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CARE SERVICES PORTFOLIO HOLDER BRIEFING

Meeting to be held on 13th September 2016

These items 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.

QUESTIONS ON THE INFORMATION BRIEFING

The Briefing comprises:

- 1 CONTRACT ACTIVITY 2016/17** (Pages 3 - 14)
- 2 ANNUAL ECHS COMPLAINTS REPORT** (Pages 15 - 32)

Members and Co-opted Members have been provided with advanced copies of the Part 1 (Public) briefing via email. The Part 1 (Public) 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 Kerry Nicholls on 020 8313 4602 or by e-mail at kerry.nicholls@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 Tuesday 13 September 2016

CONTRACT ACTIVITY 2016/17

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Chief Officer: Director: Commissioning

1. SUMMARY

- 1.1 Executive and Resources Policy Development and Scrutiny (E&R PDS) Committee reviews contract registers for all departments. The appendix to this report sets out all the Care services contracts valued at £50,000 and over and updates Members on actions taken on those contracts which are identified as high and medium risk.
- 1.2 This report covers all contracts in the Care Services Portfolio. Education contracts are reported separately to the Education Select Committee (formerly Education PDS Committee).

2. THE BRIEFING

- 2.1 Appendix 1 is an extract from the Corporate Contracts Register which was reviewed by E&R PDS on 7th September 2016. For ease of reference this appendix has been sorted by contract end date. There are 110 Care Services contracts with a value of £50,000 or more listed in this appendix.
- 2.2 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.
- 2.3 The Contracts Register is used as the basis for Procurement Team and Officer work plans.
- 2.4 A traffic light system is used to assess the current status of each project and any projects with red status are tracked and reported to fortnightly divisional management team meetings. The Corporate Commissioning Board reviews the register quarterly. Commissioners and Procurement and Contract Compliance staff implement recovery plans for projects with red status alerts in order to mitigate all risks and to ensure that the department operates within financial regulations.
- 2.5 22 contracts in Appendix 1 were flagged red (high risk) and 11 were flagged as amber (medium risk) when the report was considered by E&R PDS. Actions taken by officers to mitigate these risks are outlined in the paragraphs below.

2.6 Contracts Flagged RED – High Risk (22)

ECHS No. Contract Title and Narrative

Lines

- 15 to 20 *Older People – Extra Care Housing contracts.*
Tenders were received on 15 August and are being evaluated. Further clarification is being sought on the tenders that have been received. Report to go to CS PDS on 11 October 2016 and Executive on 12th October.
- 23, 56 *Adults - Direct Payments Support Services and Payroll Services.*
Report with future strategy is elsewhere on this agenda. A Procurement exercise will start in September 2016 and authorisation to award contract will be sought in January 2017.
- 25, 26, 28 *Older People - Day Opportunities Transport.*
Business case with options to be reported to Commissioning Board on 19 September 2016.
- 30 *Housing - Move On Packs - Framework for Essential Household Goods Service.*
Update on procurement strategy will be presented to Commissioning Board on 12 September 2016. The recommendation will be that a new framework arrangement will be tendered in order to include a wider range of providers. Authority to proceed to procurement will be sought from Executive in October 2016.
- 35 *Adults - Supporting People - Learning Disabilities.*
Update on procurement strategy will be given to Commissioning Board on 5 September 2016. A one year extension is available and will be recommended. Authority to award contract extension has been delegated to the Portfolio Holder for Care Services.
- 36, 37, 38 *Housing - Block Booking Arrangements.*
Update on procurement activity for temporary accommodation is going to Commissioning Team on September 12th and to Executive in October 2016. Extensions for existing contracts will be sought until DPS is in place.
- 43 *Public Health - NHS Health Checks - Point of Care Testing.*
Report on 'Public Health Commissioning Intentions' to go to CS PDS on 11 October, and Executive on 18 October. Extension of contract recommended.
- 48 to 51 *Domestic Abuse - Bromley Domestic Abuse Support Groups/Safer Bromley Van/Advocacy Project/Perpetrator Programme.*
Update on procurement strategy given to Commissioning Board on 22 August 2016. Gateway report with procurement recommendations to go to Executive on 14th September 2016.
- 54 *Children's Recovery Support Service 1:1 Counselling.*
Existing contract extended to enable review of service specification in light of Ofsted review. Preparation for retendering process now in progress.

2.7 **Contracts Flagged Amber - Medium Risk Contracts (11)**

ECHS No. Contract Title and Narrative

- 10 *Mental Health - Respite at Home Services.*
At CS PDS 16 Aug 2016 a 6 month extension to 31st March 2017 was agreed.
Work now beginning on market engagement.
- 31, 33, 39, *Strategic Partnership Core Funding contracts.*
42, 45, 85 Report setting out the future procurement strategy is elsewhere on this agenda.
- 32, 69, 93 *Public Health - GP SLAs/Family Nurse Partnership/Health Visiting Service.*
Report on 'Public Health Commissioning Intentions' to go to CS PDS on 11
October, and Executive on 18 October.
- 55 *General - Independent NHS Complaints Advocacy Service.*
A report with recommendations on procurement options for this and all other
Advocacy Services will be presented to CS PDS in October 2016.

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E&R PDS Contracts Register Report - 7 September 2016

CARE SERVICES CONTRACTS

Ref. for E&R PDS 07/09/16	Contract Manager	Head of Service/ Assistant Director/ Director Responsible	RAG Status (Assigned by Corporate Procurement and Commissioning Team)	Title	Supplier Name	Total Contract Value	Original Annual Value	2016/17 Budget	2016/17 Projected	Start Date	End Date (including any extensions taken)	Duration Months (core term + any extensions taken)	Variation/ Extension/ Waiver Option Taken?	Variation/ Extension/ Waiver Information	UPDATE PROVIDED (for 7 September Update) Update provided where required by Corporate Procurement and Commissioning Team.	CORPORATE PROCUREMENT AND COMMISSIONING COMMENT (for 7 September Update)
ECHS 3	Calvin Pearson	Sara Bowrey		Adults - Supporting People - Floating Support Young People	One Housing Group Ltd	£ 476,276	£ 95,255	£ 95,255	£95,255	01-Sep-11	31-Aug-16	60	Extension	1 year extension approved by Portfolio Holder 22 Apr 2013. 1 year extension approved to 31 Aug 2015 (Executive 11 Jun 2014). Further 1 year extension to 31 Aug 2016 approved by Executive 24 Apr 2015.	Tendering on a reduced specification (Southwark framework not being used). Contract approved by Special Exec (report CS17024) for a new Tenancy Sustainment Service for Young People, for a period of 3 years commencing on 01 Sep 2016 with the option to extend for 2 x 1 year (delegated to AD Housing & PH). ecm-3403 plus ecm 3402 combined 2016/17 budget 397,370	Contracts ecm_3402 and ecm_3403 will both be combined under contract ecm_42644. A report went to the Commissioning Board on 20 July 2016.
ECHS 4	Calvin Pearson	Sara Bowrey		Adults - Supporting People - Accommodation Based Support for Young People	One Housing Group Ltd	£ 1,571,084	£ 343,616	£368,428	£368,428	01-Sep-11	31-Aug-16	60	Extension	1 year extension granted to 31 Aug 2015. Further 1 year extension to 31 Aug 2016 approved by Executive 24 Apr 2015 (Special Meeting, report CS14141) to enable full tender exercise.	Tendering on a reduced specification (Southwark framework not being used). Contract approved by Special Exec (report CS17024) for a new Tenancy Sustainment Service for Young People, for a period of 3 years commencing on 01 Sep 2016 with the option to extend for 2 x 1 year (delegated to AD Housing & PH). ecm-3403 plus ecm 3402 combined 2016/17 projected 350,000	Contracts ecm_3402 and ecm_3403 will both be combined under contract ecm_42644. A report went to the Commissioning Board on 20 July 2016.
ECHS 8	Richard Hills	Lorna Blackwood		Older People - Respite at Home Services	Carers Bromley	£ 250,408	£ 100,204	£ 100,204	£ 100,204	01-Apr-14	30-Sep-16	30	Extension	1 year extension approved to 31 Mar 2016 (CS PDS 04 Mar 2015); extension approved to 30 Sep 2016 (CS PDS 23 Sep 2015).	A joint post has been recruited by LBB/CCG to undertake this re-procurement and re-specify carers services in line with the new carers strategy. A new reduced contract is being put in place from October to March 2017. These services will then be amalgamated into a larger (BCF Funded) carers contract. There will be a period of 3 months where the contract is 'run down' at the end of the contract period.	Report required to give an update to the Commissioning Board. The report should include reference to the wider strategy relating to the BCF-funded Carers Contract.
ECHS 9	Calvin Pearson	Sara Bowrey		Adults - Supporting People - Tenancy Sustainment Services	Hestia Housing & Support	£ 352,880	£ 352,880	£302,800	£302,800	01-Oct-15	30-Sep-16	12			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. Gateway Review to CS PDS 10 Mar 2016 (report no. CS16022) approved a tendering exercise for a 3-year contract with 1 year extension option. Contract approved by Special Care Services Portfolio (report CS17024) on 16 Aug 2016, with new contract to start on 01 Oct 2016.	Report went to Commissioning Board on 22 February 2016. Contract to end (to be replaced by contract ecm_42644).
ECHS 10	Jenny Beasley	Stephen John	AMBER	Mental Health - Respite at Home Services	Bromley & Lewisham Mind	£ 363,676	£ 140,000	£ 140,000	£139,984 between 817 and 824, plus new additional capacity element £21k FYE to start Dec 2015	01-Apr-14	31-Mar-17	30	Extension	1 year extension approved to 31 Mar 2016 (CS PDS 04 Mar 2015). Variation approved (AD 29 Jun 2015); extension approved to 30 Sep 2016 (CS PDS 23 Sep 2015).	Tender returns evaluated, only one viable from incumbent provider bid but at significantly increased cost. Paper seeking permission to: (1) Negotiate with incumbent provider to continue providing contract for 6 months from 31 Sep 2016. (2) Go back out to tender with revised spec. and engage more proactively with other providers in an effort to entice them to submit bids. At CS PDS 16 Aug 2016 a 6 month extension to 31st March 2017 was agreed. Work now beginning on market engagement.	Report went to Commissioning Board on 18 July 2016. Further report required to update the Commissioning Board in early September 2016.
ECHS 11	Colin Lusted	Stephen John		Learning Disabilities - Supported Living at The Glade	MCCH	£ 2,686,505	£ 593,924	£ 335,000	£335,000 Variable, cost on a client by client basis	28-Nov-11	27-Nov-16	60	Extension	2 years extension granted to 27 Nov 2016 (Director 07 Apr 2014)	Tender process completed. Will be recommending award at 13 Sep 2016 PDS (for scrutiny) and 14 Sep 2016 Executive. Report has been to Commissioning Board 18 Jul 2016. Award following call in allows sufficient timescales for implementation.	Report went to Commissioning Board 18 July 2016. Awaiting an update after Executive meeting on 14 September 2016.
ECHS 12	Colin Lusted	Stephen John		Learning Disabilities - Supported Living at Coppice & Spinney	MCCH	£ 3,521,064	£ 655,544	£ 743,800	743,800 Variable, cost on a client by client basis	28-Nov-11	27-Nov-16	60	Extension	2 years extension granted to 27 Nov 2016 (Director 07 Apr 2014)	Tender process completed. Will be recommending award at 13 Sep 2016 PDS (for scrutiny) and 14 Sep 2016 Executive. Report has been to Commissioning Board 18 Jul 2016. Award following call in allows sufficient timescales for implementation.	Report went to Commissioning Board 18 July 2016. Awaiting an update after Executive meeting on 14 September 2016.
ECHS 13	Jenny Beasley	Stephen John		Physical Disability & Sensory Impairment - Stroke Support Service	Stroke Association	£ 76,000	£ 38,000	£ 38,000	£38,000	01-Dec-14	30-Nov-16	24	Extension	1 year extension approved to 30 Nov 2016 (AD 17 Dec 2015)	Commissioners are reviewing the future provision of this service and are preparing a briefing for Portfolio Holder. CCG have recently commissioned a stroke rehab service, and LBB service will cease 30 Nov 2016, with service users redirected to the CCG service or other organisations for support with welfare benefits advice (CS PH briefing 11 Aug 2016).	
ECHS 15	Lorna Blackwood	Lorna Blackwood	RED	Older People - Care Services at Sutherland Court (Extra Care)	Sanctuary Home Care Ltd	£ 1,826,597	£ 342,871	£ 449,966	£ 507,620	01-Jun-12	19-Feb-17	54	Extension	6 months extension approved by PH 07 Mar 2016; 18 months extension still available	Tenders invited and due for return 15 Aug 2016.	This contract is part of a group of linked Extra Care Housing contracts: ecm_3534, ecm_3533, ecm_3535, ecm_3536, ecm_3612 and ecm_3611. Report went to Commissioning Board on 18 May 2016. A report is due to the Commissioning Board in September. Further clarification is required on the tenders that have been received and contract extensions must now be sought.
ECHS 16	Lorna Blackwood	Lorna Blackwood	RED	Older People - Care Services at Regency Court (Extra Care)	Sanctuary Home Care Ltd	£ 1,622,272	£ 405,568	£ 564,534	£ 607,694	31-Jul-12	19-Feb-17	54	Extension	6 months extension approved by PH 07 Mar 2016; 18 months extension still available	Tenders invited and due for return 15 Aug 2016.	This contract is part of a group of linked Extra Care Housing contracts: ecm_3534, ecm_3533, ecm_3535, ecm_3536, ecm_3612 and ecm_3611. Report went to Commissioning Board on 18 May 2016. A report is due to the Commissioning Board in September. Further clarification is required on the tenders that have been received and contract extensions must now be sought.

Ref. for E&R PDS 07/09/16	Contract Manager	Head of Service/ Assistant Director/ Director Responsible	RAG Status (Assigned by Corporate Procurement and Commissioning Team)	Title	Supplier Name	Total Contract Value	Original Annual Value	2016/17 Budget	2016/17 Projected	Start Date	End Date (including any extensions taken)	Duration Months (core term + any extensions taken)	Variation/ Extension/ Waiver Option Taken?	Variation/ Extension/ Waiver Information	UPDATE PROVIDED (for 7 September Update) Update provided where required by Corporate Procurement and Commissioning Team.	CORPORATE PROCUREMENT AND COMMISSIONING COMMENT (for 7 September Update)
ECHS 17	Lorna Blackwood	Lorna Blackwood	RED	Older People - Housing Related Support at Regency Court (Extra Care)	Hanover Housing Association	£ 190,645	£ 43,837	£ 44,366	£44,366	31-Jul-12	28-Feb-17	55	Extension	28/02/2017 + 1 year 5 months still available	Tenders invited and due for return 15 Aug 2016.	This contract is part of a group of linked Extra Care Housing contracts: ecm_3534, ecm_3533, ecm_3535, ecm_3536, ecm_3612 and ecm_3611. Report went to Commissioning Board on 18 May 2016. A report is due to the Commissioning Board in September. Further clarification is required on the tenders that have been received and contract extensions must now be sought.
ECHS 18	Lorna Blackwood	Lorna Blackwood	RED	Older People - Housing Related Support at Sutherland Court (Extra Care)	Hanover Housing Association	£ 156,444	£ 37,039	£ 37,039	£37,039	05-Nov-12	28-Feb-17	51	Extension	3 month extension approved by AD 26 Feb 2016. 1 year 9 months still available	Tenders invited and due for return 15 Aug 2016.	This contract is part of a group of linked Extra Care Housing contracts: ecm_3534, ecm_3533, ecm_3535, ecm_3536, ecm_3612 and ecm_3611. Report went to Commissioning Board on 18 May 2016. A report is due to the Commissioning Board in September. Further clarification is required on the tenders that have been received and contract extensions must now be sought.
ECHS 19	Lorna Blackwood	Lorna Blackwood	RED	Older People - Housing Related Support at Crown Meadow Court (Extra Care)	Hanover Housing Association	£ 339,030	£ 42,255	£ 43,762	£ 43,762	25-Mar-11	24-Mar-17	72	Extension	2 years extension available	Tenders invited and due for return 15 Aug 2016.	This contract is part of a group of linked Extra Care Housing contracts: ecm_3534, ecm_3533, ecm_3535, ecm_3536, ecm_3612 and ecm_3611. Report went to Commissioning Board on 18 May 2016. A report is due to the Commissioning Board in September. Further clarification is required on the tenders that have been received and contract extensions must now be sought.
ECHS 20	Lorna Blackwood	Lorna Blackwood	RED	Older People - Care Services at Crown Meadow Court (Extra Care)	Mears Care Ltd	£ 3,557,224	£ 444,653	£ 611,747	£ 638,912	25-Mar-11	24-Mar-17	72	Extension	1 year extension approved to 24 Mar 2017; 1 further year available	Tenders invited and due for return 15 Aug 2016.	This contract is part of a group of linked Extra Care Housing contracts: ecm_3534, ecm_3533, ecm_3535, ecm_3536, ecm_3612 and ecm_3611. Report went to Commissioning Board on 18 May 2016. A report is due to the Commissioning Board in September. Further clarification is required on the tenders that have been received and contract extensions must now be sought.
ECHS 21	Lorna Blackwood	Lorna Blackwood		Mental Health - Provision of Services to Carers - Mental Health Worker	Carers Bromley	£ 104,000	£ 26,000	£ 26,000	£26,000	01-Apr-13	31-Mar-17	36	Extension	1 year extension approved to 31 Mar 2017 (AD & PH 31 Mar 2016)	Waiver approved by Director 11 Feb 2013. LBB contribution is 50% (i.e. £15,000) p.a. Waiver sought for this contract to co-terminate with the Carers Bromley core contract (strategic partnership) that expires in March 2017. 1 year extension approved by AD_PH March 2016. This contract comes under the strategic review of Early Intervention and Wellbeing services where we are looking at jointly commissioning future services in partnership with the CCG, jointly funded through the Better Care Fund. An initial report with recommendations is being finalised for September PDS/October Executive. A procurement route is being configured under the light touch regime.	Report went to Commissioning Board on 22 August 2016 to give update.
ECHS 22	Nicky Diggins	Kay Weiss		Children's - BCP Approved Provider List 2015/16 for Early Intervention and Prevention Services	Various (Framework)	£389,623	£213,623	£220,380	£176,000	01-Apr-15	31-Mar-17	24	Extension	1 year extension approved by AD/PH 31 Mar 2016	The Approved List is refreshed each December and re-tendered Feb/Mar. BCP Preferred Provider List approved by AD 22 Apr 2015. 1 year extension approved by AD/PH 31 Mar 2016. 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. - Evaluations of the current contracts were undertaken in January 2016 and providers that met the defined criteria were selected to have their contracts extended into 2016-17. - The proposed activities selected were provisionally programmed into the Children & Family Centre diaries for 2016-17 to ensure that there were no clashes in service delivery and that the expected activity needs were met. - The provisionally booked activity schedules were sent to the providers for them to confirm that they would be able to deliver the schedule when approved. Planning to refresh framework on a 1+1+1 basis; Gateway Report being prepared Jul 2016 for a mini-competition to be run in Nov 2016.	
ECHS 23	Jenny Beasley	Stephen John	RED	Adults - Direct Payments Support Services	Vibrance	£ 460,365	£ 122,835	£134,140	£134,140	01-Aug-12	31-Mar-17	56	Extension	31-Mar-17	Procurement exercise to take place in Aug/Sept 2016 to incorporate Payroll and Support Service. Service user engagement undertaken and identified support with tender evaluations. (Update from WN): Contract award to be scrutinised at CS PDS in Jan 17.	This contract is linked to ecm_3357 'Adults - Direct Payments Payroll Services'. These two contracts to be combined into one new contract. Update to be given to Commissioning Board on 5 September 2016. The timescales allowed for completion of this procurement exercise are short.
ECHS 24	Ian Leadbetter	Kay Weiss		Children's - Adoption Medicals	Bromley Healthcare Community Interest Company Ltd	£ 64,000	£ 32,000	£ 32,000	£32,000	20-Apr-15	31-Mar-17	23.4			Waiver approved by Portfolio Holder (20 April 2015) for a new contract for 2 years in order to end in line with the Bromley Healthcare one in March 2017. Commissioner to review data from BHC to assess if there is a need to retender.	Service review needs to have taken place and strategy agreed before the beginning of October 2016.
ECHS 25	Jenny Beasley	Stephen John	RED	Older People - Day Opportunities Transport	Age Concern Penge & Anerley	£ 82,758	£ 41,379	£ 41,379	£41,379	01-Apr-15	31-Mar-17	24		1 year extension available	Commissioner reviewing extension/direct payment options.	This contract is part of a group: ecm_21617, ecm_21619 and ecm_21620. A report will be coming to the Commissioning Board to give an update on the strategy on 5 September 2016. Update to be given to Commissioning Board on 5 September 2016.
ECHS 26	Jenny Beasley	Stephen John	RED	Older People - Day Opportunities Transport	Alzheimer's Society	£ 84,794	£ 42,397	£ 42,397	£42,397	01-Apr-15	31-Mar-17	24		1 year extension available	Commissioner reviewing extension/direct payment options.	This contract is part of a group: ecm_21617, ecm_21619 and ecm_21620. A report will be coming to the Commissioning Board to give an update on 5 September 2016. Update to be given to Commissioning Board on 5 September 2016.

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ECHS 27	David Bradshaw	Peter Turner		Education - Sims Licences on behalf of schools	Capita Business Services Ltd	£ 90,000	£ 56,000	£ 44,680	£ 44,680	01-Apr-15	31-Mar-17	24	Extension	1 year extension available	Fully recharged to the remaining maintained schools. Waiver for new 2 year contract approved by Director 19 Mar 2015. Discussions are continuing on future handover arrangements for schools to continue where necessary beyond Mar 2017, subject to review by the Commissioning Board and feedback from Bromley schools. If it is decided to continue the arrangement, then Executive approval for an exemption will be required in due course. It will need to be established whether it is relevant, which is expected to be confirmed by the end of September (it cannot be confirmed earlier as schools are on their summer break).	
ECHS 28	Jenny Beasley	Stephen John	RED	Older People - Day Opportunities Transport	Bromley & Lewisham Mind	£ 222,000	£ 111,000	£ 111,000	£111,000	01-Apr-15	31-Mar-17	24		1 year extension available	Commissioner reviewing extension/direct payment options.	This contract is part of a group: ecm_21617, ecm_21619 and ecm_21620. A report will be coming to the Commissioning Board to give an update on 5 September 2016. Update to be given to Commissioning Board on 5 September 2016.
ECHS 29	Mimi Morris-Cotterill	Nada Lemic		Public Health - Sexual Health - GUM Service - Advice, Screening and Treatment (out of borough)	NHS GUM Providers	£ 372,000	£ 124,000	£ 164,920	£164,920	01-Apr-14	31-Mar-17	36	Extension	31/03/2017	Executive approval will be sought for PH Commissioning Intentions for 17/18 and will include GUM services. Paper will be presented on 13 Sep 2016 CS PDS and Executive on 12 Oct 2016.	Contracts ecm_3298 and ecm_3297 relate to GUM services. A report will be giving an update to the Commissioning Board on 5 September 2016.
ECHS 30	Tracey Wilson	Sara Bowrey	RED	Housing - Move On Packs - Framework for Essential Household Goods Service	Various (Framework)	£ 400,000	£ 200,000	N/A	£ 200,000	01-Apr-15	31-Mar-17	24		2 years extension available	Framework approved by Care Services PDS 04 Mar 2015 (report CS15010). Annual expenditure under the new scheme has been estimated at £200,000 per annum, and costs will be contained to essential spend on meeting the Council's housing duties. Gateway review is currently underway with reporting due in September on options for continued operation of the welfare fund.	A report will be going to the Commissioning Board on 5 September to give an update.
ECHS 31	Lorna Blackwood	Lorna Blackwood	AMBER	Strategic Partnership - Age Concern Bromley	Age Concern Bromley	£ 802,025	£ 114,575	£ 114,580	£ 114,580	01-Apr-10	31-Mar-17	84		3 years extension available	This contract comes under the strategic review of Early Intervention and Wellbeing services where we are looking at jointly commissioning future services in partnership with the CCG, jointly funded through the Better Care Fund. An initial report with recommendations is being finalised for September PDS/October Executive. A procurement route is being configured under the light touch regime.	This contract is part of a group linked to the Third Sector Commissioning Strategy: ecm_3630, ecm_3631, ecm_38707, ecm_38705, ecm_38706 and ecm_3450. A report will be going to the Commissioning Board to give an update on 22 August 2016. The current timeframe allowed for the Third Sector Commissioning Strategy is narrow.
ECHS 32	Nada Lemic	Nada Lemic	AMBER	Public Health - GP SLAs	General Practitioners	£ 1,560,000	£ 560,000	£ 500,760	£ 500,760	01-Apr-14	31-Mar-17	36	Extension	1 year extension approved to 31 Mar 2016 (CS PDS 11 Nov 2014); further year extension approved to 31 Mar 2017 (CS PDS 23 Sep 2015)	Comment as previous	A report will be going to the Commissioning Board on 5 September 2016 to give an update.
ECHS 33	Lorna Blackwood	Lorna Blackwood	AMBER	Strategic Partnership - Carers Bromley	Carers Bromley	£ 2,816,751	£ 402,393	£ 254,070	£ 254,070	01-Apr-10	31-Mar-17	84		3 years extension available	This contract comes under the strategic review of Early Intervention and Wellbeing services where we are looking at jointly commissioning future services in partnership with the CCG, jointly funded through the Better Care Fund. An initial report with recommendations is being finalised for September PDS/October Executive. A procurement route is being configured under the light touch regime.	This contract is part of a group linked to the Third Sector Commissioning Strategy: ecm_3630, ecm_3631, ecm_38707, ecm_38705, ecm_38706 and ecm_3450. A report will be going to the Commissioning Board to give an update on 22 August 2016. The current timeframe allowed for the Third Sector Commissioning Strategy is narrow.
ECHS 34	Mimi Morris-Cotterill	Nada Lemic		Public Health - Sexual Health - GUM Service - Advice, Screening and Treatment (in-borough)	King's Healthcare Partnership	£ 3,900,000	£ 1,300,000	£ 1,414,870	£ 1,414,870	01-Apr-14	31-Mar-17	36	Extension	1 year extension approved by CS PDS 11 Nov 2014; further year extension approved to 31 Mar 2017 (CS PDS 23 Sep 2015).	Executive approval will be sought for PH Commissioning Intentions for 17/18 and will include GUM services. Paper will be presented on 13 Sep 2016 CS PDS and Executive on 12 Oct 2016.	This contract is part of a group of linked contracts: ecm_3298, ecm_3297 and ecm_38707. A report went to the Commissioning Board in June 2016 - a report will be returning to update the Commissioning Board on 5 September 2016.
ECHS 35	Andrew Royle	Stephen John	RED	Adults - Supporting People - Learning Disabilities	Fitzroy Support	£ 107,414	£ 107,414	£ 107,410	£ 107,410	01-Apr-16	31-Mar-17	12		1 year extension available	Report to Commissioning Board by end September 2016 on future commissioning options regarding the delivery of this service.	Future contracting arrangements to be in place by October 2016. A report will be brought to the Commissioning Board on 5 September to give an update.
ECHS 36	Sara Bowrey	Sara Bowrey	RED	Housing - Block Booking Arrangements for 182 Anerley Road	Carol Hughes-Young	£ 64,331	£ 42,887	£ 42,887	£ 42,887	01-Oct-15	31-Mar-17	17			Block booking arrangements. Currently looking to develop a DPS for temporary accommodation and so move these across to the DPS once operational. In the meantime we are running with the current block bookings as set out in the Gateway Review to Executive 12 Jan 2016 (report no. CS16007). Work on the options for a DPS system are currently being explored on a sub-regional basis - the timescales also allow lessons to be learned from the North London model which is currently being rolled out. Anticipated report back Autumn 2016.	This contract is part of a group: ecm_37322, ecm_37323 and ecm_37321. Report not yet submitted and reviewed at Commissioning Board - future contracting arrangements need to be confirmed.
ECHS 37	Sara Bowrey	Sara Bowrey	RED	Housing - Block Booking Arrangements for 3c Cambridge Road	TLK Property & Investments Ltd	£ 67,050	£ 44,700	£ 44,700	£ 44,700	01-Oct-15	31-Mar-17	17			Block booking arrangements. Currently looking to develop a DPS for temporary accommodation and so move these across to the DPS once operational. In the meantime we are running with the current block bookings as set out in the Gateway Review to Executive 12 Jan 2016 (report no. CS16007). Work on the options for a DPS system are currently being explored on a sub-regional basis - the timescales also allow lessons to be learned from the North London model which is currently being rolled out. Anticipated report back Autumn 2016.	This contract is part of a group: ecm_37322, ecm_37323 and ecm_37321. Report not yet submitted and reviewed at Commissioning Board - future contracting arrangements need to be confirmed.

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ECHS 38	Sara Bowrey	Sara Bowrey	RED	Housing - Block Booking Arrangements for 15 Lewes Road	JFD Developments Ltd	£ 98,550	£ 65,700	£ 65,700	£ 65,700	01-Oct-15	31-Mar-17	17			Block booking arrangements. Currently looking to develop a DPS for temporary accommodation and so move these across to the DPS once operational. In the meantime we are running with the current block bookings as set out in the Gateway Review to Executive 12 Jan 2016 (report no. CS16007). Work on the options for a DPS system are currently being explored on a sub-regional basis – the timescales also allow lessons to be learned from the North London model which is currently being rolled out. Anticipated report back Autumn 2016.	This contract is part of a group: ecm_37322, ecm_37323 and ecm_37321. Report not yet submitted and reviewed at Commissioning Board - future contracting arrangements need to be confirmed.
ECHS 39	Lorna Blackwood	Lorna Blackwood	AMBER	Learning Disabilities - Bromley Mencap Core Funding	Bromley Mencap	£ 51,327	£ 51,327	£ 51,330	£ 51,330	01-Apr-16	31-Mar-17	12			This contract comes under the strategic review of Early Intervention and Wellbeing services where we are looking at jointly commissioning future services in partnership with the CCG, jointly funded through the Better Care Fund. An initial report with recommendations is being finalised for September PDS/October Executive. A procurement route is being configured under the light touch regime.	This contract is part of a group linked to the Third Sector Commissioning Strategy: ecm_3630, ecm_3631, ecm_38707, ecm_38705, ecm_38706 and ecm_3450. A report will be going to the Commissioning Board to give an update on 22 August 2016. The current timeframe allowed for the Third Sector Commissioning Strategy is narrow.
ECHS 41	Mimi Morris-Cotterill	Nada Lemic		Public Health - Sexual Health - Laboratory Test for Chlamydia Screening Programme	The Doctors Laboratory Ltd	£ 72,000	£ 72,000	£ 72,000	£ 72,000	01-Apr-16	31-Mar-17	12		1 year extension available	This is to be included in the new SH Early Intervention Service to be procured, as approved by Executive (report no. CS17018) 20 Jul 2016; 6 months extension to be sought from Executive 18 Oct 2016.	Contracts ecm_38708, ecm_3616 and ecm_3615 are all to be included in the new SH Early Intervention Service to be procured, as approved by Executive (report no. CS17018) 20 Jul 2016.
ECHS 42	Lorna Blackwood	Lorna Blackwood	AMBER	Strategic Partnership Core Funding - Bromley CAB	Bromley Citizens Advice Bureaux Ltd	£ 145,000	£ 145,000	£ 145,000	£145,000	01-Apr-16	31-Mar-17	12			Contract approved by CS PDS/PH 10 Mar 2016 (report no. 16018), to align all Strategic Partnership/Core Funding contracts. This contract comes under the strategic review of Early Intervention and Wellbeing services where we are looking at jointly commissioning future services in partnership with the CCG, jointly funded through the Better Care Fund. An initial report with recommendations is being finalised for September PDS/October Executive. A procurement route is being configured under the light touch regime.	This contract is part of a group linked to the Third Sector Commissioning Strategy: ecm_3630, ecm_3631, ecm_38707, ecm_38705, ecm_38706 and ecm_3450. A report will be going to the Commissioning Board to give an update on 22 August 2016. The current timeframe allowed for the Third Sector Commissioning Strategy is narrow.
ECHS 43	Gillian Fiumicelli	Nada Lemic	RED	Public Health - NHS Health Checks - Point of Care Testing	Alere Ltd	£ 100,000	£ 100,000	£ 100,000	£ 100,000	01-Apr-16	31-Mar-17	12		1 year extension available, if taken this would extend the contract to 31/03/18	Direct call-off from Framework by CS PDS 10 Mar 2016 (report no. CS16037) for 1 year contract and option to extend for 1 year. Service specification now incorporates the Aegis Image contract. 1-year extension to be sought in Sep 2016.	
ECHS 45	Lorna Blackwood	Lorna Blackwood	AMBER	Strategic Partnership Core Funding - Bromley & Lewisham Mind	Bromley & Lewisham Mind Ltd	£ 49,830	£ 49,830	£ 49,830	£ 49,830	01-Apr-16	31-Mar-17	12			Contract approved by CS PDS/PH 10 Mar 2016 (report no. 16018), to align all Strategic Partnership/Core Funding contracts. This contract comes under the strategic review of Early Intervention and Wellbeing services where we are looking at jointly commissioning future services in partnership with the CCG, jointly funded through the Better Care Fund. An initial report with recommendations is being finalised for September PDS/October Executive. A procurement route is being configured under the light touch regime.	This contract is part of a group linked to the Third Sector Commissioning Strategy: ecm_3630, ecm_3631, ecm_38707, ecm_38705, ecm_38706 and ecm_3450. A report will be going to the Commissioning Board to give an update on 22 August 2016. The current timeframe allowed for the Third Sector Commissioning Strategy is narrow.
ECHS 46	Eamon Brennan	Kay Weiss		Children's - Appropriate Adult service at Police Stations	Appropriate Adults Service Ltd	£50,000	£25,000	£25,000	£25,000	01-Apr-15	31-Mar-17	24	Extension	1 year extension approved by AD 31 Mar 2016	Waiver approved by Director 31 Mar 2015. 1-year extension approved by AD 31 Mar 2016 to enable new tender process in Aug/Sep, for new contract to be in place from 01 Apr 2017. Tender documents being prepared Aug 2016.	
ECHS 47	Hilary Rogers	Kay Weiss		Children's - Group Based Short Break Provision	Family Link	£80,395	£33,850	£33,850	£33,850	01-Jun-15	31-Mar-17	22	Extension	1 year extension approved by AD 18 Mar 2016	Commissioner meeting Trustees in Sep 2016 to discuss potential move to Personal Budgets.	
ECHS 48	Aileen Stamate	Anne Watts	RED	Domestic Abuse - Bromley Domestic Abuse Support Groups	Bromley Women's Aid	£92,212	£16,579	£23,629	£23,629	01-Aug-13	31-Mar-17	44			Gateway Review to go to Executive Sep 2016.	This contract is part of a group on domestic abuse strategy: ecm_38101, ecm_38102, ecm_38106 and ecm_38682.
ECHS 49	Aileen Stamate	Anne Watts	RED	Domestic Abuse - Safer Bromley Van	Victim Support	£102,413	£25,257	£25,713	£25,713	01-Apr-13	31-Mar-17	48			Gateway Review to go to Executive Sep 2016.	This contract is part of a group on domestic abuse strategy: ecm_38101, ecm_38102, ecm_38106 and ecm_38682.
ECHS 50	Aileen Stamate	Anne Watts	RED	Domestic Abuse - Advocacy Project	Victim Support	£349,285	£116,461	£116,439	£116,439	01-Apr-14	31-Mar-17	36			Gateway Review to go to Executive Sep 2016.	This contract is part of a group on domestic abuse strategy: ecm_38101, ecm_38102, ecm_38106 and ecm_38682. An update will be given on this contract at the Commissioning Board on 22 August 2016.
ECHS 51	Aileen Stamate	Anne Watts	RED	Domestic Abuse - Perpetrator Programme	Domestic Violence Intervention Project	£85,516	£28,515	£28,507	£28,507	01-Apr-14	31-Mar-17	36			Gateway Review to go to Executive Sep 2016.	This contract is part of a group on domestic abuse strategy: ecm_38101, ecm_38102, ecm_38106 and ecm_38682. An update will be given on this contract at the Commissioning Board on 22 August 2016.
ECHS 53	Aileen Stamate	Anne Watts		Domestic Abuse - Schools Programme, Volunteer Manager and Resettlement Officer	Bromley Women's Aid	£ 86,570	£ 60,610	£ 60,610	£ 60,610	01-Jun-15	31-Mar-17	21			Formerly under E&CS, transferred to ECHS in 2015. Waiver approved by AD & ED (E&CS) 17 Jul 2015. All domestic abuse contracts to be retendered as a joint service. Gateway report will be ready by the end of July 2016 to go to the commissioning board then Exec 07 Sep 2016.	

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ECHS 54	Ian Leadbetter	Kay Weiss	RED	Children's - Support Services to Children at Risk of Sexual Exploitation	Barnardo's	£ 55,000	£ 55,000	£ 55,000	£ 55,000	01-Jul-16	31-Mar-17	9			Waiver approved by PH/CS PDS 28 Jun 2016 for 9 month contract, to enable retendering on a revised specification. See also ecm_3248.	Update to be given at Commissioning Board on 22 August 2016. In light of the outcome of the Ofsted inspection, a more detailed specification needs to be drawn up, now in a short time period.
ECHS 55	Sarah Wenbourne	Lorna Blackwood	AMBER	General - Independent NHS Complaints Advocacy Service	VoiceAbility Advocacy	£152,237	£37,685	£37,685	£36,000 Lower usage	01-Apr-13	31-Mar-17	48	Extension	1 year extension granted to 31 Mar 2016 (CS PDS report CS14105) 04 Dec 2014; further year extension approved to 31 Mar 2017 (PH 07 Dec 2015).	Contract approved from Hounslow Framework by Director & PH 08 Mar 2013. 1 year extension approved to 31 Mar 2016 (CS PDS report CS14105) 04 Dec 2014. Further year extension approved to 31 Mar 2017 (PH 07 Dec 2015). Procurement recommendation for this service to be included in CS report September 2016. Bromley will be seeking authority to join new Pan London framework from 01 Apr 2017 but may opt out following planned re-tender of all third sector services during 2017.	A report went to the Commissioning Board 15 August 2016.
ECHS 56	Jenny Beasley	Stephen John	RED	Adults - Direct Payments Payroll Services	ECDP	£ 137,523	£ 35,000	£41,000	£41,000	09-Apr-13	08-Apr-17	48	Extension	1 year extension granted (Director 05 Jan 2015); 1 further year extension approved (AD/PH 16 Nov 2015).	Procurement exercise to take place in Aug/Sept 2016 to incorporate Payroll and Support Service. Service user engagement undertaken and identified support with tender evaluations. (Update from WN): Contract award to be scrutinised at CS PDS in Jan 17.	This contract is linked to ecm_3357 'Adults - Direct Payments Payroll Services'. These two contracts to be combined into one new contract. Update to be given to Commissioning Board on 5 September 2016. The timescales allowed for completion of this procurement exercise are short.
ECHS 57	Stephen John	Lorna Blackwood		Older People - Day Opportunities Innovation & Development Grant	Age Concern Bromley t/a Age UK Bromley & Greenwich	£ 53,642	£ 26,821	£ 26,821	£ 26,821	01-May-15	30-Apr-17	24			Grant arrangements approved by Executive 11 Nov 2014 (report CS14112). The grant arrangements relating to this contract were to achieve specific outcomes; there are therefore no plans to renew the contract.	
ECHS 58	Antoinette Thorne	Charles Obazuaye		Training - Step Up To Social Work Project	Royal Holloway (London University)	£ 282,282	£ 153,972	£ 157,311	£ 157,311	29-Jun-15	30-Apr-17	22		22 months extension available	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. Bidding for the next cohort of Step Up is in December 2016 and will know if we have been successful by the end of January 2017. An extension will be sought at that time if the bid is successful.	
ECHS 59	Colin Lusted	Stephen John		Learning Disabilities - Supported Living at 109 Masons Hill	MCCH	£3,269,206	£ 684,458	£ 406,800	£406,800 Variable, cost on a client by client basis	23-Apr-12	30-Jun-17	63	Extension	2 years extension granted to 22 Apr 2017 (Director 07 Apr 2014). 10 week extension approved to 30 Jun 2017.	Contract approved following tender. CPI not approved to date. 2 years extension approved to 22 Apr 2017 by Director 07 Apr 2014. Gateway Report approved by CS PDS 28 Jun 2016 and Executive 20 July 2016; 10 week extension approved to co-terminate with 111 Masons Hill. Subject to necessary approvals and successful tendering it is intended to seek approval to award the tender from Executive 22 Mar 2017.	A report was sent to the Commissioning Board on 9 May 2016.
ECHS 60	Andrew Royle	Stephen John		Learning Disabilities - Supported Living at Century Way	Avenues London	£ 742,708	£ 181,601	£ 210,500	£ 210,500	01-Oct-13	30-Jun-17	48	Extension	1 year extension approved by PH 07 Mar 2016 to enable a retendering process to occur. Gateway Report to Executive 20 Jul 2016 (report no. CS17016) to bundle 109 Masons Hill, 111 Masons Hill, Century Way, Dunstonian Court and retender for 01 Jul 2017 start.	A report was sent to the Commissioning Board on 9 May 2016.	
ECHS 61	Andrew Royle	Stephen John		Learning Disabilities - Supported Living at 111 Masons Hill	Care Management Group Ltd	£ 1,038,518	£ 223,319	£ 368,900	£ 368,900	01-Jul-13	30-Jun-17	48	Extension	30 Jun 2017 + 1 further year extension available	1 year extension to 30 Jun 2017 approved by PH 14 Mar 2016 to enable a retendering process to occur. Gateway Report to Executive 20 Jul 2016 (report no. CS17016) to bundle 109 Masons Hill, 111 Masons Hill, Century Way, Dunstonian Court and retender for 01 Jul 2017 start. 10 week extension approved for 109 Masons Hill to co-terminate with 111 Masons Hill. Subject to necessary approvals and successful tendering it is intended to seek approval to award the tender from Executive 22 Mar 2017.	A report was sent to the Commissioning Board on 9 May 2016.
ECHS 62	Andrew Royle	Stephen John		Learning Disabilities - Supported Living at Padua Road	Outward Housing	£ 706,686	£ 235,562	£ 235,560	£ 235,560	01-Jul-13	30-Jun-17	48	Extension	30 Jun 2017 + 1 further year extension available	1 year extension to 30 Jun 2017 approved by PH 14 Mar 2016 to enable a retendering process to occur. Proposal to extend further, with report to be drafted as per CPRs.	
ECHS 63	Andrew Royle	Stephen John		Learning Disabilities - Supported Living at Dunstonian Court	Sunnyside Domiciliary Support Services Ltd	£ 140,000	£ 140,000	£ 140,000	£ 140,000	01-Jul-16	30-Jun-17	12			1 year contract approved by CS PDS 10 Mar 2016 (report CS16031) to enable a retendering process to occur.	
ECHS 64	Lorna Blackwood	Lorna Blackwood		Adults - Integrated Community Equipment Service (ICES)	Medequip Assistive Technology Ltd	£ 6,870,000	£ 1,490,000	£ 1,718,440	Greater than budget dependent on usage	02-Jul-12	01-Jul-17	60	Extension	2 years extension granted (Exec 26 Nov 2014)	Retendering process underway by Consortium for new contract from July 2017.	A report will give an update to the Commissioning Board in September.
ECHS 67	Colin Lusted	Stephen John		Learning Disabilities - Travel Training for Young People with Disabilities	Bexley Accessible Transport Scheme	£ 265,410	£ 88,470	£ 185,880	£ 185,880	01-Sep-14	31-Aug-17	36	Extension	1 year extension approved by AD 15 Jul 2015; 1 year extension approved by AD 22 Mar 2016.	The budget sits in SEN Education and following recent staff changes the contract will now be managed by that service. The contract is in its final year and officers are preparing the necessary report to submit a further Invest to Save Bid and undertake a procurement exercise.	
ECHS 69	Jenny Selway	Nada Lemic	AMBER	Public Health - Family Nurse Partnership	Bromley Healthcare Community Interest Company Ltd	£360,000	£180,000	£180,000	£180,000	01-Oct-15	30-Sep-17	24	Extension	1 year extension to 31 Mar 2017 approved by CS PDS 10 Mar 2016 (report no. CS16021). Further 6 month extension approved by CS PDS 28 Jun 2016 (report no. CS17019).	Gateway approved by CS PDS 28 Jun 2016 (report no. CS17019) to extend for a further 6 months to align with Health Visiting Service, and retender as a joint service.	This contract will be integrated with the Early Integration Service when retendering in October. The 6 month extension is short - a report is due back to the Commissioning Board in October to report on further contracting arrangements and strategy. This contract is linked to ecm_37345. An update was given to the Commissioning Board on 20 June 2016.

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ECHS 70	Jenny Selway	Nada Lemic		Public Health - National Child Measurement (NCMP)	Bromley Healthcare Community Interest Company Ltd	£ 1,686,220	£ 234,000	£308,580	£301,107	01-Apr-11	30-Sep-17	78	Extension	1 year extension approved to 31 Mar 2017 (CS PDS 23 Sep 2015); Bromley Healthcare contract extended to 31 March 2017. 6 month extension approved by CS PDS 10 Mar 2016 (CS16025)	Gateway approved by CS PDS 28 Jun 2016 (report no. CS17021) to procure as a standalone service.	CCG may take over this contract - report going to Cabinet on 2 September 2016. Report due to Commissioning Board at the end of September.
ECHS 71	Mimi Morris-Cotterill	Nada Lemic		Public Health - Sexual Health - Health Improvement	Bromley Healthcare Community Interest Company Ltd	£3,500,000 estimated (part of Bromley Healthcare Block Contract)	£ 647,000	£404,230	£394,456	01-Apr-11	30-Sep-17	78	Extension	6 month extension approved by CS PDS 10 Mar 2016 (CS16008)	New SH Early Intervention Service to be procured, as approved by Executive (report no. CS17018) 20 Jul 2016.	Contracts ecm_38708, ecm_3616 and ecm_3615 are all to be included in the new SH Early Intervention Service to be procured, as approved by Executive (report no. CS17018) 20 Jul 2016.
ECHS 72	Mimi Morris-Cotterill	Nada Lemic		Public Health - Sexual Health - Contraception & Reproductive Health	Bromley Healthcare Community Interest Company Ltd	£4,500,000 estimated (part of Bromley Healthcare Block Contract)	£ 684,000	£ 739,320	£ 721,455	01-Apr-11	30-Sep-17	78	Extension	6 month extension approved by CS PDS 10 Mar 2016 (CS16008)	New SH Early Intervention Service to be procured, as approved by Executive (report no. CS17018) 20 Jul 2016.	Contracts ecm_38708, ecm_3616 and ecm_3615 are all to be included in the new SH Early Intervention Service to be procured, as approved by Executive (report no. CS17018) 20 Jul 2016.
ECHS 84	Andrew Royle	Stephen John		Learning Disabilities - Supported Living at 44 Bromley Road	Outward Housing	£ 558,148	£ 139,716	£ 139,716	£139,716 Variable, cost on a client by client basis	01-Oct-13	30-Sep-17	48	Extension	1 year extension approved to 30 Sep 2017 (CS PDS 21 Jan 2015) - 1 further year available	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.	
ECHS 85	Lorna Blackwood	Lorna Blackwood	AMBER	Strategic Partnership Core Funding - Community Links Bromley	Community Links Bromley	£ 465,813	£ 155,271	£ 155,271	£155,271 Variable, cost on a client by client basis	01-Oct-14	30-Sep-17	36		2 years available	Waiver approved by Exec 16 July 2014 for 3-year contract, with option to extend for a further 2 years (Report CS14068). Report approved by CS PDS 10 Mar 2016 (report no. 16018) to align all Strategic Partnership/Core Funding contracts, which will then be reviewed collectively. This contract comes under the strategic review of Early Intervention and Wellbeing services where we are looking at jointly commissioning future services in partnership with the CCG, jointly funded through the Better Care Fund. An initial report with recommendations is being finalised for September PDS/October Executive. A procurement route is being configured under the light touch regime.	This contract is part of a group linked to the Third Sector Commissioning Strategy: ecm_3630, ecm_3631, ecm_38707, ecm_38705, ecm_38706 and ecm_3450. A report will be going to the Commissioning Board to give an update on 22 August 2016. The current timeframe allowed for the Third Sector Commissioning Strategy is narrow.
ECHS 86	Andrew Royle	Stephen John		Learning Disabilities - Supported Living at 15 Brosse Way	Avenues London	£ 629,497	£ 163,499	£ 163,499	£163,499 Variable, cost on a client by client basis	01-Oct-13	30-Sep-17	48	Extension	1 year extension approved to 30 Sep 2017 (CS PDS 21 Jan 2015) - 1 further year available	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.	
ECHS 89	Andrew Royle	Stephen John		Learning Disabilities - Supported Living at Johnson Court	Sanctuary Home Care Ltd	£ 563,095	£ 112,619	£ 112,619	£112,619 Variable on client by client basis	01-Oct-12	30-Sep-17	60		2 years extension available	Report approved by CS PDS 21 Jan 2015 to tender as part of a "bundle" with 15 Brosse Way and 44 Bromley Road.	
ECHS 90	Wendy Norman	Lesley Moore		Adults - Supporting People - Tenancy Support Services for Homeless People	Evolve Housing + Support	£ 593,241	£ 197,747	£ 197,747	£197,747	01-Oct-14	30-Sep-17	36		2 years extension available	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. Changed name to 'Evolve Housing + Support' on 4th Sep 2015.	
ECHS 91	Yinka Adetunji	Stephen John		Mental Health - Flexible Support	Community Options	£ 2,220,120	£ 465,452	£ 465,452	£465,452 Variable on client by client basis	01-Oct-12	30-Sep-17	60	Extension	2 years extension approved 17 Aug 2015.	Community Options is to be fully integrated into Heritage Care with effect from 01 Oct 2016.	
ECHS 93	Jenny Selway	Nada Lemic	AMBER	Public Health - Health Visiting Service	Bromley Healthcare Community Interest Company Ltd	£5,700,000	£3,800,000	£3,622,000	£3,454,000	01-Oct-15	30-Sep-17	24	Extension	6 month extension approved by CS PDS 10 Mar 2016 (CS16025)	Gateway approved by CS PDS 28 Jun 2016 (report no. CS17019) to align with Health Visiting Service, and retender as a joint service.	This contract will be integrated with the Early Integration Service when retendering in October which has been highlighted as a corporate priority. This contract is linked to ecm_3611. A report is due back to the Commissioning Board in October.
ECHS 94	Agnes Marossy	Nada Lemic		Public Health - Young Persons Substance Misuse Service	Change Grow Live (CGL)	£ 330,380	£ 165,190	£ 165,190	£ 165,190	01-Dec-15	30-Nov-17	24		1 year extension available	Contract awarded by CS PDS 17 Sep 2015 (report no. CS15920) following tendering process, for 2 year contract with 1 year extension. Name changed from CRI to CGL 01 Apr 2016.	Contract ending.
ECHS 95	Hilary Rogers	Kay Weiss		Mental Health - Community Well-Being Service For Children And Young People	Bromley Y	£ 1,345,983	£ 448,661	£ 445,570	£ 441,161	01-Dec-14	30-Nov-17	36		2 years extension available	Contract approved by Exec 16 Jul 2014 (Item 42) following tender process. Service commenced 01 Dec 2014.	Contract ending.
ECHS 96	Agnes Marossy	Nada Lemic		Public Health - Adults Substance Misuse Service	Change Grow Live (CGL)	£ 2,432,980	£ 1,216,490	£ 1,216,490	£ 1,216,490	01-Dec-15	30-Nov-17	#N/A		1 year extension available	Contract awarded by CS PDS 17 Sep 2015 (report no. CS15920) following tendering process, for 2 year contract with 1 year extension. Name changed from CRI to CGL 01 Apr 2016.	Contract ending.
ECHS 97	Stephen John	Lorna Blackwood		Building Management - Lewis House	Bromley Experts By Experience CIC	£63,800	£31,900	£31,900	£31,900	01-Jan-16	31-Dec-17	24			Contract approved by Exec 16 Jul 2014 (Item 42) following tender process. Service commenced 01 Dec 2014.	
ECHS 98	Colin Lusted	Stephen John		Learning Disabilities - Supported Living in 5 LD properties	Avenues London	£ 4,101,000	£ 1,367,000	£ 1,367,000	£1,367,000 Variable, cost on a client by client basis	12-Jan-15	11-Jan-18	36		2 years extension available	Tendered as a "bundle". Gateway Review approved by Executive 11 Mar 2014. Contract approved by Executive 15 Oct 2014 (Report CS15092).	

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ECHS 99	Wendy Norman	Lesley Moore		Older People - Nursing Beds (PF & EM)	Mission Care	£10,571,816	£ 2,142,954	£ 2,093,610	£ 2,093,610	02-Jan-13	31-Jan-18	60	Extension	1 year extension approved to 31 Jan 2017 (AD 12 Oct 2015); 1 further year extension approved by CS PDS 28 Jun 2016 (report no. CS17012).	1 further year extension approved by CS PDS 28 Jun 2016 (report no. CS17012). Procurement exercise to be undertaken during 2017 in order that new contract can start on 02 Jan 2018.	Report went to Commissioning Board on 6 June 2016.
ECHS 100	Nada Lemic	Nada Lemic		Public Health - Framework for Various Public Health Services	Various (Framework)	£ 3,200,000	£ 800,000	Not allocated by contractor	Not allocated by contractor	03-Mar-14	02-Mar-18	48	Extension	2 year extension to framework approved by Care Services PDS (report no. CS15925) 23 Sep 2015.	2 year extension to framework approved by Care Services PDS (report no. CS15925) 23 Sep 2015.	
ECHS 101	Stephen John	Lorna Blackwood		Older People - Day Opportunity Services For Personal Budget Clients	Biggin Hill Community Care Association	£ 90,360	£ 18,072	Dependent on usage	Dependent on usage. Q1 = 3,983	01-Apr-13	31-Mar-18	60			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 delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).	
ECHS 103	Stephen John	Lorna Blackwood		Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Bromley t/a Age UK Bromley & Greenwich	£ 205,360	£ 41,072	£ 30,000	£ 30,000	01-Apr-13	31-Mar-18	60			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 delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).	
ECHS 104	Hilary Rogers	Lorna Blackwood		Children's - Network Services, inc. Child-Minding, Bidding and a Sitting Service for Children and Young People with Learning and/or Physical Disabilities	Bromley Mencap	£ 240,000	£ 169,133	£ 99,190	£ 99,190	01-Apr-15	31-Mar-18	36			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.	
ECHS 105	Lorna Blackwood	Lorna Blackwood		Mental Health - General Advocacy and Independent Mental Health Advocacy Services	Rethink Mental Illness	£ 266,760	£ 88,920	£ 123,000	£ 123,000	01-Apr-15	31-Mar-18	36		2 years extension available (1 year + 1 year)	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.	
ECHS 106	Lorna Blackwood	Lorna Blackwood		Adults - Healthwatch Bromley	Healthwatch Bromley	£325,184	£126,384	£113,150	£113,150	01-Apr-15	31-Mar-18	36			3-year contract approved with Healthwatch by CS PDS (report no. CS14119) - discussions ongoing regarding early novation of existing contract with Community Links.	
ECHS 107	Stephen John	Lorna Blackwood		Older People - Day Opportunity Services For Personal Budget Clients	Alzheimer's Society	£ 583,870	£ 116,774	Dependent on usage	Dependent on usage. Q1 = 11,252	01-Apr-13	31-Mar-18	60			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 delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).	
ECHS 108	Stephen John	Lorna Blackwood		Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Penge & Anerley	£ 595,540	£ 119,108	Dependent on usage	Dependent on usage. Q1 = 24,653	01-Apr-13	31-Mar-18	60			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 delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).	
ECHS 109	Stephen John	Lorna Blackwood		Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Orpington and District	£ 611,970	£ 122,394	Dependent on usage	Dependent on usage. Q1 = 28,952	01-Apr-13	31-Mar-18	60			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 delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).	
ECHS 110	Stephen John	Lorna Blackwood		Older People - Day Opportunity Services For Personal Budget Clients	Age Concern Ravensbourne	£ 800,900	£ 160,180	Dependent on usage	Dependent on usage. Q1 = 30,410	01-Apr-13	31-Mar-18	60			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 delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).	
ECHS 111	Stephen John	Lorna Blackwood		Older People - Day Opportunity Services For Personal Budget Clients	Bromley & Lewisham Mind	£ 872,105	£ 174,421	Dependent on usage	Dependent on usage. Q1 = 33,347	01-Apr-13	31-Mar-18	60			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 delivered as part of planned Invest to Save approved by Executive 26/11/14 (report CS14112).	
ECHS 113	Susan Phillips	Kay Weiss		Children's - Family Group Conference	Daybreak Family Group Conferences	£ 149,934	£ 74,967	£ 74,967	Dependent on usage. Q1 = 18,742	01-Apr-16	31-Mar-18	24		1 year extension available	Contract awarded by AD 15 Feb 2016, following tender process.	
ECHS 114	Sara Bowrey	Sara Bowrey		IT System - Anite Housing Annual Maintenance	Northgate Information Solutions Ltd	£ 87,084	£ 43,502	£ 43,502	£ 43,502	01-Apr-16	31-Mar-18	24			Waiver approved by CS PDS 12 Jan 2016 (report CS 16009) to cover annual maintenance. Fully integrated Housing IT system to be procured - Gateway Review agreed by Exec 14 Jan 2015 (report CS14106). Tender process from CSS Framework (Due North ref A29D-BHD2BZ) produced no tenders. Specification and requirements being reviewed; Gateway Review approved by Exec 20 Jul 2016 to re-tender on the Crown Commercial Services (CCS) RM1059 Framework.	
ECHS 115	Antoinette Thorne	Charles Obazuaye		Training - Signs of Safety Training	EJH Training Services Ltd & JKB Consulting & Management Ltd	£51,450	£31,450	£61,250	£10,000	12-Jun-15	31-Mar-18	33	Variation	Variation approved by AD 21 Mar 2016	Amended waiver approved 05 Jul 2016, correctly awarding to EJH Training Services Ltd & JKB Consulting & Management Ltd.	

Ref. for E&R PDS 07/09/16	Contract Manager	Head of Service/ Assistant Director/ Director/ Director Responsible	RAG Status (Assigned by Corporate Procurement and Commissioning Team)	Title	Supplier Name	Total Contract Value	Original Annual Value	2016/17 Budget	2016/17 Projected	Start Date	End Date (including any extensions taken)	Duration Months (core term + any extensions taken)	Variation/ Extension/ Waiver Option Taken?	Variation/ Extension/ Waiver Information	UPDATE PROVIDED (for 7 September Update) Update provided where required by Corporate Procurement and Commissioning Team.	CORPORATE PROCUREMENT AND COMMISSIONING COMMENT (for 7 September Update)
ECHS 121	Lorna Blackwood	Lorna Blackwood		Older People - Dementia Post-Diagnosis Support Services	Bromley & Lewisham Mind	£902,056	£451,028	£493,000	£451,028	01-Jul-16	30-Jun-18	24		2 years extension available (1 year + 1 year)	Contract approved by Exec 23 Mar 2016 (Part 2, item 385/1) with Bromley and Lewisham Mind as the lead organisation of the Bromley Dementia Services Consortium, also comprising Age UK Bromley and Greenwich, Carers Bromley and Oxleas NHS Foundation Trust; potential to extend for a further period of one year plus a further one year (delegated to C Exec & PH, the authorisation to extend the Contract for a period of up to 2 years).	
ECHS 122	Stephen John	Lorna Blackwood		Physical Disability and Sensory Impairment - Kent Association for the Blind Services for the Blind	Kent Association for the Blind	£ 200,940	£ 100,470	£ 100,470	£ 100,470	01-Jul-16	30-Jun-18	24		1 year extension available	Report CS PDS 10 Mar 2016 (report no. CS16031) approved a new 2 year contract from 01 Jul 2016. See ecm_3285.	
ECHS 123	Ian Leadbetter	Kay Weiss		Children's - Independent Visitor Service for Children Looked After	Asphaleia Ltd	£ 52,870	£ 26,435	£ 26,435	£ 26,435	01-Aug-16	31-Jul-18	24		2 years extension available (1 year + 1 year)	Contract approved by Director 17 Jun 2016, following tender process.	
ECHS 126	Lorna Blackwood	Lorna Blackwood		Older People/Learning Disabilities/Physical Disabilities - Independent Advocacy Services for older people and those with a learning and/or physical disability	Rethink Mental Illness	£ 133,440	£ 44,480	£ 52,000	£ 52,000	01-Oct-15	30-Sep-18	36		2 years extension available (1 year + 1 year)	Contract approved by Director 10 Sep 2015 following tender process.	
ECHS 127	Catherine Pimm	Colin Brand		Education - Consultancy Services - Multi-Disciplinary Services for the Reconfiguration and extension of SEN Provision at Tubbenden Primary School	ig9 Ltd	£ 65,875	£ 65,875	£ 65,875	£ 65,875	31-Jul-16	30-Sep-18	25			Contract approved by Director 30 Jun 2016, following mini-competition process from Lewisham Framework. Includes 12 month defects liability period.	
ECHS 129	Wendy Norman	Lesley Moore		Adults - Tenancy Sustainment for Women in Refuges	Bromley Women's Aid	£ 314,466	£ 104,822	£ 106,000	£ 106,000	01-Jan-16	31-Dec-18	36		2 years extension available	Contract approved by Portfolio Holder 17 Nov 2015 (report no. CS15944), following tender process.	
ECHS 130	Angela Buchanan	Anne Watts		Software Licence Social Care Information System (Care First)	OLM Systems Ltd	£ 2,324,117	£ 169,033	£ 180,370	£ 175,523	06-May-06	31-Mar-19	156	Extension	31 Mar 2019	Portfolio Holder approval given 12 Jan 2016 (report no. 16014) to extend the agreement to 31 Mar 2019 bringing all Carefirst elements together. Variation to cover external hosting option approved by PH 17 Mar 2016. See also contracts ecm_3459 and ecm_21946.	
ECHS 131	Angela Buchanan	Anne Watts		Website Development - MyLife Web Portal	OLM Systems Ltd	£ 140,720	£ 46,906	£ 36,490	£ 36,490	01-Apr-16	31-Mar-19	36			Gateway Review to Care Services PDS 27 Jul 2015 (report no. CS15915) approved a new 3-year contract from 1 Apr 2016, which includes 3 year enterprise licence £42,700 and £15,000 pa (£87,500). See also contract ecm_3317.	
ECHS 132	Sara Bowrey	Sara Bowrey		Housing - Temporary Accommodation Service	Orchard & Shipman PLC	£ 4,687,260	£ 1,562,420	£ 1,562,420	£ 1,562,420	01-Apr-16	31-Mar-19	36		2 years extension available	Waiver approved by CS PDS 12 Jan 2016 (report no CS16007) for 3 year contract plus 2 year extension). The amount paid varies according to the number of properties leased at anyone point and at what cost the rents to private landlords have been negotiated. The contract value is thus an estimate, which includes the annual management fee of c£500k. The total cost is recoverable through the rental income, and thus there is no cost to the Council.	
ECHS 133	Colin Lusted	Stephen John		Learning Disabilities - Supported Living Scheme 1 (3 Properties)	Certitude Support	£ 2,389,963	£ 797,654	£ 797,654	£ 797,654	25-Apr-16	24-Apr-19	36		2 years extension available	Contract awarded for 3 years plus 2 years extension by CS PDS 09 Feb 2016 (report no. CS16017) following a tendering process.	
ECHS 135	Jenny Beasley	Stephen John		Domiciliary Care Services - Individual Client Contract	Helping Hands Homecare	£274,102	£ 45,500	£ 46,602	Dependent on usage - Q1 = 11,329	27-Aug-12	26-Aug-19	84	Extension	2 years extension approved by CS PDS 28 Jun 2016; 2 further years available.	2 years extension approved by CS PDS 28 Jun 2016 (report no. CS17015); 2 further years available.	A report was brought to the Commissioning Board on 6 June 2016.
ECHS 136	Jenny Beasley	Stephen John		Domiciliary Care Services - Individual Client Contract	Sweet Tree Home Care Services Ltd	£384,649	£ 69,212	£ 38,589	Dependent on usage - Q1 = 696	27-Aug-12	26-Aug-19	84	Extension	2 years extension approved by CS PDS 28 Jun 2016; 2 further years available.	2 years extension approved by CS PDS 28 Jun 2016 (report no. CS17015); 2 further years available.	A report was brought to the Commissioning Board on 6 June 2016.
ECHS 137	Jenny Beasley	Stephen John		Domiciliary Care Services - Individual Client Contract	Heart of the South	£487,149	£ 81,333	£ 81,333	Dependent on usage - Q1 = 23,502	27-Aug-12	26-Aug-19	84	Extension	2 years extension approved by CS PDS 28 Jun 2016; 2 further years available.	2 years extension approved by CS PDS 28 Jun 2016 (report no. CS17015); 2 further years available.	A report was brought to the Commissioning Board on 6 June 2016.

Ref. for E&R PDS 07/09/16	Contract Manager	Head of Service/ Assistant Director/ Director Responsible	RAG Status (Assigned by Corporate Procurement and Commissioning Team)	Title	Supplier Name	Total Contract Value	Original Annual Value	2016/17 Budget	2016/17 Projected	Start Date	End Date (including any extensions taken)	Duration Months (core term + any extensions taken)	Variation/ Extension/ Waiver Option Taken?	Variation/ Extension/ Waiver Information	UPDATE PROVIDED (for 7 September Update) Update provided where required by Corporate Procurement and Commissioning Team.	CORPORATE PROCUREMENT AND COMMISSIONING COMMENT (for 7 September Update)
ECHS 138	Jenny Beasley	Stephen John		Domiciliary Care Services - Spot Contract	Daret Healthcare (UK) Ltd	£960,731	£ 167,479	£ 123,336	Dependent on usage - Q1 = 34,508	27-Aug-12	26-Aug-19	84	Extension	2 years extension approved by CS PDS 28 Jun 2016; 2 further years available.	2 years extension approved by CS PDS 28 Jun 2016 (report no. CS17015); 2 further years available.	A report was brought to the Commissioning Board on 6 June 2016.
ECHS 139	Jenny Beasley	Stephen John		Domiciliary Care Services - Spot Contract	Mackley Home Care Ltd	£1,078,416	£ 189,325	£ 131,791	Dependent on usage - Q1 = 37,275	27-Aug-12	26-Aug-19	84	Extension	2 years extension approved by CS PDS 28 Jun 2016; 2 further years available.	2 years extension approved by CS PDS 28 Jun 2016 (report no. CS17015); 2 further years available.	A report was brought to the Commissioning Board on 6 June 2016.
ECHS 140	Jenny Beasley	Stephen John		Domiciliary Care Services - Spot Contract	Always Caring Bromley Ltd	£1,517,112	£ 252,852	£ 252,852	Dependent on usage - Q1 = 15,967	27-Aug-12	26-Aug-19	84	Extension	2 years extension approved by CS PDS 28 Jun 2016; 2 further years available.	2 years extension approved by CS PDS 28 Jun 2016 (report no. CS17015); 2 further years available.	A report was brought to the Commissioning Board on 6 June 2016.
ECHS 141	Jenny Beasley	Stephen John		Domiciliary Care Services - Spot Contract	Carewatch Care Services Ltd t/a Carewatch Bromley	£4,233,332	£ 701,700	£ 724,832	Dependent on usage - Q1 = 137,868	27-Aug-12	26-Aug-19	84	Extension	2 years extension approved by CS PDS 28 Jun 2016; 2 further years available.	2 years extension approved by CS PDS 28 Jun 2016 (report no. CS17015); 2 further years available.	A report was brought to the Commissioning Board on 6 June 2016.
ECHS 142	Jenny Beasley	Stephen John		Domiciliary Care Services Framework	Various (Framework)	£46,121,961	£ 10,523,980	£ 9,468,690	Dependent on usage	27-Aug-12	26-Aug-19	84	Extension	2 years extension approved by CS PDS 28 Jun 2016; 2 further years available.	2 years extension approved by CS PDS 28 Jun 2016 (report no. CS17015); 2 further years available. extension of framework contract with providers and report back to Executive in September with results from 27 Aug 2017.	A report was brought to the Commissioning Board on 6 June 2016.
ECHS 146	Antoinette Thorne	Charles Obazuaye		Training - Workforce Development Courses for Social Care Staff	Various	£ 280,000	£ 70,000	£ 70,000	£ 70,000	01-Apr-16	31-Mar-20	48			Agreement on ongoing spot purchase approved by AD & PH 14 Jan 2016. These are the only organisations able to provide the specialist courses required by the organisation. See also ecm_3428.	
ECHS 147	Mary Cava			ICT - Dynamic Purchasing System for SEN Placements	London Borough of Croydon	£ 60,000	£ 15,000	£ 15,000	£ 15,000	01-Aug-16	31-Jul-20	48			Approval given to enter into an Operating Agreement with Croydon for 4 years by Executive 18 May 2016; DPS is run through Matrix/adam.	
ECHS 148	Lorna Blackwood	Lorna Blackwood		Learning Disabilities - Adult Social Care Services	Certitude Support	£ 19,000,000	£ 3,700,000	£ 3,865,550	£ 3,865,550	01-Oct-15	30-Sep-20	60		2 years extension available	Competitive Dialogue process. Lot 1 not proceeding. Contract for Lot 2 awarded by Executive 15 Jul 2015 (report CS15909a), for 5 years with an option to extend for up to a further 2 years.	
ECHS 149	Lorna Blackwood	Lorna Blackwood		Mental Health - Section 31 Agreement for the Exercise of Mental Health Function - LBB and Oxleas	Oxleas NHS Foundation Trust	£30,438,550	£ 1,570,450	£ 1,373,390	£ 1,373,390	01-Dec-04	30-Nov-24	240			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). Dual Diagnosis is not included in this sum and is funded from a separate budget under Public Health.	
ECHS 150	Richard Haines	Stephen John		ICT - Domiciliary Care Software Planning System	Advanced Health & Care Ltd	£111,660	£5,583	£144,000	£144,000	01-Apr-06	31-Mar-26	240			Contract for system maintenance and 15 software licences, to continue as required (no end date).	
ECHS 151	Lorna Blackwood	Lorna Blackwood		Older People - St Marks PCC (Lease)	Biggin Hill Community Care Association	£ 322,500	£ 20,991	£ 18,547	£ 18,547	10-Oct-01	09-Oct-31	360			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.	
ECHS 152	Colin Lusted	Stephen John		Learning Disabilities - Capital Works and Housing Management at 4 Homes for Adults with Learning Disabilities	Croydon Churches Housing Association	£ 100,000	£ 100,000	£ 56,600	£ 56,600	18-Nov-13	17-Nov-38	300			Contract awarded by Director 13 Oct 2013 following tender process. Contract value based on one-off cost of capital works - provider is to collect rent and pass on to the Council, for which there is no charge. This is a lease arrangement for 25 years. Management fee approx £56.6k per year. 2015/16 & 2016/17 budgets to be created by grossing up rent income.	

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London Borough of Bromley

PART 1 - PUBLIC

**Briefing for Care Services
Policy Development and Scrutiny Committee
13th September 2016**

**Education, Care and Health Services
Compliments, Comments and Complaints Annual Report 2015-16**

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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 2015/16 financial year. Further details are provided in Appendix 1, Getting It Right, and Annual Report 2015/16.
- 1.2 The Department received 528 complaints compared to 395 in the previous year. Of the 528 complaints received in 2015/16, 156 (30%) were partially or fully upheld compared to 107 (27%) in 2014/15. The number of compliments received increased during 2015/16 to 222 from 132 in the previous year and in particular, Housing Needs Services received more compliments.
- 1.3 Overall there was one less ombudsman referral across ECHS services this year (34) with fewer partially and fully upheld (8 compared to 12 in the previous year).
- 1.4 LBB paid a total of £7,450 in financial remedy for complaints in 2015/16, with £3,565 paid 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		
	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16	2013-14	2014-15	2015-16
Adults	168	186	267	27	26	45	18	23	46
Children	63	76	87	24	59	48	12	15	14
Education	26	23	39	21	12	18	23	9	2
Housing	55	110	135	21	35	111	60	78	116

- 2.2 In Adult Social Care there has been a rise in the number of complaints regarding the outcome of assessments and decisions relating to care placements throughout the year (37 complaints this year, compared to 20 last year) with 1 partially upheld last year and 2 partially upheld this year The Council received 45 complaints about domiciliary care agencies of which 29 were upheld. The complaints were related to staff attitude, missed calls and quality of service. Of the 267 complaints received, 19 were escalated to the Local Government Ombudsman, with 4 of those upheld.
- 2.3 The main reason for complaints this year for Children’s Social Care (87) relate to disputed decisions or quality of service; there were 24 complaints about disputed decisions of which 2 were upheld. 23 complaints related to quality of service of which 9 were upheld. Of the 87 complaints, 6 were escalated to the Ombudsman with 2 of those upheld.
- 2.4 The number of complaints about Education has risen to 39 this year (7 partially and fully upheld) compared to 23 (5 partially and fully upheld) in the previous year. The Admissions Team experienced a very high number of school applications at a time when the team were short staffed and as a new telephone system was implemented which impacted on customer service.
- 2.5 The number of people contacting Housing Needs continues to rise as increasing numbers seek assistance with their housing needs. The number of complaints received this year 135 (41 partially or fully upheld upheld) compared to 110 last year (22 partially or fully upheld).The highest number of complaints upheld (13) related to the quality of service people received from the Council and 24 people complained about the condition of their temporary accommodation with 6 complaints partially or fully upheld. The number of MP enquiries has risen from 78 last year to 116 this year.

3. Supporting Documents

- 3.1 Appendix 1. Getting It Right, Annual Report 2015/16

Getting it Right!



Education, Care and Health Services

Compliments,
comments and complaints

Annual Report for April 2015 to March 2016

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Introduction



At the heart of compliments and concerns are the people who use our services. When services do not meet their expectations for whatever reason, it is important that they feel able to complain or raise their concerns to us and know that we will listen, take action and learn from our mistakes when we are found wanting.

This report gives an overview of compliments, comments and complaints received over the past year.

We find it helpful to look back and compare with previous years where we have made improvements and where we have not met the high standards that have been set, or customers are unhappy with the service provided.

We have found overall the number of complaints received about our services in Education, Care and Health (ECHS) has risen by a third from 395 last year to 528 this year. The proportion upheld remains the same about a third.

A number of people choose to take their complaint to their MP before approaching us but they are always referred back to us. We want to encourage our customers to contact us first to

avoid potential delays in investigating their concern.

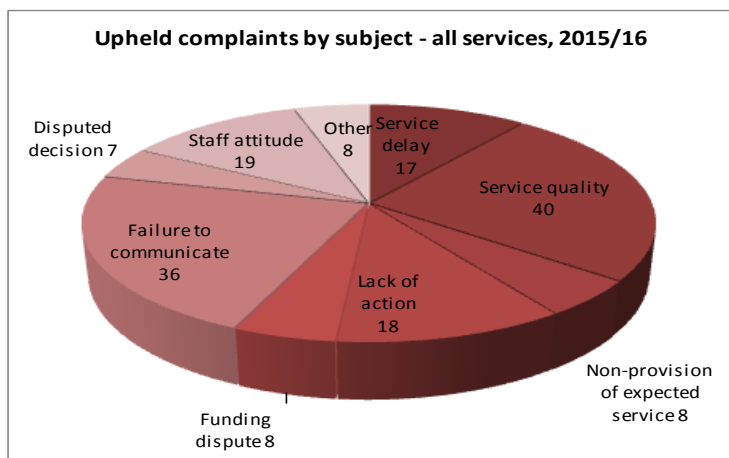
Responding quickly to a complaint is important and we aim to do so within twenty days and we set a target of 75% to achieve this. We are happy to report we reached our target in both our Education and Housing services.

Adults and Children's Social Care often receive very complex complaints which take longer to investigate thoroughly.

Learning from complaints is an important element of any solution so that we can act to reduce the risk of it happening again. Last year we aimed to put in place a number of measures as part of our learning. We did train our staff in customer service standards and data protection legislation. We did place housing officers in our reception to be on hand to help with expert advice. We did train our staff in care and safeguarding legislation and we did improve our fostering information for relatives.

Each year the Council receives an annual review letter from the Local Government Ombudsman. They have informed us of the significant levels of change they have experienced over the last few years and the outcome of a government review. The review proposal is to combine a single ombudsman scheme in England.

Their consultation document acknowledged local authority expertise and we wait to hear what the proposal will mean for us and for residents who wish to complain. We will publish any changes as soon as we know them.



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 2015 and March 2016 we:



assessed the needs of

3894

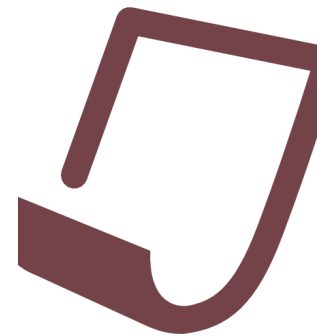
new clients



assessed the needs of

1883

people with caring responsibilities



provided

3846

adults with social care services

“We appreciated your honesty from the start and are thankful you were so easy to talk to when explaining our concerns and the fact you took everything we said on board.”



Our performance



Compliments

2013-14

27

2014-15

26

2015-16

45



Complaints

2013-14

168

(60 partially or fully upheld)

2014-15

186

(64 partially or fully upheld)

2015-16

267

(89 partially or fully upheld)



Enquiries from Members of Parliament

2013-14

18

2014-15

23

2015-16

46



Enquiries from Ombudsman

2013-14

21

(2 partially or fully upheld)

2014-15

14

(5 partially or fully upheld)

2015-16

19

(5 partially or fully upheld)



68%

complaints responded to within
20 working days

"I would like to let you know how brilliant your drivers and escorts were following the incident yesterday. In fact, you and all your staff, including those in the office, pulled out all the stops, went above and beyond and we managed to get all our clients back home with the minimum disruption."



What this means

Demand for support from the Council remains high and this year we assessed 3894 new clients, 7% more than last year. The number of complaints we were receiving began to rise above the expected seasonal range from January 2015 onwards and continued throughout the year. We have also seen a rise in the number of complaints disputing the outcome of assessments and decisions relating to care placements, but in the main most of these have not been upheld.

One in four complaints about funding disputes have been upheld and it is apparent that in most cases, we have not clearly expressed the reasoning and often not explained to people sufficiently before their assessment, about what the Council is legally able to provide, or how much they are expected to contribute towards their care. This led to dissatisfaction with the outcome.

Many adult services are provided under contract by external agencies and complaints made to the Council will always be investigated in the first instance by the care provider, before a response is issued. This year we received more complaints about domiciliary care agencies (45 compared to 30 last year). Well over half of all complaints received about the agencies were upheld. Concerns related to the quality of service, staff attitude and missed calls. Issues included medication not being managed properly, care plans not being followed and instances of poor manual handling by care staff as well as damage

to personal items. Missed calls are always referred to care management to assess the safeguarding risks and in particular the impact of a missed visit on the service user. Quarterly care agency forums hosted by the Contracts Team, provide an opportunity to explore general issues relating to customer services and quality standards and identify how improvements can be made.

A high proportion of complaints about care management related to failure to communicate and a proportion of these were upheld. In addition to this, complaints that related to service delays were mostly about postponements and deferral of assessments.

This year the number of MP enquiries relating to adult social care doubled to 46. None of the issues raised had been previously received as formal complaints and most were made to one particular MP (Bromley & Chislehurst) and we continue to work with his office to help encourage people to complain directly to us.

“If it wasn’t for the care manager and many other people I would have given up. You were my first hope and made my voice heard because I was shocked and traumatised. Carers and so many fantastically dedicated staff are all trying to help her.”



Lessons we have learnt

From April 2016 we will:

Provide customer services training to all front line staff in adult care services

Provide guidance for care managers to support those whose capital falls below the level where they can fund their own care

Publish a frequently asked question section on our website to help people make informed choices about their care

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 2015 and March 2016 we:



dealt with over

8,000

enquiries to the

Multi-agency Safe-guarding Hub (MASH)



completed

2,109

social work assessments



helped

286

children in care to live in foster care and other accommodation



Supported

230

children subject to a child protection plan

"I just want to say thank you to you as you acted quickly and professionally on Friday, you supported me fully all the time and the whole time you were professional. "



Our performance



Compliments

2013-14

24

2014-15

59

2015-16

48



Complaints

2013-14

63

(18 partially or fully upheld)

2014-15

76

(16 partially or fully upheld)

2015-16

87

(24 partially or fully upheld)



Enquiries from Members of Parliament

2013-14

12

2014-15

15

2015-16

14



Enquiries from Ombudsman

2013-14

3

(none upheld)

2014-15

4

(1 upheld)

2015-16

6

(2 upheld)



59%

of complaints were responded
to within 20 working days

“Thank you so much, you have helped and pushed me to become a better person and better mum and I will always be grateful for everything you have done for us.”



What this means

For complaints regarding children social care the Council must adhere to the statutory children's complaints procedures, which is there to make sure vulnerable young peoples voices are being heard and the issues impacting on the child are central to the complaint. Bromley received 87 complaints this year about children's care services, eleven more than the previous year a rise of 14%. However, only a small number of these came directly from young people and this is a similar picture reflected across many local authorities.

Demand for services has been increasing. The Multi-agency Safeguarding Hub (MASH) dealt with over 8,000 enquiries last year, all of which had to be followed up. The service carried out 331 more social work assessment in 2015/16 than in the previous year-an increase of more than 18%.

As a result of the complaints received, Children's Services has learnt that checking decisions, work and seeking opinion in supervision is important to enable staff to contribute to complex work. An example of a disputed decision received is Special Guardian Orders, which offer greater security than long-term fostering but without the absolute legal severance from the birth family that stems from an adoption order. This gives the

carer clear responsibility for all aspects of caring for the child and for taking the decisions to do with their upbringing. Allocated social workers are expected to be well-informed and precise when making decisions which affect families proposing this route and in particular financial support. Its vital financial support is accurately represented in their report and that the family is fully informed of what it means for them personally so they can plan with certainty.

The highest number of complaints received this year related to disputed decisions and quality of service. Of the 24 recorded under disputed decisions, 2 (8%) were upheld, whereas of the 23 relating to quality of service 9 (39%) were upheld.

Complaints regarding attitude of staff have halved from the previous year, however of the 12 recorded 4 (33%) were upheld.

Only 45 (56%) of the 87 complaints met the target to respond within 20 working days. This year we received 14 MP enquiries relating to children.

"It is a huge shame that there are not many more people out there like you who are willing to help. Thank you though for taking the time out for us to help and make a change for."



Lessons we have learnt:

From April 2016 we will:

Encourage more young people to complain

Undertake to improve quality of communication between social workers children and their carers

When we say we are going to do something we will do it

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
- Virtual Schools

What we did

Between April 2015 and March 2016 we:



undertook

619

Education, Care & Health
Plan Assessments



Managed

13,600

applications for
admission to
Bromley schools



undertook

260

visits to school by the
School Standards Team

“You have been so generous with your time, knowledge and understanding and it was more useful than any Continuing Professional Development I’ve ever been on!”



Our performance



Compliments

2013-14

21

2014-15

12

2015-16

18



Complaints

2013-14

26

(8 partially or fully upheld)

2014-15

23

(5 partially or fully upheld)

2015-16

39

(7 partially or fully upheld)



Enquiries from Members of Parliament

2013-14

23

2014-15

9

2015-16

11



Enquiries from Ombudsman

2013-14

8

(None upheld)

2014-15

4

(None upheld)

2015-16

2

(None upheld)

October 2012 to March 2013



81%

of complaints were responded
to in 20 working days

"Just a few lines to say thank you for the brilliant safeguarding course held.... It certainly helped towards my Ofsted outstanding award."



What this means

The number of complaints received for Education this year was 39, 16 (69%) more than last year and the highest number related to quality of service (12) of which 4 (33%) were upheld. We received a number of complaints about disputed decisions and service delays but only two were upheld.

The Admissions Team received a number of complaints at a time when the team were short of staff and they were also managing a large number of applications for school places. At the same time a new telephone system was also being installed which proved to be problematic, the system didn't give an engaged tone or play a recorded message to the waiting caller. This meant customers became frustrated when trying to make contact with the team and this resulted in a number of complaints.

Poor communication between parents and Special Educational Needs services also gave rise to several complaints, so we are making sure that every time we have any new information about a child's case we are informing their parents, making every effort to keep parents informed and up to date.

A recent complaint brought to us by a parent highlighted two issues which were causing them some difficulty, the first being difficulty in contacting the Early Years Team by telephone and the second was inadequate information on the website for those making general enquiries. The team has remedied this by refreshing their information on the website.

We aim to work with families to reduce delays in reaching a resolution and not to prolong an outcome for their complaint. When compared to last year we received half the enquires from the Local Government Ombudsman and feel we have gone some way to achieving this.

"Thank you for being so understanding with regards to our moderation at the end of the last academic year."



"Thank you for the hard work with our application for a Child Performance licence."



Lessons we have learnt:

From April 2016 we will:

Improve our recording of compliments

Seek to reduce the number of complaints to less than 30

Aim to improve on 81% complaints responded to in 20 days with the ambition of achieving 90%

Housing Services



Areas covered:

- Providing the Bromley Housing Register
- Supporting people to find appropriate homes through the Home seekers 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 2015 and March 2016 we:



managed

2793

people on the
Housing Register



processed

1014

applications for
people who are
homeless



placed

1219

households in temporary
accommodation



helped

99

households prevented
from homelessness

“The housing officer went through every question on the form with me and made sure I had filled it in correctly and he checked to make sure I had all the supporting documents. He was brilliant, helpful and made sure I would move on with my application. I could not have asked for more help.”



Our performance



Compliments

2013-14

21

2014-15

35

2015-16

111



Complaints

2013-14

55

(5 partially or fully upheld)

2014-15

110

(22 partially or fully upheld)

2015-16

135

(41 partially or fully upheld)



Enquiries from Members of Parliament

2013-14

60

2014-15

78

2015-16

116



Enquiries from Ombudsman

2013-14

6

(None upheld)

2014-15

13

(6 partially or fully upheld)

2015-16

7

(2 partially or fully upheld)



79%

of complaints were responded
to in 20 working days

"I would like to thank you for showing me such kindness and support, at a time when I felt like my world had crashed and I could not control anything."



What this means

The total number of complaints received for Housing Services this year was 135 which is an increase, but we saw less complaints being referred to the Local Government Ombudsman.

We received numerous complaints from families about the condition of their temporary accommodation (24) and as a result, the service has put in place a new team to monitor the quality of accommodation. This team has already carried out a number of inspections to make sure all the homes we place our residents in, have up-to-date safety certificates.

For our customers we are improving access to information, in particular to help those who approach the Council for housing assistance. We are doing this by creating a new on-line form for those threatened with homelessness to make the application process far more user friendly. The service has also purchased a new IT system to streamline working practices and improve services for our customers.

The Housing Service has introduced Top Tips, as a result of feedback received from our customers. This is intended as a guide for staff to act quickly to resolve problems for customers, minimising impact on them and our services.

We are very pleased to have received so many compliments from our customers and it is important for us to know, we are getting many things right.

Many people approach their MP to help them with their housing problems in the first instance rather than raising their complaint to us. This has meant we have seen a 49% increase on last year's total of 78 enquires from MP's. We are working with the MP's to encourage people to contact us first as often taking this route delays their complaint reaching us.

"Your tireless dedication is what made it all happen and I thank you for it."



"Thank you so much for giving me and my baby a hope of shelter. It all happened because of your hard work."



Lessons we have learnt:

From April 2016 we will:

Provide telephone training for front line staff to ensure more complaints are resolved at first point of contact

Introduce a new on-line form for homeless applicants to make the application process as user friendly as possible

Review housing policies and procedures to ensure they are consistent, effective and up-to-date

This document was produced by:

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



THE LONDON BOROUGH