

**Report of Head of Commissioning, Adult Social Services**

**Report to Directors of Public Health and Adult Social Services**

**Date: 16 November 2016**

**Subject: To invoke a one year contract extension, under Contract Procedure Rule (CPR) 21.1 to Care & Repair (Leeds) for one year from 1<sup>st</sup> April 2017 to 31<sup>st</sup> March 2018, for delivery of the Leeds Directory Service.**

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: 10.4 (3) Appendix number: 1	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

**Summary of main issues**

1. The purpose of this report is to seek approval from the Directors of Public Health and Adult Social Services to approve a one year contract extension to Care & Repair (Leeds) for the provision of the Leeds Directory service.
2. The current contract for the Leeds Directory service runs from 1 April 2014 until the end of March 2017 and contains the option to extend for a further two x 12 month periods.
3. The extension is being sought as work is underway to scope a new Health and Social Care Information Portal which will replace the Leeds Directory service. It is expected to take 18 months to scope out and commission a new service and by invoking the extension, this will ensure continuity of service.
4. The extension of the current contract is to commence on 1<sup>st</sup> April 2017 for a period of one year. The second extension may be requested if required.
5. The annual value, currently funded by Public Health, is £131,898.91. The value for the one year extension will remain the same but will be joint funded with Public Health contributing £124,550 and Adult Social Care contributing £7,348.91.

6. This report provides the background to the current service provision and an overview of the process that will be undertaken to put in place a new contract from 1<sup>st</sup> April 2018 for the new Health and Social Care Information Portal.

## **Recommendations**

7. The Directors of Public Health and Adult Social Services are recommended to approve the extension of the current contract to Care & Repair (Leeds), under CPR 21.1, for the provision of the Leeds Directory information service at a cost of £131,898.91. The extension is to commence on 1<sup>st</sup> April 2017 and is for a period of one year to 31<sup>st</sup> March 2018, with the option to extend for a further 12 month period.
8. The implementation of the extension is supported by a Commissioning Manager who will work with the Procurement Unit to issue an extension of contract by 1 April 2017 to ensure that there is no break in service.

### **1 Purpose of this report**

- 1.1 The purpose of this report is to seek approval from the Directors of Public Health and Adult Social Services to extend the current contract, under CPR 21.1, to Care & Repair (Leeds), for the provision of the Leeds Directory information service. The extension will commence on 1<sup>st</sup> April 2017.

### **2 Background information**

- 2.1 The Leeds Directory has been in existence since 2005 and is an invaluable source of information for health and social care staff as well as Leeds citizens that have care and support needs or a long term health condition and wish to access services which enable them to live independently. The site includes direct feedback from service users on the services they receive and organisations are star rated accordingly. The Directory has grown significantly since its inception and now has almost 2000 services/organisations listed.
- 2.2 Alongside the Directory, a vetting function for providers of services in the home or garden exists. This gives assurance that providers of services in the home or garden who are listed in the Directory met specific criteria before they were listed. Those services that have been checked and vetted are indicated by a 'Green Tick' on the Directory. The target audience for the Directory service includes older and disabled people, those with a learning disability, and, people with a mental health problem, as well as carers, in-line with the personalisation agenda. In the last two years the services listings on the directory have also been expanded to support the management of long term health conditions.
- 2.3 The aim of the Leeds Directory service is:
  - to provide an online Directory of services which support people to remain independent ([www.leedsdirectory.org](http://www.leedsdirectory.org));

- to run a helpline to answer customer queries and give customers information on services where they do not have internet access; and
- to provide a checking and vetting function for providers listed in the Leeds Directory that deliver services in the home or garden.

2.4 The Directory service supports Adult Social Care in meeting its duties in relation to information and advice under the Care Act 2014. The service is also in line with the Department of Health's information strategy 'The Power of Information: Putting us all in control of the health and care information we need' (2012) which covers public health, adult social care, and health. It advocates that all citizens should have access to good quality information to help them make informed decisions about what would best support them.

2.5 The Leeds Directory service is currently funded by Public Health and contract managed by Adult Social Care but will be joint funded by both Public Health and Adult Social Care for the one year extension.

### 3 Main issues

#### Reasons for Contract Procedure Rules invocation

3.1 The contract for the Leeds Directory was awarded to Care and Repair following an open tender exercise in 2014. The contract commenced on 1<sup>st</sup> April 2014 and the current contract term is for three years with the option to extend for a further two x 12 month periods. This report seeks approval for taking up the first of those extensions.

3.2 The current contractors have delivered the service to a good standard and have met or exceeded the majority of performance targets set out in the contract. For example:

	2015-16 stats	Percentage increase on previous year
Increase access to Leeds Directory by 10% each year - helpline callers	3378	17.74%
Increase access to Leeds Directory by 10% each year - email enquiries	111	27.58%
Increase access to Leeds Directory by 10% each year - unique hits on website	61611	119%
Increase Green Tick list by 5% each year	211	13.44%
Achieve at least 10% feedback from helpline customers	220 (out of 2200 cust enquiries)	4.76% increase on prev year, but has achieved 10% feedback target

- 3.3 The contract provides good value for money and following a review in early 2016 the contract price for 2016/17 was reduced by 5%.
- 3.4 Plans to scope, develop and procure a new health and social care portal solution to replace the Leeds Directory at the end of the current contract are currently underway. The development of a new service specification will ensure that the service is able to meet future needs of citizens, the local authority and health partners and also supports wider council ambitions around 'open data'. This process is estimated to take up to 18 months which will enable thorough consultation and engagement of key stakeholders. By taking up the contract extension period under the existing contract it will provide continuity of service.

### **Consequences if the proposed action is not approved**

- 3.5 If the extension to the current contract is not approved then there will be a gap in the continuity of the provision of the Leeds Directory service. The service receives between 7,000 to 8,000 visits to the information website and circa 300 calls to the helpline per month. A gap in provision of service will impact on both Leeds citizens requiring information on care and support services to remain independent and health and social care workers that use the directory to plan support for individuals.

## **4 Corporate Considerations**

### **4.1 Consultation and Engagement**

- 4.1.1 Under the current contract for the Leeds Directory information service Leeds citizens and service providers are actively engaged in the development of the Leeds Directory service and can use the online feedback facility to express their views on the services listed on the directory. This includes the ability to suggest additional services the directory may wish to include. Customer satisfaction surveys and feedback from listed providers is also used to improve service delivery on a regular basis.
- 4.1.2 Health and social care staff are involved in the development of the Directory and as a result of social worker feedback the Micro Tender Notice Board was created to enable social workers to support the personalisation agenda through posting adverts on the notice board for small (less than £10k) packages of care for their customers. Customers are then presented with provider responses before choosing who to contract with. This development reduces the amount of time social workers spend on sourcing a provider and increases choice for customers.
- 4.1.3 A recent development is the establishment of a Diversity Advisory group to look at how the Directory can appeal to users who are under-represented, in particular BAME and LGBT\* populations.

- 4.1.4 Consultation and engagement will also be a key element in the development of the new service that will be commissioned to replace the Leeds Directory when the current contract expires.

## **4.2 Equality and Diversity / Cohesion and Integration**

- 4.2.1 The Procurement Equality Assurance template was completed prior to the commencement of the current contract, and was sent to the Equality Unit for publication on 17 October 2013. As a result of the assurance process, additional information was incorporated into the service specification
- 4.2.2 The service was required to consider the accessibility needs of all equality groups but in particular, those with a visual and sensory impairment, people with language barriers and learning disabled people. Consequently the service installed Browsealoud - assistive software that makes websites accessible with screen reading & translation tools for visitors with dyslexia, mild visual impairments and those with English as a second language.
- 4.2.3 In addition, easy read feedback forms are available for users with Learning Disabilities and the website is regularly checked for accessibility via the WAVE website accessibility test site.
- 4.2.4 Equality monitoring takes place with Leeds Directory's helpline users, with a target of 10% of callers being regularly achieved.
- 4.2.5 Appropriate equality and diversity policies and procedures are in place with the current provider. The current provider will be subject to monitoring during the life of the contract extension which will include monitoring in relation to equality and diversity.

## **4.3 Council policies and the Best Council Plan**

- 4.3.1 The service supports the Best Council Plan objective to deliver the Better Lives programme, where Leeds is 'a city that offers its residents the best support available to maintain their health and wellbeing long into the future' (Best Council Plan 2015-20).
- 4.4.2 The service contributes to the City Priority Plan and its Best City for Health and Wellbeing priority through giving people choice and control over their health and social care services, and, by increasing the proportion of people with long term conditions feeling supported to be independent and manage their own condition.
- 4.3.2 At a cross directorate level, the service contributes to the 'Making Leeds the Best Place to Grow Old' Breakthrough Project by providing information on services and activities that help older people live the life they want to live.
- 4.3.3 The service contributes to the Leeds Health and Wellbeing Strategy 2016-2021 aim of reducing health inequalities through access to good quality information

4.3.4 The project will also contribute to Adult Social Care's Information and Advice Strategy for Leeds 2015-2020.

4.3.5 The Care Act (2014) outlines the importance of providing information and advice to people with care and support needs, including both people who are eligible for support from Adult Social Care and people who fund their own care. The Leeds Directory service contributes significantly to this.

#### **4.4 Resources and value for money**

4.4.1 The current annual contract value for the Leeds Directory service is £131,898.91 per annum and already includes a 5% saving that was agreed in March 2016. The service is due to be re-commissioned and the extension contract value for one year at £131,898.91 represents good value for money.

4.4.2 Funding resources for the contract extension are already provided for within the Public Health budget and from other contract savings within Adult Social Care budgets for 2017/18. Resources to performance manage the contract will continue to be provided by the contracts team within Adult Social Care.

#### **4.5 Legal Implications, Access to Information and Call In**

4.5.1 The decision makers' authority fall under Part 3 of the Constitution, Official Delegation Scheme (Executive Functions) Director of Public Health (2a), to make decisions in relation to commissioning and procurement activity and Part 3 of the Constitution, Official Delegation Scheme (Executive Functions) Director of Adult Social Services (a) social services, so far as those functions relate to Adults.

4.5.2 The annual value of this contract means this is a Significant Operational Decision and does not require inclusion on the Forward Plan. The decision is not subject to call in.

4.5.3 Contract Procedure Rules 21.1 outlines that contract extensions are permitted if they are put in place before the contract expiry date and where the proposed extension is in accordance with the contract terms and provides Best Value.

#### **4.6 Risk Management**

4.6.1 In regards to scoping and commissioning a replacement for the Leeds Directory service, when the current contract expires, a project board will be established to oversee the commissioning of the new service, using the council's project management methodology which will include the management of a risk register to identify key risks and take mitigating action as appropriate.

### **5 Conclusions**

5.1 The contract for Care and Repair (Leeds) to deliver the Leeds Directory service is in its third year of a 3 year plus 1+1 contract. This report seeks

approval to invoke the first year extension. This falls under Contract Procedure Rule (CPR) 21.1.

- 5.2 Although a valuable resource to Leeds citizens and health and social care professionals, the Leeds Directory service is not future proof therefore a project to scope a replacement service – a Health and Social Care Information portal – is about to commence. It is expected that this will take at least 18 months to scope and procure.
- 5.3 If the extension period is not approved there is likely to be a gap in provision as the three year contract ends on 31 March 2017. The current provider has delivered the service to a satisfactory standard.
- 5.4 The extension will be effective from 1 April 2017 until 31 March 2018.
- 5.5 The value of the one year extension is £131,898.91.

## **6 Recommendations**

- 6.1 The Directors of Public Health and Adult Social Services are recommended to approve the contract extension to Care & Repair (Leeds), under CPR 21.1, for the provision of the Leeds Directory information service at a cost of £131,898.91. The contract extension is to commence on 1st April 2017 and is for a period of one year to 31st March 2018.
- 6.2 The implementation of the extension is supported by a Commissioning Manager who will work with the Procurement Unit to issue an extension contract by 1 April 2017 to ensure that there is no break in service.

## **7 Background documents<sup>1</sup>**

- 7.1 None.

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<sup>1</sup> The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.