

EAST AYRSHIRE COUNCIL

SOCIAL WORK COMMITTEE: 6 NOVEMBER 2003

COMMISSIONING, CONTRACTING AND CONTRACT MONITORING FRAMEWORK

Report by the Director of Educational & Social Services

1. PURPOSE OF REPORT

- 1.1 To seek the approval of elected members for the implementation of a Commissioning Framework for Social Work.

2. BACKGROUND

- 2.1 The NHS and Community Care Act 1990 provided for the transfer of funds from the former Department of Health and Social Security to Local Authorities. An expectation was placed upon local authorities in using the funding to promote a "mixed economy of care". (SWSG Circular No. 19/91). Whereas previously Local Authorities had purchased 'marginal' services by means of grant payments (often in the absence of any formal specification of the service being provided), the expectation that there would be a significant increase in the proportion of services purchased from the Independent Sector resulted in the development of a 'contract culture' in line with Councils' standing orders.
- 2.2 At its inception in 1996, East Ayrshire Council inherited a set of procedures and practices relating to commissioning and contracting activity within Social Work from the former Strathclyde Regional Council. Subsequently the Council has developed partnership working arrangements with and commissioned services from a wide range of Independent Sector providers.
- 2.3 In the light of those developments and changing demands resulting from legislative change and national policy initiatives, it has been necessary to review and reformulate existing commissioning, contracting and contract monitoring procedures into a coherent framework.
- 2.4 The resulting Commissioning, Contracting and Contract Monitoring Framework sets out procedural guidance in relation to all commissioning, contracting and contract monitoring activity within Social Work.

- 2.5 A copy of the full framework document is lodged in the Members Information Point. Appendix 1 contains the forms which should be used for quarterly monitoring purposes.

3. COMMISSIONING

- 3.1 The framework is essentially a working tool and guide for staff engaged in commissioning services from the Independent Sector.
- 3.2 Whilst Community Care contracting has been exempted from the Council's Standing Orders relating to contracts (which were approved by Council on 24 September 1998), the framework has nevertheless been designed to accord with them.
- 3.3 The framework also accords with the Corporate Procurement Protocol, which reaffirms the responsibility of Departments for procurement but within the context of a corporate framework which utilises the resources of the Procurement Section within Homes and Technical Services.

4. CONTRACTING

- 4.1 The framework affirms the intention to develop a set of 'model contracts' which can be used as a core document, customised as appropriate to the specifics of the service being commissioned.

5. CONTRACT MONITORING

- 5.1 The framework sets out arrangements for monitoring the performance of contracted providers.

6. LEGAL IMPLICATIONS

- 6.1 The framework has been drafted to take account of all relevant legislation, including that relating to Social Work, Local Government procurement and National and European regulations.
- 6.2 The framework reflects the requirements of the Race Relations (Amendment) Act 2002.

7. POLICY IMPLICATIONS

- 7.1 Nil.

8. FINANCIAL IMPLICATIONS

8.1 Nil

9. RECOMMENDATIONS

9.1 Committee is asked to:

- (i) endorse the implementation of the framework; and
- (ii) otherwise, note the content of the report.

John Mulgrew
Director of Educational and Social Services

20 October 2003

APPENDIX 1

Quarterly Monitoring Report Form and Quarterly Review Meeting Minute Form

For further information on this report please contact John Alexander, Principal Officer (Quality and Planning) on 01563 576978

IMPLEMENTATION OFFICER: JACKIE DONNELLY, HEAD OF SOCIAL WORK

APPENDIX 1

**EAST AYRSHIRE COUNCIL
DEPARTMENT OF EDUCATIONAL & SOCIAL SERVICES**

QUARTERLY MONITORING REPORT

DATE:

ORGANISATIONAL INFORMATION	
ORGANISATION	<input type="text"/>
ADDRESS	<input type="text"/>
TOWN	<input type="text"/>
POSTCODE	<input type="text"/>
PHONE	<input type="text"/>
FAX	<input type="text"/>
E-MAIL	<input type="text"/>
PARENT ORGANISATION ADDRESS (IF DIFFERENT)	<input type="text"/>
CONTACT NAME	<input type="text"/>
CONTACT DESTINATION	<input type="text"/>

CONTACT INFORMATION	
NATURE OF CONTRACT	MODEL BLOCK <input type="checkbox"/> MODEL SLA <input type="checkbox"/> MODEL CALL OFF <input type="checkbox"/> MODEL SUPPORTING PEOPLE <input type="checkbox"/> OTHER <input type="checkbox"/>
SOURCES OF FUNDING	EAC <input type="checkbox"/> SEC.10 <input type="checkbox"/> RESOURCE TRANSFER <input type="checkbox"/> MISC <input type="checkbox"/> OTHER <input type="checkbox"/>
UNIT COST (WHERE APPLICABLE)	£
HOURLY RATE (WHERE APPLICABLE)	£
CONTRACT START DATE	<input type="text"/>

CONTRACT FINISH DATE	
CONTRACT REVIEW DATE	
ACCREDITATION STATUS	
CONTRACT MONITORING OFFICER	
SERVICE USER GROUP	

REGISTRATION STATUS	
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SERVICE DESCRIPTION	
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NUMBER OF STAFF	<input type="text"/>																
STAFF DESIGNATIONS	<table border="0"> <tr> <td>DESIGNATION</td> <td></td> </tr> <tr> <td>NUMBER</td> <td></td> </tr> <tr> <td>_____</td> <td><input type="text"/></td> </tr> <tr> <td>_____</td> <td><input type="text"/></td> </tr> <tr> <td>_____</td> <td><input type="text"/></td> </tr> <tr> <td>_____</td> <td><input type="text"/></td> </tr> <tr> <td>_____</td> <td><input type="text"/></td> </tr> <tr> <td>_____</td> <td><input type="text"/></td> </tr> </table>	DESIGNATION		NUMBER		_____	<input type="text"/>	_____	<input type="text"/>	_____	<input type="text"/>	_____	<input type="text"/>	_____	<input type="text"/>	_____	<input type="text"/>
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REASONS FOR ANY VARIANCE FROM SPECIFICATION																	
STAFF ABSENCE RATES																	

PLACES / HOURS OF SERVICE AGREED IN SERVICE SPECIFICATION	<input type="text"/>
PLACES/HOURS PROVIDED	<input type="text"/>

REASON FOR VARIANCE	
NUMBER OF COMPLAINTS RECEIVED	
OUTCOME OF COMPLAINTS	

TRAINING UNDERTAKEN BY STAFF AND VOLUNTEERS	
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SERVICE OUTCOMES AS PER SERVICE SPECIFICATION (SUMMARY – DETAILED INFORMATION TO BE ATTACHED)	
PERFORMANCE OF ORGANISATION RELATIVE TO OUTCOMES	

SIGNATURE FOR PROVIDER	
SIGNATURE FOR COUNCIL	

**EAST AYRSHIRE COUNCIL
DEPARTMENT OF EDUCATIONAL AND SOCIAL
SERVICES**

**AGENDA/MINUTE FOR QUARTERLY MONITORING
MEETING WITH CONTRACTED SERVICE PROVIDERS**

PROVIDER	
PRESENT	
APOLOGIES	
PREVIOUS MINUTE	
MATTERS ARISING	
QUARTERLY MONITORING REPORT	

<p>ISSUES ARISING FROM QUARTERLY MONITORING REPORT</p>	
<p>OTHER ISSUES RELEVANT TO THE WORKING OF THE CONTRACT</p>	
<p>AGREED ACTION PLAN</p>	
<p>AOCB</p>	
<p>DATE OF NEXT MEETING</p>	