

CABINET

30 NOVEMBER 2010

GATEWAY 4 CONTRACT MANAGEMENT: FLOATING SUPPORT SERVICE FOR YOUNG ADULTS

Portfolio Holder: Councillor Tom Mason, Adult Services

Report from: Rose Collinson, Director of Children and Adults

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Summary

This report seeks to report on the performance of the contract awarded in 2008 for a Floating Support service for Young Adults on behalf of the Council.

1. BUDGET AND POLICY FRAMEWORK

1.1 The decision is consistent with the approved Supporting People Strategy and budgets. This service has been categorised as a medium risk service and this report has been recommended to Cabinet by Procurement Board.

2. RELATED DECISIONS

2.1 There are no related decisions.

3. BACKGROUND

3.1 This report seeks to update Cabinet on the contract performance and management of the Floating Support service for Young Adults and to highlight performance issues that are being addressed by the Social Care Commissioning Team. This report seeks the agreement for the continuation of this contract, which is expected to run until 4 January 2012.

3.2 This is a key service for Medway's residents in terms of the Council's priority for vulnerable young people maintaining their independence.

3.3 The in touch floating support for young persons service is designated as short-term with support being provided up to a maximum of 2 years per service user. The service provides an intensive 2-week period of support at the commencement of the support service in order to support young people during the initial crisis period. The service then reduces to provide low-level

housing related support that is focused on enabling individuals to live independently in the community. The support provider has the flexibility to determine how the quantity of support is distributed to service users based on individual needs.

- 3.4 The decision to appoint In Touch was made on 2 September 2008 (Decision number: 201/2008). The contract commenced on 5 January 2009. The contract terms and conditions allow for the provision to be extended. The total value of the contract is £344,525.40 over three years (£114,841.80 p.a.).
- 3.5 Following a contract monitoring visit in January 2010, it was found that the provider was not delivering in some important aspects of the service. These areas of concern were raised with the service provider and an action plan established. The previous Gateway 4 paper reported to Officer Scrutiny Panel on 31 March 2011 highlighted the outstanding issues and there was a request at that time to bring a further Gateway 4 report to Procurement Board in October 2010.

4 MANAGEMENT OF THE CONTRACT/ BENEFITS REALISATION

- 4.1 The contract is managed by the Social Care Commissioning and Contracts Team (SCCT). The contract is monitored regularly, in respect of staff turnover, level of complaints, quality of service and training. The format of the monitoring entails face-to-face meetings, service user surveys and on-site visits.
- 4.2 Additional monitoring is undertaken in other forms. These include Safeguarding Vulnerable Adult alerts to complaints or concerns from service users. Officers ensure resolution is achieved within set timescales, in order to maintain a satisfactory standard of support to service users.
- 4.3 Performance management is undertaken on a quarterly basis, via performance workbooks completed by supported housing providers. The information provided relates to the capacity, availability, take up and throughput of the service. The SCCT monitors and reports on the performance of the providers, through a quarterly update of the two national indicators relating to supporting people to living independently (NI 141- achieving independent living and NI 142 on maintaining independent living). These national indicators form part of the overall Council's performance management framework.
- 4.4 The provider has now responded to the action plan in full and following a further monitoring visit on 7 October 2010, the SCCT is satisfied that performance has improved.
- 4.5 There are three outstanding actions (of the original 16 identified in January 2010) that are still to be completed. These issues are as follows:
 - to establish the ethnic profile of current clients with a view to reporting on under/over representation in the service

- consideration of any corrective action to target under-represented groups depending on the outcome of the above report and
- to further develop on-line methods of consultation with clients and other stakeholders to include questions on health and safety and any proposed changes to the service.

4.6 A further meeting will take place in January 2011 to ensure that the outstanding actions have been addressed and the annual contract monitoring visit will be targeted in those specific areas highlighted in the action plan over the coming months to ensure that the contract continues to deliver to the expected and required standards.

5 VARIATIONS REQUIRED DURING CONTRACT TERM

5.1 No variations or amendments required.

6 PERFORMANCE AND CHANGE MANAGEMENT

6.1 Based on the performance issues identified after the recent joint monitoring visit, an action plan has been produced to ensure service improvement. Progress with regards to the action plan will be regularly reviewed.

7 LESSONS LEARNED

7.1 The lessons learned have been in relation to the level and variety of close monitoring required in order to ensure a good service for service users. Since the contract was awarded in 2008, the Social Care Commissioning Team has restructured to enable the recruitment of Performance and Compliance Officers to increase the capacity for on-site visits to the service and report back on the quality of service provided. Monitoring has also been through working in partnership with other key stakeholders including colleagues in housing and children's services. The input of Performance and Compliance Officers has enabled timely and thorough monitoring of service providers.

7.2 In future, the commissioning of multiple Supporting People contracts will not take place simultaneously but instead be planned on a staggered timeline to streamline the management of the workload of the SCCT, leading to more effective performance monitoring.

8 NEXT STEPS

8.1 Future Variations / Amendments Required:

No future variations or amendments required.

8.2 Contract Extension Required:

No contract extension required.

8.3 Service Improvement Plan / Continuous Improvement Plan

In Touch have submitted a detailed action plan which the Social Care Contracts Team are monitoring closely.

9 COMMENTS OF THE PORTFOLIO HOLDER FOR ADULT SERVICES

- 9.1 This report seeks to report on the performance of the contract awarded in 2008 for a Floating Support service for Young Adults on behalf of the Council. The decision to appoint In Touch was made on 2 September 2008 (Decision number: 201/2008). The contract commenced on 5 January 2009. This report provides an update on the contract performance since the previous Gateway 4 report to Officer Scrutiny Panel on 31 March 2010.

10. PROCUREMENT BOARD

- 10.1 The Procurement Board considered this report on 10 November 2010 and agreed to recommend the report to Cabinet.

11. FINANCIAL, PROCUREMENT AND LEGAL COMMENTS

11.1 *Comments of the Chief Finance Officer*

There are no financial implications arising directly from the contents of this report.

11.2 Comments of the Head of Procurement or designated deputy

Client department to continue with contract monitoring mechanisms as set out in the body of the report to ensure Service Provider addresses all three outstanding actions referred to at paragraph 4.5 of this report in specific terms and in general terms, that the Service Provider delivers as per the agreed requirements and key performance indicators of the contract. Project Manager is advised to urgently consult with Legal and Procurement regarding any issues that remain outstanding following the meeting schedule for January 2011 to agree a way forward ahead of the due date for the next Gateway 4 paper.

11.3 *Comments of the Monitoring Officer or designated deputy*

Contract monitoring by officers had identified service provision deficiencies, which had been made the subject of an action plan. The contractor has responded satisfactorily to that action plan and its performance has improved. Of the actions identified in January 2010 three remain outstanding and there are proposals in place for these to be addressed early in 2011. Overall the contract appears to be satisfactorily delivering the required services and outcomes.

12. RECOMMENDATIONS

- 12.1 Cabinet is recommended to approve the continuation of the floating support contract for young people and agree to the continuing development of the relationship with the existing service provider.

13. SUGGESTED REASONS FOR DECISION(S)

- 13.1 It is important to continue this contract so that continuity of service is maintained and to allow for the development of this service. This will ensure that a high quality service is delivered that is increasingly responsive to the needs of the service users and contributes to the preventative agenda.

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Background papers

The following documents have been relied upon in the preparation of this report:

Description of document	Location	Date
Medway Council Supporting People Strategy 2010-2013	Medway Council web page	16/02/10