

Agenda Item 6

COUNTY COUNCIL MEETING – 18 DECEMBER 2015

Statement from: Councillor M J Hill OBE– Leader and Executive Councillor for Policy, Communications, Procurement and Commissioning

COMMERCIAL TEAM

Performance Reporting

A new style performance reporting using infographics has been introduced and received good feedback from scrutiny committees.

The infographics are welcomed as they:

- show trends in performance,
- easily identify performance, and
- provide both the big picture and the detail across the commissioning strategies, targets and performance.

Members can view performance on the web in a secure area on the Lincolnshire Research Observatory.

Devolution

The Commercial Team is project managing the Council's participation in devolution. As reported to this Council, on 4 September, ten councils and other public sector organisations in the Greater Lincolnshire area submitted an expression of interest to the Government, to start negotiations about devolved powers and funds that would help us improve quality of life and prosperity.

On 28 October, representatives from Greater Lincolnshire including the Local Enterprise Partnership (LEP), met with the Minister of State for Local Government Marcus Jones MP, to press our case. The Minister welcomed the scale of the area's ambitions, indicated the Government's intent to pursue such a deal and invited further purposeful negotiations to bring it about.

Since then work has continued looking at the specific themes in the proposal, holding discussions with civil servants from relevant Government departments and looking at arrangements that need to be in place if we are able to proceed with our ambitious plans.

We have started looking at the options of how a 'combined authority' could potentially be managed and governed. To make sure we are operationally ready to take on any new responsibilities, it is proposed to establish a joint committee of the local authorities. The remit of this joint committee will be to have oversight of the continuing discussions with Government, develop the governance arrangements and to operate as the "Greater Lincolnshire Leadership Board" - leading the accelerated growth agenda, in partnership with the LEPs.

A paper proposing that a governance review be conducted to determine the best governance arrangements to implement devolved powers from government is being taken to council meetings in each of the ten authorities by Christmas.

These governance reviews will take place no sooner than the New Year and in the meantime discussions with government on a possible devolution deal continue. (The details are contained in a paper elsewhere on the agenda for this meeting.)

Libraries

The library services procurement has now concluded and was delivered on schedule with final tenders submitted on the 19 October. The Commercial Team worked as part of a multi-disciplinary team delivering the procurement and project management functions and providing commercial advice. The team worked hard to get the best possible outcomes for the library service and taxpayers in dialogue with the bidders. Following evaluation it was established that the winning tenderer was Greenwich Leisure Limited. The bid was impressive offering improved performance, additional activities, significant savings and investment in staff training and development. Acceptance of the bid means that GLL would take on the running of the Council's 15 major libraries along with online services, specialist support and mobile libraries from the 4 April 2016. At the same time GLL would support library services delivered at around 30 community hubs. Officers recommended to the Executive, meeting on the 1 December that the best option was to accept the bid and outsource library services.

Children Services Transport Review

Work continues on the review of home to school transport for Lincolnshire special schools and other non-mainstream settings. The team is supporting Children's Services and the Passenger Transport Unit with a review into the procurement model used to contract out for the home to school transport requirements. The Commercial Team is providing both Project and Procurement support to the review. The new model is expected to aggregate hundreds of route based contracts into fewer, longer term arrangements providing financially more attractive contracts to providers, continuity of service for pupils and their families/carers, reduces waste mileage whilst providing structure to the market place. The new contracts are expected to be in place during 2016 / 17.

Serco Contract Management

The Team continue to hold Serco to account for its performance and ensure that continuing issues are dealt with at the highest levels of both organisations. Following recent management changes by Serco improvements are now starting to be demonstrated.

Extra Care Housing

The Commercial Team is working in a cross-functional team to develop a robust commercial approach to developing and building additional Extra Care Housing for older people.

Multi-Functional Devices (MFDs / Printers)

The team is working with IMT to refresh the fleet of MFDs and printers to ensure security standards are up to date and the commercial arrangements offer the council the best value for money. The specification is currently under development by IMT,

and both additional savings and increase in service are expected from the newly procured fleet.

Adult Care Re-provision

The Team continue to work hard on delivering a highly ambitious programme of work with a significant amount of the overall Adult Care programme being re-procured within 2015 alone. Since September's statement, there has been an intense period of work managing the implementation of the new Community Support Homecare and Home Based Re-ablement Service contracts. In particular, officers have focused on working with providers and holding them to account to ensure that mobilisation and transition plans are adhered to.

Community Support Homecare

The twelve new contracts for the Councils home care services commenced on the 26 September involved a substantial degree of change from previous arrangements. The three month transition period as expected, was challenging with over 3500 service users transferring to new providers during this period. The Commercial Team are now focused on addressing escalating market pressures and implementing new measure to strengthen the overall capability and sustainability of our new strategic providers.

Home Based Re-ablement Service

This is a key service that represents a vital bridge between Social Care and Health and with the award of the home care contracts happening at the same time will afford the Council the opportunity to work towards establishing a more efficient and integrated end to end service. The procurement process concluded in September and the new provider, Allied Healthcare commenced service delivery on 3rd November. The provider will deliver additional hours for the same budget over the duration of the contract. In Year 1, the numbers of hours are comparable to the previous supplier. In subsequent years of the contract they will deliver 20% additional volume within the same budget. In addition, they have capacity to deliver up to 75% more hours than the previous supplier if required helping to keep people out of hospital and expediting discharges.

Dementia Family Support Service

This is a new service for Dementia patients and Carers in Lincolnshire, which will offer an intensive support service to help them navigate the complexities of the care system. The procurement process was informed by a Strategic Needs Analysis, Market Analysis and market engagement process, offering an opportunity for interested suppliers to help shape service provision. The contract was awarded to The Alzheimer's Society, who achieved the highest score at tender stage in terms of both cost and quality, and commenced on 1st October 2015.

Carers Support Service

A joint commissioning project is now underway with Public Health and Children's Services to rationalise existing arrangements for carers support into a single contract

including provision of information advice and signposting, face to face assessment, guidance and various other measures.

Adult Care Contract Management

Between April 2015 and September 2015 the Contracts Team undertook over 350 contract management meetings and visits. Over the last 12 months there has been a sustained improvement in commercial relationships with Learning Disability Providers and a high level of confidence and trust between the market and LCC has been achieved. In addition to the successful delivery of its core contract management activity, the team has also been developing and implementing procedural and process improvements, including a new risk management tool and service quality review process. Since the risk tool and Service Quality Review meetings were introduced the number of high risk contracts has reduced from 84 in March 2015 to 48 in November 2015, a reduction of 57%.