

Committee	Dated:
Community and Children's Services Committee	11/6/2021
Subject: Commissioning Update	Public
Which outcomes in the City Corporation's Corporate Plan does this proposal aim to impact directly?	1, 2, 3, 4
Does this proposal require extra revenue and/or capital spending?	N
If so, how much?	N/A
What is the source of funding?	N/A
Has this funding source been agreed with the Chamberlain's Department?	N/A
Report of: Andrew Carter, Director of Community and Children's Services	For Information
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Summary

This report provides Members with a highlight 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 service's contracts register. The team proactively manages contract performance against key performance indicators to deliver the service area aims. In doing so, it seeks to secure 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.

4. The Commissioning team currently manages 141 contracts, not including social care placement contracts, with a total value of £16,328,533. Of those contracts, 99 (70%) are under £100,000 and 42 of the contracts (30%) are over the £100,000 threshold.

Commissioned services highlights

5. This section provides highlights of the current activity, successes, issues and priorities for the DCCS.

Children's and Young People's Advocacy Service

6. The independent visitors, advocacy and return home interviews service has been recommissioned. The service provides support to looked-after young people in the City by involving them in decisions that affect their lives. Action for Children were appointed through a competitive tender process, which will sustain provision of the service from March 2021 until March 2023. The recommissioning process focused on improving the quality of the service and better meeting the needs of young people. This will be achieved by being less reliant on volunteers, and by increasing: the amount of time in which support is provided; the eligibility age of young people from 18 to 25; and staffing levels in the service.

Youth Services

7. The competitive tender to deliver a new universal youth service from April 2021 was cancelled as a result of the market not meeting the City's ambitions with regards to quality, value for money and safeguarding within tender responses. To ensure quality is achieved when the tender is reissued, commissioners have provided detailed feedback to potential providers and will allow greater time for bids to be developed and submitted. The aim is for a new service contract to be in place from November 2021 for a new universal service, one that covers all ages and the whole of the City. Interim contracts have been awarded to both previous providers, City YMCA and London Borough of Tower Hamlets, to sustain provision while the competitive tender is reissued. A separate document, *Waiver Report – Aldgate Youth Service* sets out the full details for the contract to the London Borough of Tower Hamlets.

Holiday Activities and Food Programme

8. The Holiday Activities and Food Programme, part funded by the Department for Education, was delivered throughout the Easter half term in partnership with the Aldgate School. Fourteen young people who attend school in the City, and who are eligible for free school meals, were provided food and attended sports sessions delivered by Fit For Sport. Commissioners are

working with the Aldgate School to develop the programme for the Summer school holidays to continue this offer.

Mental Health and Parenting Support Service

9. Commissioners are completing a competitive tender for the Children and Families Mental Health and Parenting Support service contract, which aims to increase emotional health and wellbeing for practitioners and parents. The current contract is due to expire in August 2021. The commissioning process has identified a saving of approximately £25,000 over a three-year period, with an option to extend for a further year. The saving will be achieved by removing the requirement to provide specific workshops, webinars and training, which are delivered through the Clinical Commissioning Group funded offer.

Adults Homecare and Rapid Hospital Discharge Services

10. Joint work with local homecare agencies has ensured continuous high-quality Homecare and Rapid Hospital Discharge services, enabling City residents to remain at home and receive appropriate care throughout the COVID-19 pandemic. The Rapid Hospital Discharge service contract has been aligned with the City Homecare contract, (which both expire in March 2022), to enable new services to be procured through a competitive tender process. Work on the new combined model is in progress. Commissioners are working in partnership with key stakeholders to identify integration opportunities. It is anticipated that this joined-up approach can help reduce longer-term support needs, prevent isolation and loneliness, and help improve the health and wellbeing of vulnerable city residents. The new service model will commence in April 2022.

Golden Lane Sport and Fitness Centre

11. The centre has reopened following the removal of the Government COVID-19 restrictions. The centre includes provision of the gym, swimming pool, and exercise on referral service, Youth Games offer and Young at Heart programme. Targeted engagement of residents in the east of the City is in development as part of a new outreach Sports Development programme. Commissioners are completing a short interim contract extension with Fusion Lifestyle. This will sustain the management of the centre at no additional cost to the City for a further 15 months, from 1 January 2021 to 31 March 2023, to allow for a market recovery after COVID-19, and to recommission the service in more favourable conditions. The recommissioning of the service will build on the findings from the initial consultation survey, which aimed to understand residents' thoughts on the current provision, with targeted consultation of residents in the east of the City.

City Advice Service

12. The City Advice service, provided by Toynbee Hall since 2015, offers advice to all residents in the City and to those on out-of-City estates, and also to City-

based workers and students. The contract was extended for an additional year during the pandemic and will end in October 2021. Commissioning was completed during the pandemic, including market engagement. The contract for the new service post-October 2021 is now out to tender. The service will support the City's COVID-19 recovery and continue to give good-quality advice to Housing Revenue Account (HRA) tenants, City residents and workers, with regards to benefits, debt and legal matters.

City Wellbeing Centre

13. Grant funding has been secured to offer additional emotional wellbeing support for City residents who care for others on an informal basis. The intention is to provide tailored support to people who may be experiencing difficulties to enable them to continue in their caring roles.

Stop Smoking Service

14. A contract variation with the London Borough of Hackney has been completed to expand delivery of the existing Stop Smoking Service to include referrals from City residents and workers from April 2021. The service will provide smoking cessation interventions and supply medicine. The provider, Whittington Health, are responsible for the promotion, marketing and management of the new Smoke Free City & Hackney service, in addition to completing training and managing the GP hub service and local pharmacies. The new service delivers an annual saving of £286,351 in comparison to the previous model. Furthermore, the service delivered a further one-off saving of £158,000 by pausing service delivery when demand fell significantly as a result of the reduction in the number of people working in the City throughout the pandemic.

Homelessness and Rough Sleeping

15. A range of services have been commissioned within the Homelessness and Rough Sleeping cluster. This includes the mobilisation of a new framework to secure private rented sector placements, a new contract to sustain the hostel services at Crimscott Street, an extension of the contract to provide the assessment service from the Youth Hostel Association in Carter Lane, and a new high-support hostel contract from Grange Road, a housing project in Southwark. Further work is being completed to deliver a new full-time, rapid assessment facility for rough sleepers to access specialist help and short-term emergency accommodation service while their support needs are stabilised while a longer-term housing alternative is found. Commissioners are provisionally aiming for a competitive tender to be launched in July 2021.

Begging Patrols and the Residents, Reassurance and Engagement Service

16. The Begging Patrols and Residents Reassurance service contracts are both being extended for a further year from August 2021. This will allow time for a potential remodelling of the service to be explored, including provision of a City-wide mobile patrol service that would include tackling anti-social

behaviour, nightlife issues, a more strategic approach beyond the current housing and homelessness focus. The contract extensions allow for wider stakeholder engagement to be completed and potential funding to be identified before a decision is made. Regardless of the delivery model, commissioners will work with City Procurement to develop a new service from August 2021 which provides the best quality and value for money.

Corporate & Strategic Implications

17. 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

18. 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 2021/22, where possible.

Resource implications

19. Not applicable.

Legal implications

20. Not applicable.

Risk implications

21. Not applicable.

Equalities implications

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

Climate implications

23. Not applicable.

Security implications

24. Not applicable.

Conclusion

25. The department's Commissioning team continues to develop a strategic approach to commissioning and effective partnership working. The team

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

- None

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