

<b>Committee</b>	<b>Dated:</b>
Community and Children's Services	6/11/2020
<b>Subject:</b> Commissioning Update	<b>Public</b>
<b>Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?</b>	<b>1, 2, 3, 4</b>
<b>Does this proposal require extra revenue and/or capital spending?</b>	<b>N</b>
<b>If so, how much?</b>	<b>N/A</b>
<b>What is the source of funding?</b>	<b>N/A</b>
<b>Has this funding source been agreed with the Chamberlain's Department?</b>	<b>N/A</b>
<b>Report of:</b> Andrew Carter, Director of Community and Children's Services	<b>For Information</b>
<b>Report author:</b> Greg Knight, Interim Senior Commissioning Manager, Commissioning and Partnerships	

### Summary

This report provides Members with a summary of current activity, successes, issues and priorities for the Department of Community and Children's Services (DCCS) Commissioning team.

### Recommendation

Members are asked to:

- Note the contents of the report

### Main Report

#### Background

1. The DCCS Commissioning team leads on the key activities and procurements for most contracts within the department. The team manages all elements of the commissioning cycle, including the analysis, planning, implementing and reviewing of services.
2. The team is responsible for the completion and management of sourcing plans, commissioning timelines and maintaining the services contracts register. The team proactively manage contract performance against key performance indicators in order to deliver the service area aims. In doing so, it seeks to secure both effective services and cost efficiency for the City Corporation and those who use and receive its services.
3. There is a Service Level Agreement between the Commissioning team and City Procurement: the Commissioning team leads on procurement activity under £100,000; City Procurement leads on tenders above this threshold, within the DCCS Category Board governance process.

## **Commissioned Services highlights**

4. This section provides a summary of the current activity, successes, issues and priorities for the DCCS.

### Advocacy Service

5. The advocacy service, which supports children and young people in the City by helping them take part in decisions that affect their lives, is currently being recommissioned. A new contract will be in place by March 2021. The recommissioning process has enabled a review of needs. The current service levels show how we will add value, as we will be uplifting the current contract to reach a wider number of young people. It will provide highly qualified, trained advocates and a well-organised service offer.

### Children's and Young People's Placements

6. As part of the recommissioning of placements, a detailed review into the available options has been completed. This process has resulted in the recommendation that the City joins the Commissioning Alliance Care Place System framework, which includes a set of Dynamic Purching Vehicles across fostering, residential care homes and special educational needs. Joining the alliance has several benefits, such as allowing us to access a wider placement market, improving our benchmarking, achieving value for money, allowing greater access to quality assurance and contract monitoring, as well as building partnerships. Long-term savings are anticipated as we will have a tighter grip on the market and will be able to see what other local authorities are paying, and allow for greater negotiation with providers. The Procurement Strategy Report, which will be presented to committee in December, sets out the recommendations in more detail.

### Youth Services

7. The City's Youth Services are currently operating virtually during the COVID-19 outreach programme, and will be providing activities throughout October half term. The services are currently being recommissioned as a new universal service, which will deliver universally accessible activities City wide to all children and young people aged between 8–12 and 13–19 years (or 25 years if the young person has special educational needs or disability, or is a care leaver). The new universal service is scheduled to begin in April 2021. The service specification has been designed to best meet the needs and outcomes for the City's children and young people. Consultation was completed with children, young people, parents, carers, guardians, elected members, partners and organisations (see Appendix 1). The findings of the consultation will be communicated to the market through the procurement process, and the requirements will be embedded with the evaluation criteria.

### Golden Lane Sport and Fitness Centre

8. Golden Lane Sport and Fitness Centre has been shut since March 2020 due to COVID-19. The Government announced that indoor gyms, swimming pools and sports facilities will be allowed to reopen from 25 July 2020. Officers have been in contract renegotiations, in consultation with the Chairman of Community and Children's Services Committee, with Fusion to reopen the centre in 26 October 2020. A separate report titled *Golden Lane Sport and Fitness Centre–Leisure Services 2022* has been provided for the DCCS Committee's consideration.

#### Rough Sleeping Outreach Service

9. At the time of writing this report, Thames Reach Housing Association are successfully mobilising the delivery of the new Rough Sleeping Outreach Service, which began on 1 November 2020. The service is structured to deliver two aims: ensuring that new rough sleepers are rapidly located and responded to with an offer of emergency accommodation; and ensuring that no one is left living on the streets without a clear and assertive plan to bring their rough sleeping to an end. The recommissioning process has secured an increased level of service provision for 8% under the allocated budget, and has successfully maximised the utility of partnership grant funding.

#### Substance Misuse Service

10. The new substance misuse service, City and Hackney Recovery Centre, delivered by Turning Point, Mind and Antidote will support City residents and those sleeping rough in the City who are in need of treatment. The service, which began on 1 October 2020, follows a neighbourhood model by providing support to people within their locality, with the aim of increasing access to treatment. Through close working relationships with Thames Reach Housing Association and co-location with established services, the service aims to have a tangible impact on the delivery of the City's Homelessness and Rough Sleeping Strategy 2019–2023. The model will build on the successful partnerships seen at Square Mile Health, delivered by WDP, which saw two drug-using rough sleepers engaged through Operation Luscombe and supported to abstain from use throughout this year. The 'stop smoking' service contract, which cost £379,791 per annum, was left to expire in October while the future demand was assessed among City workers, who make up approximately 90% of the people accessing the service. Savings will be delivered through service recommissioning.

#### Homelessness and Rough Sleeping – future projects

11. Commissioning work is being completed to deliver the aspirations of the Homelessness and Rough Sleeping service to achieve the strategic aim of preventing or minimising homelessness. Where homelessness does occur, its impact should be minimised, and the resolution should be rapid and sustainable. This includes developing the provision of a permanent high-support hostel and permanent assessment centre in the City. Additionally, a framework is in the early stages of being developed to widen access to the

Private Rented Sector, supporting those needing to move on from temporary accommodation.

### City Advice Service

12. The City Advice Service, provided by Toynbee Hall since 2015, offers advice to all residents (in the City and on out-of-City estates), workers, and students and was due to be recommissioned during 2020. The new contract was due to start at the end of October 2020. However, as a result of market feedback that the COVID-19 lockdown would have prevented an adequate assessment of need, and was a risk to effective mobilisation of services, the current contract has been extended for a year until October 2021. Re-commissioning activity has commenced, and current and potential providers of the future service have been invited to comment on different and flexibility of contract models, considering that the City worker population is in flux, categories and tiers of advice services and measurement of outcomes. There are a number of potential options for the new contract being considered which, along with feedback from the soft market testing, will be shared with Members at the next Committee Meeting. Toynbee Hall is presenting an overview of the current service, including the service changes, as a result of COVID-19, to Members at today's committee meeting.

### Healthwatch

13. Section 130 of the Health and Social Care Act 2012 requires each local authority to have a local Healthwatch. The Healthwatch service must be run by an independent social enterprise and work with communities to influence commissioners to design and provide better health and social care services. Healthwatch City of London has been operational for just over a year, and has made great progress in improving communications with stakeholders, consulting with health and social care users. Their first Annual General Meeting was held virtually on Friday 16 October.

### Time Credits

14. A new two-year contract (with the potential for an extension of one year) was signed in January 2020 with Tempo Time Credits (a new name for Spice Time Credits) to promote volunteering and wellbeing within the City of London. Savings of £20,000 were achieved by taking part in developing and then calling off from a national framework led by the Yorkshire Purchasing Organisation (YPO). Tempo responded quickly to the COVID-19 shutdown by providing online community resources and training, and offering a time credit recognition package for informal voluntary groups created during the early stages of the lockdown. They will also be moving to a digital time credit platform during the latter part of this year to enable virtual time credits, which will make it easier to gift time credits and monitor usage.

## City Wellbeing Centre

15. The City Wellbeing Centre has opened, as is currently providing a virtual service due to COVID-19. The City contribution to this new and innovative service is related to the refurbishment and provision of a building, with no actual revenue cost to the City. The Centre and support teams are accessible for City residents and workers; those in a position to self-fund will enable the provision of therapy for those on lower incomes. This tried and tested approach helps to ensure provider Tavistock Relationships' financial sustainability, while safeguarding its continued commitment to offering therapy to all. The Wellbeing Centre offers help for individuals and couples experiencing a wide range of difficulties, such as depression, anxiety, relationship issues, and those relating to family and work life, sexual problems, self-esteem issues and life transitions such as retirement or living with illness. Tavistock Relationships have developed a range of innovative approaches for individuals, couples and groups. The ambition of the Wellbeing Centre is to provide greater access to therapeutic mental health services that are not easily available through the NHS.

### **Corporate & Strategic Implications**

16. The Commissioning team's sourcing plans and work plan is centred around the delivery of the Corporate Plan and Departmental Business Plan objectives, most notably the aim to 'Contribute to a flourishing society'.

### **Financial implications**

17. The Commissioning team's work will continue to focus on delivering value for money and savings within the department's budget in the financial year 2020/21, where possible.

### **Equalities implications**

18. Equalities considerations are included throughout the commissioning and management of services. Providers are required to report on the service key performance indicators, take up of services to assess the take up and the use of services from target groups.

### **Conclusion**

19. The department's commissioning team continues to develop a strategic approach to commissioning and effective partnership working. It is also managing a wide range of contracts and robustly tackling poor performance. The team remains committed to securing more integrated, effective and efficient service delivery.

## **Appendices**

- **Appendix 1: City of London Youth Service consultation findings**

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