

APPENDIX 3

OUTLINE SERVICE SPECIFICATION AND TENDER PROCESS

Service	Direct Payments in Birmingham – Direct Payment Support Agencies
Commissioner Lead	Charles Ashton-Gray
Provider Engagement	Chris MacAdams, Richard Doidge
Period	2016-2019

Purpose

In March 2014, Cabinet approved a report "Social Care for Adults in Birmingham - A Fair Deal in Times of Austerity", <http://www.birmingham.gov.uk/AdultCareServices> which promoted Direct Payments, as the Directorate's preferred way of meeting people's assessed eligible needs for adult social care.

At the moment, the Council arranges most of the social care support for adults who have eligible care needs in Birmingham. If the Council continues to do things for people, it is encouraging people to become dependent on the Council, rather than helping people to be as independent as possible and to be in control of their care.

How can we change that? Citizens have told us that being independent and having choice and control over their social care support is very important to them. Using a Direct Payment can help people to do this.

What is a 'Direct Payment'?

A Direct Payment is money that is paid to citizens, who have been assessed as having eligible needs (under the Care Act 2014 or Families & Children's Act 2014); or someone acting on their behalf - on a regular basis by the Council so they can arrange their own support. This is instead of the Council arranging social care services for them. Direct Payments are not yet available for arranging long-term residential care.

A Direct Payment can be used to support a person to continue to live in their own home, to be fully involved as active citizens in family and community life, and to engage in work, education and leisure.

Why is change required?

At the moment, people wanting to use a Direct Payment to organise and pay for their care can look for support agencies on Birmingham City Council's My Care in Birmingham website (www.mycareinbirmingham.org.uk). This lists a range of support agencies, but the Council does not currently endorse or recommend any of the advertised providers or services. It is the responsibility of the individual looking for care to carry out their own checks, although there is guidance and buying tips on the website.

Direct Payment Support Agencies are not regulated by the Care Quality Commission (CQC), or by the Financial Standards Authority (FSA).

Direct Payments in Birmingham

1 - Adult Social Care

- Currently less than 20% of the citizens who receive Adult Social Care and who could organise their care (7,783) with a Direct Payment do so (1,541 – September 2015).

2 – Children's Social care

- As at September 2015, 236 Direct Payments are in use

Outcomes

"Social Care for Adults in Birmingham - A Fair Deal in Times of Austerity," details four outcomes:

- We will expect to see an increase in the number of people being helped to live independently within their communities safely. This will be achieved by supporting the development of community services and support systems on a locality basis. Therefore our primary focus will be to support you to **access services on your own** and only intervene where this is not possible
- We will use a universal approach to resource allocation to ensure equity across all service user groups, based on individual needs.
- We will reduce the number of people being **admitted to residential care** by promoting the use of direct payments so needs can be met in their local community.
- We expect to see **an increase in the number of people successfully completing recovery** and enablement and being supported to live in their own homes

Services to be commissioned.

Overview

Direct Payment Support Services provide a range of support to citizens using Direct Payments, such as:

- Initial advice
 - Payroll and HMRC services
 - Ongoing advice and support
 - Personal Assistant recruitment
 - Managed accounts
- An outline Framework for DP Support Services would mean that in order to provide services in Birmingham, providers would have to meet a set of quality and service standards, and agree to a standardised tariff of charges, including an upper limit to costs of each type of service.
 - Providers would then be the subject of quality monitoring, via quarterly self-assessment returns and an annual monitoring visit.
 - The number of providers on the Framework should be limited to a manageable number, to ensure choice and quality for the citizen.
 - Some other councils, such as Nottingham and Sheffield, have implemented similar systems, and these will be used as models of best practice to ensure implementation is done in the right way.

Pricing Strategy

Tenderers will be required to provide a completed pricing document detailing the fee for each element of advice/support.

The fees will be set within a range, informed by intelligence from neighbouring West Midlands authorities.

Timescales

Estimated project timescales for this tendering exercise are listed below:

Approval of Tender Strategy at Cabinet	8 th December 2015
Commencement of Tender by issue of this ITT	18 th December 2015
Clarification Period	18.12.15 to 18.01.16
Deadline for submission of the Tender application	25 th January 2016
Anticipated Award Date	17 th March 2016
10 day standstill period	19.03.16 to 29.03.16
Anticipated Framework agreement Commencement Date	1 st July 2016

Performance Management (KPI Structure)

Performance will be measured through a set of key performance indicators including:

- Development of a quality ratings system for Direct Payment Support Services
- Development of a monthly/quarterly quality and performance board
- Development of key activity and performance reporting

A – Framework Contract Strategy and Duration.

There is a relatively small market and the procurement will be undertaken as an EU service via Open route procurement under the Light Touch Regime.

The contract duration will be for three years with the option to extend for a further one year subject to satisfactory performance and budget availability.

B - Lots

The framework will seek a number of providers to provide a City-wide coverage. Bids will be welcomed from providers who can show that they have a track record of meeting cultural and language needs alongside a broad knowledge and experience in delivering services to citizens, across the age range and with varying levels of ability and need.

The preferred solution is that coverage could be achieved with a framework of no more than six providers. Two lots are proposed to allow for sufficient client expertise:

- Lot 1 – Adult Social care;
- Lot 2 – Parents of Disabled Children and Young People aged 16 years and over;

C - Social Value

Social Value will be delivered by the Contract in accordance with the Public Services (Social Value) Act 2012. Social Value will include how the Contract will assist in the implementation of the Council's policies detailed below

- Tackling inequality & promoting social cohesion
The Birmingham Business Charter for Social Responsibility will be a contract condition. There are clear requirements within the specification on social value and it is one of the scoring criteria.
- Living Wage
Providers will be required to pay the Living Wage.

There will be a price:quality:social value split of 10:80:10, as there is a clear specification of requirements. The table below gives the indicative key criteria on which the Tenderer's submission will be evaluated.

Mandatory Criteria	Weighting %	Sub-Criteria	Weighting %
Value for Money / Price	10%	N/A	N/A
Quality	80%	Services Provided Implementation/Transition /Functionality Customer Support/Relationship Management	35% 35% 30%
Social Value	10%	Local Employment Buy Birmingham First Partners in Communities Good Employer Green and Sustainable Ethical Procurement	15% 25% 35% 10% 10% 5%
	100%		

Contract Management and Performance Issues

A Commissioning Officer from within Complex & Statutory team of the Directorate's Commissioning Centre of Excellence will oversee the overall contract management at a three monthly contract review meetings.

CAG 23/11/2015