

Decision Maker: Executive
For Pre-Decision Scrutiny by the Care Services Policy Development and Scrutiny Committee on Tuesday 23 June 2015

Date: 15th July 2015

Decision Type: Non Urgent Executive Key

Title: **DIRECT CARE(LEARNING DISABILITIES) - CONTRACT AWARD**

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Ward: (All Wards);

Additional Information Following the Care Services PDS Committee,

Tender Process

Section 4 of report CS15909a identified the procurement method utilised for this tender. The Care Services PDS Committee requested more detail about the tender process, as this has been subject to a number of questions from staff and a small number of parents of service users.

The decision was taken to utilise a procurement method called competitive dialogue. This method was chosen as the Council recognised they were seeking innovation from skilled and experienced providers with a track record for service re-design as well as the need to consider the financial challenges the Council continues to face.

In addition to the usual technical questions in relation to company performance and quality measures, providers were also asked to detail, their skills and experience in delivering these services, approaches to the quality of care, evidence of working with other providers, to demonstrate their commitment to social values in their partnership arrangements, as well as how they promote service user independence and ensure quality through their commitment to staff training and development.

Following the Pre-Qualification Stage, providers were invited to submit outline proposals of how they would deliver the services in scope within Bromley. These proposals were scrutinised by an evaluation panel. Following feedback to the providers on the outline proposals, they were then invited to submit detailed proposals, which specified how the services would be delivered and particularly how the outcomes the Council wanted to achieve would be met. It was at this stage that Members agreed to confirm the Southside Partnership as the preferred provider. The Southside

Partnership undertook a range of engagement activities with staff and service users before being invited to submit a final tender.

It was explicit, that at each stage of the process, the feedback on earlier stages or engagement activities was fed into the next iteration.

As part of the process, members of the evaluation team, who also visited the provider, met service users and families currently being supported and reviewed some of the services the provider currently manage.

The Assistant Director of Adult Social Care Services represented the service on the evaluation panel, other members of the panel included representatives from care management, Safeguarding (at appropriate stages), procurement, commissioning, finance and HR.

This has been an innovative procurement method which has allowed the Council, in partnership with a skilled and experienced provider, to shape services that are now being recommended.

The details of any final tender cannot be disclosed at this time. However, the final tender from the Southside Partnership is exceptionally detailed, outlining how they would implement and deliver services and work in partnership with service users and their families.

Information about the recommended provider

Members of the PDS requested more information on the Southside Partnership (SSP), which is part of the Certitude group.

Throughout the tender, the team considered the skills and experience the provider could bring if they were delivering services on behalf of Bromley, as well the contribution to social value. The Southside Partnership is a specialist - not for profit -, Learning Disabilities Provider with over 25 years' experience, employing over 730 staff, with an annual turnover of over £24 million. Below, are some of the provider's relevant skills in relation to the services in scope of this tender:

- The SSP supports over 446 individuals across 9 boroughs to access community options. The SSP community options offer includes supporting people to access work pathway programmes, travel buddy programmes, vocational courses as well as shared and individual support through community hubs.
- SSP manage a resource centre (a modernised day centre) in Ealing, which supports over 180 people each week.
- The SSP work pathways programme has supported over 90 people into employment opportunities.
- The SSP re-designed the respite service in Wandsworth, significantly improving quality as measured by the CQC and improved outcomes for individuals and families, whilst making efficiencies.
- The SSP support approx. 100 service users who live either independently or with families in the community.
- The SSP deliver a programme called Treat me Right! which is a peer led programme to raise awareness amongst health professionals of how to support people with learning disabilities.
- The SSP through the use of community connections have supported service users with complex needs into community activities that they can continue to attend with minimal support maximising each individual's independence.
- The SSP support over 200 people in supported living environments.

Staff Engagement and Consultation

Staff representatives were invited to take part in engagement activities, which allowed them to feed into any suggestions or concerns they had in the dialogue meetings. Procurement restrictions meant that staff could not take part in dialogue meetings directly, and this was considered the best way to ensure staff were given an opportunity to engage. Whilst these opportunities were under-utilised by staff, those that did attend the meetings commented on how helpful they were.

The Council has consulted with staff in relation to this recommendation. The extended consultation commenced on May 26th for 45 days to the 9 July. Management responses to formal questions received have been included in this report for consideration by the Executive. As part of this consultation staff were able to request individual or group meetings with their line manager/and or Human Resources Personnel. 3 group meetings for staff were also convened, one of which was provided out of traditional work hours at the request of the staff. A meeting with Union representatives was also convened. Unions were invited to submit written comments and permitted to speak at the Care Services PDS meeting on the 23 June. Written responses were also invited and received, which are included in this report for consideration by Members.

Service Users and Carers

Service Users and carers have been engaged throughout the process. All communications have been accessible wherever possible. This has included updates on the process, and at the later stage once a preferred provider was established, opportunities to meet with the preferred provider. These meetings were exceptionally valuable, and some of the ideas from these meetings were fed into the final tender. If an award is made, further visions and values meetings will be held with service users and their parents.