

From: Christy Holden – Head of Strategic Commissioning – Accommodation Solutions

To: Select Committee – Commissioning – 7 February 2014

Subject: **Commissioning for Accommodation Solutions**

Classification: Unrestricted

Background:

The new Commissioning Structure in Families and Social Care was established in October 2012 with three distinct teams; Children's commissioning, Adult Community Support and Adult Accommodation Solutions.

This report covers the commissioning function for Adult Accommodation Solutions which covers residential and nursing care provided in regulated care homes across all adult client groups; Older People, People with Physical Disabilities, People with Learning Disabilities and People with Mental Health needs. The Accommodation Solutions team are developing an Accommodation Strategy which will determine the amount and type of registered care home and supported housing units that will be required in future. The commissioning of care services into extra care housing for older people and supported accommodation is undertaken by the Community Support team.

Current Position:

Kent County Council spends £180m on residential care services for adults across all client groups. This is by far the highest proportion of spend for Families and Social Care. The contracts were last let between 2002 and 2004 and are in need of re-letting to bring up to date the terms and conditions and to introduce regular performance monitoring.

The Care Bill, currently going through Parliament, poses major change to the sector and the approach to Commissioning is an important factor as individuals not previously known to Kent County Council will have rights to assessments and funding. This means that KCC has to understand the market, set clear messages through a Market Position Statement and provide a range of accommodation choices to individuals who may previously have only been given the option to living in residential care.

Kent County Council owns and manages nine care homes for older people and X for learning disability. The care provided in these facilities is by KCC employed staff and, in the integrated care centres, some health staff. The Older Person's care homes are under review as part of Phase One of Facing the Challenge, market engagement and service review. These services are being reviewed in line with the Accommodation Strategy that will consider other services that are delivered in the areas surrounding the care homes. The outcomes will be presented to the Facing the Challenge Transformation Team by the end of March 2014.

Kent County Council has previously considered expressions of interest from Community Interest Companies in the running of KCC care homes and needs to further support this sector, and current employees, in progressing any interest through to Procurement under the Community Right to Challenge process. This would promote local employment opportunities. However, more work with business/economic development partners would be required and the sharing of commissioning strategies to identify these opportunities would be necessary.

Commissioning and Procurement Activity:

KCC will be re-letting its residential and nursing care contracts through 2014 and work has commenced on the design of the Older Person's residential and nursing care home process.

The costs for providers to tender for commissioned activity would be through staff resource. This would be for staff to understand what is required and complete the tender documentation. KCC will be holding a number of events to walk providers through the process and answer any questions prior to the formal tender process starting where all communication is channelled through the IT system. Some smaller providers may not have easy access to IT and therefore we have directed them to their Trade Agency or asked them to contact us so we can identify different options.

KCC is considering the best way to contract with providers that allow new providers to enter the Kent market to make sure that we are also able to contract with new care home providers through the duration of the contract. This supports the work taking place with the Accommodation Strategy whereby new services may be required and may be built through the contract period.

KCC is also devising the evaluation criteria for the tender. Included will be reference to the Social Value Act and consideration of social return on investment. Commissioning and procurement activity will make sure that cost and quality are considered in evaluation together as the lowest price in care provision could result in greater activity by all stakeholders in monitoring.

KCC has not previously had regular monitoring of performance indicators in the residential care contracts and this is being introduced through this re-let. KCC has always monitored quality through the contract and supported the Care Quality Commission and Safeguarding alerts to protect adults at risk. Contracts have been terminated where there has been serious risk and CQC have removed their registration. However there are greater challenges where the contracted provision is also someone's home and people can exercise choice through the Choice of Accommodation Directive LAC (2004) 20.

KCC are considering how service users and stakeholders are included in the development of the specification and evaluation of the tenders as the commissioning and procurement activity is designed. The Social Value Act is an important factor in all commissioning activity and KCC are in the early stages of developing a Toolkit for Commissioners and/or a Charter for Providers.

Through the development of the Accommodation Strategy KCC will be promoting the use of sustainable materials in new-build projects and redevelopments and would expect providers to be promoting environmentally friendly ways for undertaking their business, travelling and recycling. Capital projects that have or could be commissioned have included criteria for evaluation on the use of apprenticeships and local employment

KCC will encourage larger organisations to utilise the services of SME's and volunteers through the supply chain.

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Families and Social Care

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