annual figure includes office rental of £28,413. (History: Call-off from the Lewisham/Southwark Supporting People Joint Services Framework Agreement. Original contract award did not include office rental costs. - Variation of £24,812 inc. in Budget/Projected spend). Contract allows for CPI increases, however CPI not approved to date)
Contract-035336	ecm_3403	Supporting People - Floating Support Young People	One Housing Group	60	5	31-Aug-16	£476,276	£95,255	3	£285,765	£95,255	£95,255	£0	Extension approved by Executive on 11 Jun 2014 (report CS14042) for further year on same terms and conditions whilst fundamental review is completed. One year extension to 31 Aug 2016 approved by Executive 24 Apr 2015 (Special Meeting, report CS14141) to enable full tender exercise. (History: approved under the Lewisham/Southwark Supporting People Joint Services Framework Agreement. Portfolio Holder approved a 1 year extension on 22/4/2013. Contract allows for CPI increases, however CPI not approved to date)

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
Contract-051714	ecm_3285	Physical Disability and Sensory Impairment - Kent Association for the Blind Services for the Blind	Kent Association for the Blind	30	2.5	30-Sep-16	£250,319	£100,470	1	£149,849	£100,470	£100,470	£0	Waiver approved by Director 12 Nov 2013. 18 months extension approved by CS PDS (report no CS14137) 04 Mar 2015. 2015/16 £100,470; to Sept 2016 £50,235
N/A	ecm_21858	Supporting People - Tenancy Sustainment Services	Hestia Housing & Support	12	1	30-Sep-16	£352,880	£352,880	0	£0	£352,880	£352,880	£0	Waiver approved by Care Services PDS 23 Jun 2015 (report CS15915) for a 1-year combined contract of the Housing & Support for Ex-Offenders Service and Tenancy Support Service.
Contract-050064	ecm_3465	Learning Disabilities - Coppice and Spinney	MCCH Society Ltd	60	5	27-Nov-16	£3,596,095	£761,669	1	£1,311,088	£761,669	£655,544	-£106,125	Contract approved following tender. CPI not approved to date. 2 years extension approved to 27 Nov 2016 by Director 07 Apr 2014. Provider has reviewed staff T&Cs which, following negotiation, has resulted in significant reduction in service costs.
Contract-050065	ecm_3471	Learning Disabilities - The Glade	MCCH Society Ltd	60	5	27-Nov-16	£2,641,664	£593,924	1	£859,892	£537,301	£429,946	-£107,355	Contract approved following tender. CPI not approved to date. 2 years extension approved to 27 Nov 2016 by Director 07 Apr 2014. Provider has reviewed staff T&Cs which, following negotiation, has resulted in significant reduction in service costs.
Contract-050773	ecm_3615	Public Health - Sexual Health - Contraception and Reproductive Health	Bromley Healthcare Community Interest Company Ltd	72	6	31-Mar-17	£4,193,832	£684,000	1	£718,550	£737,550	£718,550	-£19,000	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare, which has been extended to 31 March 2017. Budget of £737,550 was realigned to include projected activity levels for 2013/14, and also to take into account 'Estate' costs (additional overhead costs once Public Health transferred to LBB) and the requirement to pay an element of CQUIN. Currently, projecting to £718,550, as there was provision made for £38k relating to over activity in 2013/14. However it is likely that only £19k would be required. This is being reviewed with BHC before final settlement
Contract-050774	ecm_3616	Public Health - Sexual Health - Health Improvement	Bromley Healthcare Community Interest Company Ltd	72	6	31-Mar-17	£3,389,693	£647,000	1	£397,491	£403,260	£397,491	-£5,769	Public Health contract (Category B) transferred to LBB via Transfer Scheme. Contract is for 5 years. Will continue to be procured through CCG/CSS as part of community health block contract with Bromley Healthcare, which has been extended to 31 March 2017. Budget was realigned to reflect the sexual health component of health improvement activities only and includes 'Estate' costs (additional overhead costs once Public Health transferred to LBB) and the requirement to pay an element of CQUIN. There was a provision made against the HIV element of £9,745 relating to over activity in 2013/14; however, it is likely that only £3,977 is required, and current projection is £397,491 for 2014/15.
Contract-016094	ecm_3630	Strategic Partnership - Age Concern Bromley	Age Concern Bromley	84	7	31-Mar-17	£802,025	£114,575	0	£0	£114,575	£114,575	£0	Executive approved Strategic Partnership arrangement on 09 Dec 2009, from 1 Apr 2010 for 7 years with provision for 3 year extension. Budget provides for uplift, but provider has agreed to forego inflation increase for 2013/14.
Contract-025663	ecm_3631	Strategic Partnership - Carers Bromley	Carers Bromley	84	7	31-Mar-17	£2,816,751	£402,393	0	£0	£254,070	£254,070	£0	Executive approved Strategic Partnership arrangement on 09 Dec 2009, from 1 Apr 2010 for 7 years with provision for 3 year extension. Contract includes contribution from PCT/CCG of £97,812 and from CYP of £50,512. Budget and projected figures are for ECHS only.
N/A	ecm_21616	Housing - Move On Packs - Essential Household Goods Service Framework	John Gillman & Sons (Electrical) Ltd t/a Domestic Appliance Distributors The Furnishing Service Ltd Louis Sorzano Ltd t/a BFS Interiors	24	2	31-Mar-17	£400,000	£200,000	0	£0	£200,000	£200,000	£0	Framework approved by Care Services PDS 04 Mar 2015 (report CS15010).
N/A	ecm_21620	Older People - Day Opportunities Transport	Bromley & Lewisham Mind	24	2	31-Mar-17	£222,000	£111,000	0	£0	£111,000	£111,000	£0	Contract approved by Executive 11 Nov 2014 (report CS14112). May be varied into PB contract (ecm_21919) - Andy to get authority and advise.
Contract-050062	ecm_3436	Learning Disabilities - 109 Masons Hill	MCCH Society Ltd	60	5	22-Apr-17	£3,208,522	£684,458	1	£1,155,148	£622,697	£577,574	-£45,123	Contract approved following tender. CPI not approved to date. 2 years extension approved to 22 Apr 2017 by Director 07 Apr 2014. Provider has reviewed staff T&Cs which, following negotiation, has resulted in significant reduction in service costs.

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
N/A	ecm_21866	Training - Step Up To Social Work Project	Royal Holloway, University of London	22	1.83333333	30-Apr-17	£282,282	£153,972	0	£0	£153,972	£153,972	£0	Contract approved by Care Services PDS on 23 Jun 2015 (report CS15023) following tender process, for 22 months with option to extend for a further 22 months. Year 1 £153,972 (12 months) Year 2 £128,310 (10 months)
Contract-050818	ecm_3435	General - Integrated Community Equipment Service (ICES)	Medequip Assistive Technology Limited	60	5	01-Jul-17	£6,870,000	£1,200,000	1	£2,400,000	£1,200,000	Dependent on usage	£0	LCSG ICES Framework contract (framework expires Apr 2015). Contract is 3 years with option to extend for 2 additional years. Report to Executive 26 Nov 2014 (report CS14097) approving a 2 year contract extension to 01 July 2017. Annual contribution made by Bromley CCG.
Contract-048383	ecm_3588	Domiciliary Care Services - Framework	ACSC Ltd Always Caring Ark Home Healthcare Bridges Healthcare Brook Street UK Ltd Carby Community Care Care Matters UK Ltd Care Outlook Ltd Care UK Caremark Bromley Carewatch Bromley Eleanor Care Enara Ltd Eternal Care Guardian Homecare UK Ltd Harmony Homeaid Services Kentish Homecare Agency Mears Care Ltd Nestor Primecare Services Ltd Plan Care Seva care Smithfield Health & Social Care t/a Verilife Surecare Services The Link Nursing Agency Westminster Care	60	5	26-Aug-17	£40,108,000	£10,523,980	0	£0	£8,021,600	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Annual contract value based on LBB domiciliary care budget 2014/15. Detailed spend per provider available on request. Contract period allows for 5 year initial period with 2 + 2 yr option to extend. Contract allows for CPI increases commencing year 3. Original annual budget was £10,523,980, from which the Council recovers around £4.1m p.a. in income from charging for domiciliary care. CS PDS in January agreed to Always Caring and Carewatch Bromley being added to the framework in accordance with the contract (report no. CS15006).
Contract-048767	ecm_3592	Domiciliary Care Services - Individual Client Contract	Sweet Tree Home Care Services	60	5	26-Aug-17	£346,060	£69,212	0	£0	£16,450	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-049202	ecm_3593	Domiciliary Care Services - Spot Contract	Always Caring Bromley Ltd	60	5	26-Aug-17	£1,264,260	£252,852	0	£0	£124,073	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-049203	ecm_3595	Domiciliary Care Services - Spot Contract	Daret Healthcare	60	5	26-Aug-17	£837,395	£167,479	0	£0	£103,095	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-048382	ecm_3600	Older People - Dementia Domiciliary Care Services	Brook Street UK Ltd	60	5	26-Aug-17	£1,413,380	£103,500	0	£0	£51,150	Dependent on usage	£0	Specialist provider. Clients transitioning into service as of contract commencement. Service usage, Budget and Projected costs based on volume. Contract allows for 2 x 2 years extensions.
Contract-048383-001	ecm_3566	Domiciliary Care Services - Framework	ACSC Ltd	60	5	26-Aug-17	£3,103,500	£620,700	0	£0	£903,650	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-003	ecm_3567	Domiciliary Care Services - Framework	Bridges Healthcare	60	5	26-Aug-17	£3,270,000	£654,000	0	£0	£1,494,110	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
Contract-048383-005	ecm_3570	Domiciliary Care Services - Framework	Carby Community Care	60	5	26-Aug-17	£1,187,500	£237,500	0	£0	£344,640	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-007	ecm_3568	Domiciliary Care Services - Framework	Care Outlook Ltd	60	5	26-Aug-17	£390,000	£78,000	0	£0	£224,720	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-008	ecm_3571	Domiciliary Care Services - Framework	Care UK Homecare Ltd	60	5	26-Aug-17	£1,408,500	£281,700	0	£0	£328,750	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-009	ecm_3572	Domiciliary Care Services - Framework	Caremark Bromley	60	5	26-Aug-17	£3,982,500	£796,500	0	£0	£1,416,060	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-012	ecm_3574	Domiciliary Care Services - Framework	Eternal care	60	5	26-Aug-17	£716,500	£143,300	0	£0	£245,340	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-013	ecm_3577	Domiciliary Care Services - Framework	Guardian Homecare UK Ltd	60	5	26-Aug-17	£276,500	£55,300	0	£0	£128,390	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-014	ecm_3575	Domiciliary Care Services - Framework	Harmony Home Aid Services Ltd	60	5	26-Aug-17	£658,000	£131,600	0	£0	£161,900	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-015	ecm_3576	Domiciliary Care Services - Framework	Kentish Homecare Agency	60	5	26-Aug-17	£3,018,500	£603,700	0	£0	£755,650	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-017	ecm_3580	Domiciliary Care Services - Framework	Nestor Primecare Services Ltd	60	5	26-Aug-17	£3,025,000	£605,000	0	£0	£1,024,950	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-019	ecm_3584	Domiciliary Care Services - Framework	Sevacare	60	5	26-Aug-17	£422,000	£84,400	0	£0	£41,550	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-020	ecm_3582	Domiciliary Care Services - Framework	Smithfield Health & Social Care t/a Verilife	60	5	26-Aug-17	£3,000,000	£600,000	0	£0	£790,700	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-021	ecm_3583	Domiciliary Care Services - Framework	Homecare Bromley	60	5	26-Aug-17	£9,550,000	£1,910,000	0	£0	£5,878,860	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-048383-022	ecm_3585	Domiciliary Care Services - Framework	The Link Nursing Agency	60	5	26-Aug-17	£500,000	£100,000	0	£0	£305,360	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
Contract-048383-023	ecm_3586	Domiciliary Care Services - Framework	Westminster Homecare Ltd	60	5	26-Aug-17	£3,500,000	£700,000	0	£0	£664,650	Dependent on usage	£0	Call-off contract Framework Agreement for Standard Domiciliary Care Services. Individual contract value not relevant. Contract is for 5 years and allows for 2 x 2 years extensions. Contract allows for CPI increases commencing year 3.
Contract-051452	ecm_3591	Domiciliary Care Services - Individual Client Contract	Heart of the South	60	5	26-Aug-17	£407,000	£81,333	0	£0	£165,490	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-051453	ecm_3590	Domiciliary Care Services - Individual Client Contract	Helping Hands Homecare	60	5	26-Aug-17	£227,500	£45,500	0	£0	£45,670	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-051454	ecm_3596	Domiciliary Care Services - Spot Contract	Mackley Home Care Ltd	60	5	26-Aug-17	£946,625	£189,325	0	£0	£123,330	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract expires when all clients transfer. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-051455	ecm_3594	Domiciliary Care Services - Spot Contract	Carewatch Bromley	60	5	26-Aug-17	£3,508,500	£701,700	0	£0	£688,100	Dependent on usage	£0	Interim contract to allow transfer of clients to other providers. Contract will continue until all clients in receipt of Council funding no longer require the OP Domiciliary care service. Estimated transfer completion prior to contract end date. Budget figure based on actual usage for 2014/15. Contract allows for 2 x 2 years extensions.
Contract-051149-001	ecm_3462	Learning Disabilities - Care & Support in Supported Living at 44 Bromley Road	Outward Housing	48	4	30-Sep-17	£558,148	£139,716	1	£139,716	£139,716	£139,716	£0	Call-off contract from framework agreement for learning disabilities - Core Support in Supported Living. Contract allows for CPI increases. Report approved by CS PDS 21 Jan 2015, to extend for 1 year, to align end dates and tender as part of a "bundle" with 15 Brosse Way and Johnson Court.
Contract-051149-002	ecm_3461	Learning Disabilities - Care & Support in Supported Living at 15 Brosse Way	Avenues London	48	4	30-Sep-17	£629,497	£163,499	1	£163,499	£163,499	£163,499	£0	Call-off contract from framework for LD Core Support in Supported Living. Contract is for 3 years with option to extend for additional 2 year period. Contract allows for CPI increases. Report approved by CS PDS 21 Jan 2015, to extend for 1 year, to align end dates and tender as part of a "bundle" with 44 Bromley Road and Johnson Court.
Contract-049586	ecm_3598	Learning Disabilities - Care & Support in Supported Living at Johnson Court	Sanctuary Homecare Ltd	60	5	30-Sep-17	£563,095	£112,619	0	£0	£112,619	Dependent on usage	£0	Contract approved following tender. Contract is for 5 years with option to extend for additional 2 year period. Contract allows for CPI increases, however CPI not approved to date. Report approved by CS PDS 21 Jan 2015 to tender as part of a "bundle" with 15 Brosse Way and 44 Bromley Road.
Contract-053068	ecm_3498	Supporting People - Tenancy Support Services for Homeless People	South London YMCA	36	3	30-Sep-17	£593,241	£197,747	0	£0	£197,747	£197,747	£0	Service tendered using joint Southwark and Lewisham Framework, and contract approved for 3 years with a 2 year extension option by Executive on 11th June 2014 (report CS14041), replacing Contract11563.
Contract-053422	ecm_3450	General - Community Links Bromley Core Funding and Volunteer Centre	Community Links - Bromley	36	3	30-Sep-17	£465,813	£155,271	0	£0	£155,271	£155,271	£0	Waiver approved by Exec 16 July 2014 for 3-year contract, with option to extend for a further 2 years (Report CS14068). (History: Contract for 3 years approved, with 2 year extension approved by Exec 11 Dec 2011 (expiring 31 Mar 2014). Waiver approved for a 6-month contract 10 Mar 2014, (expiring 30 Sep 2014)). Budget provides for uplift, but provider has agreed to forego inflation increase for 2013/14.
Contract-048774	ecm_3437	Mental Health - Flexible Support	Community Options Ltd	60	5	31-Oct-17	£2,220,120	£465,452	1	£877,334	£438,667	Dependent on usage	£0	Contract approved by Exec 12 Sep 2012, following tender process; 2 years extension approved 17 Aug 2015, under authority delegated to Director and PH. Contract includes MH supported accommodation as of 1st April 2014 (contract no. 018079). Contract price shown is dependent on usage. CPI not approved to date.
Contract-053865	ecm_3472	Mental Health - Community Wellbeing Service For Children And Young People	Bromley Y	36	3	30-Nov-17	£1,345,983	£448,661	0	£0	£448,661	£448,661	£0	Contract approved by Exec 16 Jul 2014 (Item 42) following tender process. Service commenced 01 Dec 2014.

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
Contract-054018	ecm_3470	Learning Disabilities - Supported Living in 5 LD properties: 213 Widmore Rd, Swingfield Court, Amplio House, Goldsmiths Close, Lancaster House	Avenues London	36	3	11-Jan-18	£4,101,000	£1,367,000	0	£0	£1,367,000	£1,367,000		Tendered as a "bundle". Gateway Review approved by Executive 11 Mar 2014. Contract approved by Executive 15 Oct 2014 (Report CS15092).
Contract-055206	ecm_3455	General - Healthwatch Bromley	Healthwatch Bromley	36	3	31-Mar-18	£339,450	£140,650	0	£0	£140,650	£140,650		3-year contract approved with Healthwatch by CS PDS (report no. CS14119) - discussions ongoing regarding early novation of existing contract with Community Links. 2015/16 £140,650 2016/17 £113,150 2017/18 £85,650
Contract-055365	ecm_3475	Mental Health - General Advocacy and IMHA Services	Rethink	36	3	31-Mar-18	£266,760	£88,920	0	£0	£88,920	£88,920		Contract approved by Director 03 Mar 2015 following tender process. Contract figure is based on estimate of 2250 hours for each element p.a. for Bromley.
N/A	ecm_21908	Children and Young People with Learning and/or Physical Disabilities - Holiday and Saturday Group Base Short Break Services	Riverside School	36	3	31-Mar-18	£750,000	£169,133	0	£0	£169,133	£169,133		Waiver approved by Care Services Portfolio Holder on 11 December 2014 (report no. CS14113) to award a contract for 3 years from 1 April 2015. A procurement exercise was undertaken to seek a Managed Service Provider for Short Breaks, but the quality of the bids received did not meet the Council's criteria. (History: A two year contract was approved via exemption following Portfolio Holder approval and PDS scrutiny commencing April 2012, with a 6 month extension to 30 Sep 2014 agreed at Executive on 3 September 2013, and a further 6 month extension agreed until March 2015. Following consultation with Corporate Procurement, it was agreed a direct commissioning strategy was appropriate in order to utilise existing LBB resources in care/educational settings for LD children and young people. Riverside School is a Bromley maintained special school. Contract allows for CPI increases, however CPI not approved to date.)
N/A	ecm_21909	Children and Young People with Learning and/or Physical Disabilities - Network Services, inc. Child-Minding, Budding and a Sitting Service	Bromley Mencap	36	3	31-Mar-18	£240,000	£95,000	0	£0	£95,000	£95,000		Waiver approved by Care Services Portfolio Holder on 11 December 2014 (report no. CS14113) to award a contract for 3 years from 1 April 2015. Year 1 = up to £95,000 Year 2 = up to £77,000 Year 3 = up to £68,000
N/A	ecm_21910	Older People - Day Opportunity Services For Personal Budget Clients	Age UK Bromley & Greenwich	60	5	31-Mar-18	£205,360	£41,072	0	£0	£41,072	£41,072		New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).
N/A	ecm_21911	Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Orpington	60	5	31-Mar-18	£611,970	£122,394	0	£0	£122,394	£122,394		New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).
N/A	ecm_21914	Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Penge & Anerley	60	5	31-Mar-18	£595,540	£119,108	0	£0	£119,108	£119,108		New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).

Old CRS ID (NiP)	New CRS ID (Bravo)	Service Title	Suppliers	Total Contract Period To Date Months (inc extensions taken)	Duration Years	End Date (inc extensions taken)	Contract Total Value £	Original Contract Annual Value £	No of Variations / Extensions	Value of Variations / Extensions	Annual Budget £	Annual Projected £	Cost Difference £	Comments
N/A	ecm_21915	Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Ravensbourne	60	5	31-Mar-18	£800,900	£160,180	0	£0	£160,180	£160,180		New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).
N/A	ecm_21916	Older People - Day Opportunity Services For Personal Budget Clients	Alzheimer's Society	60	5	31-Mar-18	£583,870	£116,774	0	£0	£116,774	£116,774		New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).
N/A	ecm_21919	Older People - Day Opportunity Services For Personal Budget Clients	Bromley & Lewisham Mind	60	5	31-Mar-18	£872,105	£174,421	0	£0	£174,421	£174,421		New contract approved to commence 1st April 2013 for Older People Day Opportunities clients placed under a Personal Budget. Initially linked to the transitional (Legacy) arrangements, which ceased end of March 2015, the contracts are open-ended to facilitate individual placement agreements. Savings will be delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).
Contract-017803	ecm_3685	Mental Health - Section 31 Agreement for the Exercise of Mental Health Function - LBB and Oxleas	Oxleas NHS Foundation Trust	240	20	30-Nov-24	£30,438,550	£1,570,450	0	£0	£1,417,590	£1,417,590		£75k saving identified for 2012/3 and an additional £75k saving for 2013/4. Dual Diagnosis is not included in this sum and is funded from a separate budget under Public Health. (History: 20 year agreement. Not tendered because agreement with health provider. Now Section 75, (previously Section 31). Now includes 'Dual Diagnosis Posts', varied into contract (see Contract-050790).
Contract-016177	ecm_3690	Older People - St Marks PCC (Lease)	Biggin Hill Community Care Association	303	25.25	09-Oct-31	£322,500	£17,661	0	£0	£20,991	£20,991		LBB lease the hall from Diocese of Rochester, and sublet to BHCCA, with provision to end the lease in the event the associated OP Day Opportunity service ceases.

London Borough of Bromley

PART 1 - PUBLIC

**Briefing for Care Services
Policy Development and Scrutiny Committee
23rd September 2015**

**Education, Care and Health Services
compliments, comments and complaints annual report 2014-15**

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1. Summary

- 1.1 This briefing gives an overview of complaints and comments received by the Education, Care and Health Services Department during the 2014/15 financial year. Further details are provided in Appendix 1, Getting It Right, Annual Report 2014/15.
- 1.2 The Department received 395 complaints compared to 312 in the previous year. Of the 395 complaints received in 2014/15, 107 (27%) were partially or fully upheld compared to 91 (29%) in 2013/14. The number of compliments received increased during 2014/15 to 132 from 93 in the previous year. In particular, Children's Social Care and Housing Needs received more compliments.
- 1.3 There were fewer ombudsman enquiries for social care, while housing services saw a rise in referrals to the Ombudsman. This corresponds with a rise in housing complaints.
- 1.4 LBB paid a total of £2,800 in financial remedy for complaints received in 2014/15.

2. Getting it Right! Annual Report 2015

- 2.1 The annual report (Appendix 1) details compliments, and complaints information received by the Education, Care & Health Services Department under the Local Authority Services and National Health Services Complaints (England) regulations 2009, 'Getting the Best from Complaints', the Children Act 1989 and LBB corporate complaints procedure.

	Complaints			Compliments			MP Enquiries		
	2012-13	2013-14	2014-15	2012-13	2013-14	2014-15	2012-13	2013-14	2014-15
Adults	116	168	186	19	27	26	14	18	23
Children	59	63	76	22	24	59	7	12	15
Education	10	26	23	34	21	12	6	23	9
Housing	44	55	110	3	21	35	80	60	78

- 2.2 A main area of complaint in Adult Social Care relates to disputes about decisions taken by care management following care needs assessments. On the whole, these concerns were not upheld. This has helped us understand how important it is for us to provide clear information about our services. Of the 186 complaints received, 14 were escalated to the Local Government Ombudsman, with 5 of those upheld.
- 2.3 Most complaints for Children's Social Care were made as a result of interventions with families that were often sensitive and difficult. The majority of those complaints were not upheld. Of the 76 complaints, 4 were escalated to the Ombudsman, with 1 upheld.
- 2.4 Education dealt with complaints regarding allocation of school places and delays and quality of communication to families. Admissions dealt with just under 12,000 contacts and of those, 10 complaints were received and 1 was upheld.
- 2.5 Contacts made to Housing Needs continue to rise as an increasing number of people seek assistance with their housing needs. The number of MP enquiries has risen and the number of complaints has doubled from 55 in the previous year to 110 during 2014/15; more people are now approaching the Ombudsman for housing related matters and 13 complaints were escalated and 6 upheld. The service is continuing to ensure information is more readily available so those who approach the service are clearer on what assistance, if any, the Local Authority is able to provide.

3. SUPPORTING DOCUMENTS

- 3.1 Appendix 1. Getting It Right, Annual Report 2014-15

Getting it Right!



Education, Care and Health Services

Compliments,
comments and complaints

Annual Report for April 2014 to March 2015

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Introduction



Each year, many thousands of residents contact Education, Care and Health Services at London Borough of Bromley. Although complaints are a very small proportion of the total interactions our department has with the local community, they provide us with an opportunity to understand what we can do better. Listening to the compliments we receive from service users is also important as they help us understand what we do well.

On behalf of all our residents, we need to make sure, particularly during these economically challenging times, that we make the best use of our resources. Our aim is for everyone to receive the right level of assistance whether that be information, advice or support appropriate to their need.

With more complaints received in the past year by most services but fewer proportionately upheld, we must continue to improve service information we provide for our staff, other organisations and most of all residents. Eligibility for services must be transparent, and so must our service standards so that residents have clear expectations of us from the outset.

Providing accessible information, advice and guidance so people can make their own informed choices about services that best suit their needs is increasingly important. This means we must keep pace with developments to improve the information we publish online, as well as ensuring people receive assistance by telephone and face to face contact when appropriate.

We have recently developed a range of information available through the MyLife web portal on the Council's website, including improved information for Foster Care, Adoption and Dementia. This year, we will be launching supported self-assessment for both adults and their carers who are in need of support. Giving people tailored information about their eligibility for support means they can make informed choices at the right time and place for them, whether

at home or elsewhere, day or night.

We will continue to listen carefully and learn when we receive complaints about our services and also to celebrate the success when people take the time to compliment us on our services

This report provides an overview of complaints and compliments dealt with by Education, Care and Health Services at the London Borough of Bromley from April 2014 to March 2015.

Anne Watts
Assistant Director
Strategic & Business Support Services
Education, Care and Health Services

Adult Social Care Services



Areas covered:

- Assessments of care needs for older people and adults with a disability
- Assessments of need for people with caring responsibilities
- Safeguarding vulnerable adults
- Supporting vulnerable people when they are discharged from hospital
- Services to support people to remain in their own home and to live within a care home and extra care housing

What we did

Between April 2014 and March 2015 we:



assessed the needs of

3624 *

new clients



assessed the needs of

2776*

people with caring responsibilities



provided

4211*

adults with social care services

*These statistics have been compiled for 2014/5 for the first time using new statutory returns methodology set out by DoH (known as SALT).

“ We have been in situations recently where Carelink staff have been required and we are continually met with an overwhelming sense of kindness.”



Our performance



Compliments

2012-13

19

2013-14

27

2014-15

26



Complaints

2012-13

116

(28 partially or fully upheld)

2013-14

168

(60 partially or fully upheld)

2014-15

186

(64 partially or fully upheld)



Enquiries from Members of

2012-13

14

2013-14

18

2014-15

23



Enquiries from Ombudsman

2012-13

14

(6 partially or fully upheld)

2013-14

21

(2 partially or fully upheld)

2014-15

14

(5 partially or fully upheld)



71%

of complaints were responded to in 20 working days

"I wanted to express my thanks to you for everything you have done for my Mum. You've always been very helpful and caring."



What this means

We provided more than 4000 adults with social care services last year. In addition, we also dealt with many thousands of people who were requesting information or advice. Last year, some people highlighted that they were waiting too long on the telephone when trying to get advice about their own or a family member's care. In response, we developed a new 'front door' system. The new Early Intervention Service directs people more quickly to relevant information and advice via a bespoke telephone system. This means that people can make informed choices earlier about their support, which helps them to live independently at home for longer.

We also received a number of complaints last year, that challenged the assessment decisions by care managers. Although these concerns were mostly not upheld, it has highlighted for us that residents' knowledge about our services is patchy and expectations about what can be provided is sometimes unrealistic. This has helped us understand how important it is for us to provide good quality information about our services. Therefore we are continuing to improve the information guidance and advice offered.

The learning disability service supports many adults and young people with complex needs by assisting them to make decisions. Last year we received very few formal complaints (5), none of which were upheld.

Our Reablement assists our residents to regain their independence, often following a stay in hospital. We continue to receive many compliments from people and their families who use this popular service. We are looking at increasing the scope of this service so that more people could benefit from Reablement.

Mental health services are provided by Oxleas NHS Foundation Trust. Last year we received a few disputes in relation to funding and these resulted in a small number (6) of formal complaints, with none upheld.

We commission services from other organisations for more than 9000 residents. Most of the time, our providers demonstrate their commitment to resolving complaints by addressing any concerns very quickly. More details of these issues are available from the quality monitoring report, which is produced by Education, Care and Health Services.¹

"I am so grateful for your help in getting Mum back on her feet after her fall."



Lessons we have learnt

From April 2015 we will:

Be providing refresher training to staff in care legislation, safeguarding and customer services

Ensure our staff are routinely reminded of the importance of clear communication and information

Continue to develop clear information about our services to help residents resolve problems as early as possible

Children's Social Care Services



Areas covered:

- Keeping children safe from harm and abuse
- Supporting children in foster care families, care homes and other support settings
- Supporting children to move into stable adoptive families
- Services for young people who need support to the gain skills needed for adulthood
- Services for parents and carers of children who need extra support and advice

What we did

Between April 2014 and March 2015 we:



provided support to

566

children with disabilities



completed

1812

assessments



helped

410*

children in care to live in foster care and other accommodation



Supported

509*

children subject to a child protection plan

*Total number of children receiving these services during the year

“We have had such a great working relationship and you are amazing. You have helped me build my confidence again and smile and become a happier parent.”



Our performance



Compliments

2012-13

22

2013-14

24

2014-15

59



Complaints

2012-13

59

(18 partially or fully upheld)

2013-14

63

(18 partially or fully upheld)

2014-15

76

(16 partially or fully upheld)



Enquiries from Members of Parliament

2012-13

7

2013-14

12

2014-15

15



Enquiries from Ombudsman

2012-13

4

(none upheld)

2013-14

3

(none upheld)

2014-15

4

(1 upheld)



84%

of complaints were responded
to in 20 working days

"We'd like to say thank you so much for your amazing help and equally important guidance as we strive to become better parents."



What this means

More than 9000 calls and emails are received each year relating to children's social care in Bromley. Thanks to the work of our teams, both in their day to day response but also in resolving issues early, only a very small proportion of these contacts, less than 1%, result in a complaint.

Child protection is an essential part of our work. It also can be a contentious area with disputes arising due to the sensitivities involved. Parents have raised issues relating to the quality of service they received and attitude of staff. Often these concerns are unfounded, according to these latest figures which showed that only 16 complaints in total were upheld. However, we understand the importance of minimising misunderstandings. Although it is inevitable we will continue to receive complaints in relation to child protection, our focus will be on keeping excellent records, families fully informed and by being courteous and professional. Naturally, we will also work to improve our communication with families when dealing with sensitive issues.

Referral and assessment teams continue to receive large numbers of referrals and on occasion have been unable to resolve informal complaints. Parents quite rightly expect important documentation to be with them in a timely way and managers will be addressing

these issues to make sure these expectations are met.

Contact arrangements managed between children and their parents are mostly well organised and managed. Sometimes professionals have learnt other options need to be explored to ensure children see their parents as planned.

Speaking with families and parents happens on a daily basis in all the teams but a number of complaints highlighted the issue of records not being up to date. This meant conflicting information being given to parents and carers.

Private fostering is very successful but for very few families precise details were not given when they were making enquiries. It is critical accurate information is given to assist families to make informed decisions.

“Saying thanks to you by email like this is much less than you deserve for all the support you have given us and the many ways in which you have always looked out for the children.”



Lessons we have learnt:

From April 2015 we will:

Identify specific barriers which prevent staff from communicating clearly and timely with families and addressing these issues through staff training

Remind (and monitor) staff to ensure meeting records are disseminated speedily to all relevant parties

Improve information about the implications of privately fostering relatives, via new pages on Bromley MyLife and local press information

Education Services



Areas covered:

- Requests for a Statutory Assessment of Special Educational Needs (SEN)
- Admissions to primary, secondary and special schools
- Transport to school for children with a Special Educational Need
- Education Welfare
- Services for children who have challenging behaviour
- Adult learning through the Bromley Adult Education College
- School Standards

What we did

Between April 2014 and March 2015 we:



undertook

182

statutory assessments of Special Educational Needs



Managed

11993

applications for admission to Bromley schools



made

550

visits to school by the School Standards Team

“During a stressful time, the Admissions team have been really helpful
Thanks.”



Our performance



Compliments

2012-13	2013-14	2014-15
34 [#]	21	12

October 2012 to March 2013



Complaints

2012-13	2013-14	2014-15
10 [#] (3 partially or fully upheld)	26 (8 partially or fully upheld)	23 (5 partially or fully upheld)

October 2012 to March 2013



Enquiries from Members of Parliament

2012-13	2013-14	2014-15
6 [#]	23	9

October 2012 to March 2013



Enquiries from Ombudsman

2012-13	2013-14	2014-15
1 [#] (None upheld)	8 (None upheld)	4 (None upheld)

October 2012 to March 2013



77%

of complaints were responded
to in 20 working days

"I want to thank you and the panel very much for going that extra mile for our child."



What this means

Education Services provides services in admissions, early years, behaviour service, school standards and adult education.

Special Educational Needs (SEN) often have complex cases, which require regular monitoring and support from case workers. On occasion (8 complaints), parents have complained because of delays in the implementation of support needed for their child. Mostly these concerns are not upheld but investigations confirm the root of the complaint has been that communication has not been good enough. In response, we are developing new pages on Bromley MyLife about the 'Local Offer' of services that are available in Bromley, which will also include clearer information about eligibility criteria for services and support.

Just under 12, 000 school admissions were managed by the schools admissions service last year. We received 10 complaints, 1 was upheld.

Some parents are eligible for up to 15 hours of free early education per week (term time only) for their two year old, which is administered by London Borough of Bromley to nurseries, childminders, etc. A small number of

childminders who are out of borough received their payments late and we are addressing our process to ensure that all childcare providers receive their funding on time.

The number of Members of Parliament enquiries have reduced considerably this year. We have also seen a reduction in the number of complaints taken to the Ombudsman.

"..... it was a very stressful time, thank you for your patience and help. Much appreciated."



"..... thank you very much for all your help for our child."



Lessons we have learnt:

From April 2015 we will:

Be exploring the use of social media with the admissions service to get better information out to residents

Develop information on Bromley MyLife on the local support that is available for children with Special Educational Needs

Improve our processes to ensure childminders of two year olds , who are out of borough receive their funding without delay

Housing Services



Areas covered:

- Providing the Bromley Housing Register
- Supporting people to find appropriate homes through the Homeseekers service
- Preventing people from becoming homeless
- Supporting vulnerable adults and children with their housing needs
- Supporting people to find private rented accommodation

What we did

Between April 2014 and March 2015 we:



managed

3231

people on the
Housing Register



processed

1245

applications for
people who are
homeless



placed

1010

households in temporary
accommodation



helped

546

people to find private
rented accommodation

“Thank you for all the help you gave me. You have been excellent and eased my stress. “



Our performance



Compliments

2012-13

3

2013-14

21

2014-15

35



Complaints

2012-13

44

(10 partially or fully upheld)

2013-14

55

(5 partially or fully upheld)

2014-15

110

(22 partially or fully upheld)



Enquiries from
Members of
Parliament

2012-13

80

2013-14

60

2014-15

78



Enquiries from
Ombudsman

2012-13

10

(1 partially or fully upheld)

2013-14

6

(None upheld)

2014-15

13

(6 partially or fully upheld)



79%

of complaints were responded
to in 20 working days

"I just wanted to thank you for all your help. My family and I are really looking forward to moving into our new home."



What this means

In common with all other councils in London and the South East, requests for housing services across Bromley have increased.

Housing Options and Support have experienced more complaints than last year and most concerned issues relating to communication. A lack of information about where people will be housed has a significant impact on families organising their daily lives including children travelling to and from school. When families have made applications and these are being progressed, on occasion they have not been updated or given reasons for the delays. This can cause frustration. The teams recognise the need to keep applicants more informed and are improving this through leaflets and through a computerised work flow system, which ensures people get the right information at the right time.

Only a small number of complaints received by our Housing Allocations and Accommodation service were upheld. People who did complain however told us they were frustrated with waiting for a long time for a

property or felt they should have a higher banding. The team managing temporary housing experienced a high demand for emergency and temporary accommodation, this is exacerbated by the fall in quality of properties available. Some complaints received relate to the condition of properties. In response, we are drafting new service level agreements, which make clearer our expectations of both landlords and tenants.

The team has received more compliments this year and it is reassuring we receive positive feedback after what can be an extremely challenging time for an individual or a family.

“I just wanted to thank you for all your help. It’s much appreciated.

My family and I are really looking forward to moving into our new home!”



Lessons we have learnt:

From April 2015 we have:

Delivered customer services and data protection training to all staff who work in Housing

Introduced a new computerised workflow system to ensure all information is recorded accurately and that all the correct advice is provided at the right time

Moved some Housing Officers to our reception so that they are on hand to provide the relevant advice and expertise when dealing with customers

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<http://bromley.mylifeportal.co.uk/gettingitright>



THE LONDON BOROUGH