

Item No: 6

Meeting Date: **Wednesday 6th February 2019**

Glasgow City Integration Joint Board

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 Chief Social Work Officer

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 Locality)

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**UPDATE ON THE AWARD OF THE 2019 SOCIAL WORK FRAMEWORK AGREEMENT
 FOR SELECTED PURCHASED SOCIAL CARE SUPPORTS**

Purpose of Report:

- To inform the IJB of the successful award of the 2019 Framework Agreement for Selected Purchased Social Care Supports which commenced on 31.01.2019.
- To inform the IJB of the plan to transition business from the 2015 to the 2019 Framework Contracts
- To inform the IJB of the key strategies and priorities which will determine the schedule of individual service user reviews.

Background/Engagement:

The 2015 Social Work Framework Agreement for Selected Purchased Social Care Supports became operational in January 2016.

In September 2017 the IJB approved an extension of one year as provided for in the contract. Social Work Services can now confirm to the IJB that the 2015 Framework Agreement ended as agreed on 30th January 2018 and after conclusion of a successful procurement exercise, the new 2019 Framework Agreement for Selected Purchased Social Care Supports (2019 Framework) was awarded in November 2018 and became operational on 31st January 2019.

A report was submitted to Glasgow City Council Contracts and Property Committee on 29th November 2018.

<http://www.glasgow.gov.uk/councillorsandcommittees/submissionsdocuments.asp?submissionid=90867>

	<p>The 2019 Framework terms and conditions will apply to new social care packages called off under the Framework Agreement after 31.01.2019. They will also be applied to existing business.</p> <p>Although 2019 Framework rates will be applied to existing business, the service users' individual budgets will not automatically be and it is anticipated that rate increases will be accommodated by reviewing each individual's support arrangements. Where this is not possible, changes to an individual budget will be considered as part of the individual service user review process.</p> <p>This will necessitate the completion of a substantial number of service user reviews (approximately 3500) and a new Central Review Team (CRT) has been created to ensure completion of the reviews in a reasonable timeframe. The time to complete these reviews in full is estimated to take approximately 2 years.</p> <p>There are a number of competing pressures which have to be taken into account when establishing review priorities. These include, but are not restricted to: - Application of Free Personal Care to people under 65 from April 2019 and the application of future Scottish Living Wage increases to existing contracts and ensuring the sustainability of existing services at 2015 Framework Rates. Further information on the competing priorities requiring to be taken into consideration when scheduling the reviews are described in more detail later in this report.</p> <p>Background/Reference papers:</p> <p>Extension to the 2015 Framework – IJB Finance & Audit Committee – 18th October 2017 - https://glasgowcity.hscp.scot/publication/item-no-10-extension-2015-social-work-framework-agreement</p> <p>Note of Intention to proceed to an open tender - IJB - 21st March 2018 - https://glasgowcity.hscp.scot/publication/item-no-11-replacement-2015-framework-agreement-selected-purchased-social-care-supports</p> <p>Published 2019 Framework EQIA - https://glasgowcity.hscp.scot/publication/eqia-framework-tender-selected-social-care-supports-2019</p>
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<p>Recommendations:</p>	<p>The Integration Joint Board is asked to:</p> <ol style="list-style-type: none"> a) Note the Implementation of the 2019 Framework Agreement for Selected Purchased Social Care Supports; b) Agree the process for implementation and prioritisation of service users reviews; and
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	c) Approve additional funding of £0.6m in respect of the minimum rate threshold and Provider sustainability.
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Relevance to Integration Joint Board Strategic Plan:	The services delivered under the 2019 Framework Agreement for Selected Purchased Social Care Supports are a key factor in enabling the Partnership to deliver support at the right time, in the right place, and from the right person, and to provide health and social care services in local communities where possible. It supports the Partnership's key priorities of shifting the balance of care and enabling independent living for longer.
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Implications for Health and Social Care Partnership:

Reference to National Health & Wellbeing Outcome:	Outcome 2: People, including those with disabilities or long term conditions, or who are frail, are able to live, as far as reasonably practicable, independently and at home or in a homely setting in their community
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Personnel:	None
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Carers:	None
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Provider Organisations:	<p>Existing Providers are aware that the 2015 Framework has come to an end and of the outcome of the 2019 procurement exercise.</p> <p>Existing providers on the 2015 framework who were unsuccessful in being awarded the 2019 framework will continue with services until individual service users reviews are complete.</p>
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Equalities:	<p>An equalities impact assessment was completed prior to the procurement exercise and can be accessed at the undernoted link:</p> <p>https://glasgowcity.hscp.scot/publication/eqia-framework-tender-selected-social-care-supports-2019</p>
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Fairer Scotland Compliance:	Complies with Fairer Scotland Guidance by ensuring access to services is fair and equitable regardless of socio-economic factors – EQIA completed.
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Financial:	<p>For the purposes of Provider sustainability, the 2019 Framework set a minimum threshold for care and support hours at £15.20. The cost of increasing those 2015 rates which sat below £15.20 has been estimated at £0.6m, and funding has been set aside to meet this cost.</p> <p>The overall financial impact of the 2019 framework is currently being assessed, with a number of factors still to be worked</p>
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	through. This will remain under close scrutiny, and a report will be brought back to the IJB if there are significant changes to this assumption	
Legal:	Legal Services have been fully engaged in advising the Framework Tender Governance Group and supporting the development of the new contractual terms to implement the 2019 Framework.	
Economic Impact:	Will strengthen sustainability of services for service providers with minimum agreed hourly rate enabling better recruitment and job retention across the provider network.	
Sustainability:	This framework is designed to improve and secure service sustainability by introducing a minimum rate into the 2019 Framework	
Sustainable Procurement and Article 19:	Article 19 is not considered to apply to these services.	
Risk Implications:	Risk if individual review processes cannot be completed timeously	
Implications for Glasgow City Council:	None	
Implications for NHS Greater Glasgow & Clyde:	None	
Direction Required to Council, Health Board or Both	Direction to:	
	1. No Direction Required	
	2. Glasgow City Council	✓
	3. NHS Greater Glasgow & Clyde	
	4. Glasgow City Council and NHS Greater Glasgow & Clyde	

1. Purpose

- 1.1 To inform the IJB of the successful award of the 2019 Framework Agreement for Selected Purchased Social Care Supports which commenced on 31.01.2019.
- 1.2 To inform the IJB of the plan to transition business from the 2015 to the 2019 Framework Contracts.
- 1.3 To inform the IJB of the key strategies and priorities which will determine the schedule of individual service user reviews.

2. Background

Policy content

- 2.1 GCC provides direct social care services through its home care, day care and residential care services. It also purchases care placements through specific purchasing contracts, in line with the Self Directed Support (Scotland) Act 2013.
- 2.2 GCC is committed to meeting its statutory duties to assess for eligible need and make provision of services where needs call for this. These duties are delivered through GCHSCP on behalf of GCC. GCHSCP is best placed to draw on a wide range of health and social care supports to meet the needs of Glasgow citizens and to support the wellbeing and needs of their informal, unpaid carers.
- 2.3 GCHSCP developed a purchasing framework in 2015 to support the full implementation of Self Directed Support for all adults over 16 years or at the point of transition from Children & Family services into adult services, to maximize choice, flexibility and personalisation of care plans.
- 2.4 To meet GCC's statutory responsibilities, GCHSCP requires to ensure that its resources are used effectively, consistently and fairly to meet assessed need. It must do so in accordance with agreed eligibility criteria, on the basis that it can only agree spend to meet needs and outcomes that match those eligibility criteria and in accordance with the principle that resources should be distributed equitably between people with broadly equivalent needs, whilst at the same time being founded upon the professional assessment of their individual needs.
- 2.5 It is important that individuals have their needs and care plans reviewed regularly to ensure they continue to meet their needs; individual circumstances can change, individuals can improve their independent living skills or potentially develop new needs that require a different approach, and new models of care or support can become available. The developments in relation to assistive technology are evolving very quickly and our 2015 framework did not fully reflect the advancements that have been made in this area.
- 2.6 In order to ensure we can continue to meet the increasing demands for services and to ensure we are considering the changes to assistive technology which can lead to improvements in the control and/or independence a person may have over their living environment the 2015 framework has been reviewed in 2018 to reflect the changing needs and demands for social care services. The new Framework will commence on 1st February 2019.

3. 2019 Framework for Selected Purchased Social Care Supports

- 3.1 Direction was given by the Glasgow City Integration Joint Board on 21st March 2018 (<https://glasgowcity.hscp.scot/publication/item-no-11-replacement-2015-framework-agreement-selected-purchased-social-care-supports>) to proceed with an open tender to replace the 2015 Social Work Framework for Selected Purchased Social care Supports. Social Work Services (SWS) can now report that it has awarded a new Framework Agreement for the purchase of:

- Care and Support Services (including Technology Enabled Care and Support)
- Day Opportunities/Employability Supports
- Short Breaks Services

3.2 The Framework Agreement is a large multi-supplier Framework for the provision of the above support categories to adults with mental health issues, adults with disabilities, children affected by disability and older adults (aged over 65).

3.3 The Framework Agreement is the mechanism through which the Council discharges its duties in terms of contracting for Self Directed Support Options 2 and 3 and aspects of Option 4. The SDS options are summarised as follows:

SDS Act Option	
Option 1	Service User contracts directly with any Service Provider using a Direct Payment (DP) from the Council.
Option 2	Service User chooses support and the Council contracts with the Provider/s selected by the Service User.
Option 3	Council selects the support and contracts with the Provider/s selected by it.
Option 4	Any combination of the above options

3.4 The continuation of the Framework Agreement model, established for the 2015 Framework, will support service users across four service user groups to continue to exercise their rights and choose services which best meet their support needs. In addition, it will also:

- Provide a compliant mechanism for the Council to contract for a large part of its purchased services for adults under 65 years as well as some services for older people and some services for children affected by disability.
- Deliver Best Value
- Meet EU and national procurement regulations and comply with Standing Orders
- Support the development of the Social Work Services procurement plan and sit alongside other key national and local contracts.

3.5 The 2019 Framework will replace the 2015 Framework for Selected Purchased Social Care Supports which expires on 30th January 2019. The 2019 Framework will be the primary route for contracting for new purchased social care supports from the date of contract commencement. Existing business will remain under current contractual 'call-off' arrangements and transfer as appropriate to the 2019 Framework at the point of individual service user review.

3.6 Planned individual service user reviews are routinely scheduled once every 2 years. The rate at which existing business transfers to the Framework will depend on the rate of completion of individual service user reviews. A Central Review

Team will be established to expedite the completion of the necessary reviews and to allow existing business to transfer to the 2019 Framework at tendered rates.

- 3.7 Although 2019 Framework rates will be applied to existing business, the service users' individual budgets will not automatically be and it is anticipated that rate increases will be accommodated by reviewing each individual's support arrangements. Where this is not possible, changes to an individual budget will be considered as part of the individual service user review process.

4. Financial Information

- 4.1 Some of the learning from the 2015 Framework has been in relation to Provider sustainability, where a number of Providers submitted low rates to maximise their share of new business. These Providers were particularly disadvantaged by the procurement rules which govern purchased care, and the subsequent Scottish Government policy of the Scottish Living Wage. For the 2019 Framework this concern has been addressed by stating a minimum threshold for care and support hours at £15.20. The cost of increasing those 2015 rates which sat below £15.20 has been estimated at £0.6m, and funding has been set aside to meet this cost. Approval is now sought from the IJB to agree this funding.
- 4.2 The overall financial impact of the 2019 framework is currently being assessed, with a number of factors still to be worked through. It is anticipated that the work of the Central Review Team will mitigate those cost pressures in addition to the £0.6m set aside for Provider sustainability. This will remain under close scrutiny, and a report will be brought back to the IJB if there are significant changes to this assumption.

5. Individual Review Process

- 5.1 Over the next 3 years the programme of work to achieve the level of individual personal care assessment and reviews will require significant focussed activity.
- 5.2 It has been accepted that the current construct and resources within the locality services will be unable to deliver the level of activity required to achieve the required number of service users reviews as well as the statutory and legislative requirements required to maintain the safety, health and wellbeing of our service users and that without this investment into the development of a Central Review Team the ability to achieve the number of personal reviews required over the next three years would be significantly compromised
- 5.3 The main purpose of the Central review team is to support the application of 2019 Framework tender rate as well as supporting the required review processes associated with other key areas of review work requiring to be completed as a result of either changes to national strategies or as part of the HSCP Transformational Change Programmes
- 5.4 There are several key and competing priority areas of work for the Central Review Team and Locality Social Work Services which require to be considered :-

- Implementation of the 2019 Provider Framework
- Implementation of the Overnight Supports Transformation Programme Review Process
- Implementation of Free Personal Care for under 65 years.
- Implementation of the “Relevant Amount” policy framework

5.5 The review team will be multi-functional and will be responsible, along with locality teams for reviewing almost 3500 cases over an initial 24 month period commencing from February 2019.

5.6 The main task of the team will be to coordinate, manage and deliver an individual review to approximately 1600 individual cases. This equates to circa 84 reviews required to be achieved each month by Central Review Team in addition to review activity completed within locality areas. The review activity will be determined by taking account of the 2019 Framework provider rates and the requirement to ensure a fair and equitable process to transfer providers from 2015 to 2019 rates and additionally they require to prioritise the review of the implementation of free personal care for under 65’s which affects around 2500 service users.

5.7 The team will also require to factor in significant time spent engaging with providers in ensuring best value as we apply the Resource Allocation for Adults Eligible for Social Care Support policy framework. This work is intensive and requires considerable engagement with families, carers and service providers to manage care delivery in a safe a sustainable way to meet key individual outcomes within the agreed budget.

5.8 The table below demonstrates projected review activity, however the timescales are indicative depending on complexity of reviews and activity demand within locality services.

Type of Reviews	Total Number of Reviews
Daytime support (incl FPC under 65)	1600
Overnight support (incl FPC under 65)	1065
Additional free personal care	800
	3465

Review Type	Team	No. of reviews	No. of SNAs / in-depth reviews	No. of CRT reviews	No. of Additional Free Personal Care reviews	No. of WTE care managers available	Average no. of reviews / assessments per month per worker
Daytime support reviews / reassessments	CRT	1600	200	1400		6	14
Overnight reassessments / Free Personal Care	Localities	1065	1065	0	0	12	5
Free Personal Care	Localities / CRT	800			800		3
Totals		3465	1265	1400	800	18	22

6. Recommendations

6.1 The Integration Joint Board is asked to:

- a) Note the Implementation of the 2019 Framework Agreement for Selected Purchased Social Care Supports;
- b) Agree the process for implementation and prioritisation of service users reviews; and
- c) Approve additional funding of £0.6m in respect of the minimum rate threshold and Provider sustainability.

DIRECTION FROM THE GLASGOW CITY INTEGRATION JOINT BOARD

1	Reference number	060219-6-a
2	Date direction issued by Integration Joint Board	6 February 2019
3	Date from which direction takes effect	6 February 2019
4	Direction to:	Glasgow City Council
5	Does this direction supersede, amend or cancel a previous direction – if yes, include the reference number(s)	Yes (reference number: 210318-11-a)
6	Functions covered by direction	<p>The new 2019 Framework Agreement will apply to 3 types of services:</p> <ul style="list-style-type: none"> - Care and Support Services - Day Opportunities Services - Short Breaks/Respite Services <p>The services can be used by people assessed as eligible for service from the following service user groups:</p> <ul style="list-style-type: none"> - People with Mental Health issues - People with Disabilities - Older People - Children Affected by Disability
7	Full text of direction	<p>Glasgow City Council is directed to implement the 2019 Framework and the prioritisation for the Central Review Team as prescribed in section 5 of this report. Glasgow City Council are further directed to allocate the funding outlined in section 4.1 of this report (£0.6m) to meet the identified costs of increasing the rates paid for care and support under the 2015 Framework rates to the minimum threshold rate set for the 2019 Framework.</p>
8	Budget allocated by Integration Joint Board to carry out direction	£0.6m

9	Performance monitoring arrangements	In line with the agreed Performance Management Framework of the Glasgow City Integration Joint Board and the Glasgow City Health and Social Care Partnership.
10	Date direction will be reviewed	6 February 2020