

THURSDAY, 18 AUGUST 2016

**REPORT OF THE PORTFOLIO HOLDER FOR COMMUNITIES AND WELLBEING****TAMWORTH BOROUGH COUNCIL COMMISSIONING OF SERVICES AND TAMWORTH STRATEGIC PARTNERSHIP COMMISSIONING PROSPECTUS UPDATE****EXEMPT INFORMATION****PURPOSE**

To seek approval from Cabinet to undertake a Tamworth Borough Council (TBC) commissioning exercise to provide a range of services for Tamworth residents and to award contracts following the tendering process.

To update Cabinet on the Tamworth Strategic Partnership (TSP) Locality Commissioning contracts which automatically cease on 31<sup>st</sup> March 2017.

**RECOMMENDATIONS****That Cabinet:**

1. Authorises officers to commission a new financial wellbeing, debt and generalist advice service for Tamworth residents and delegates authority to the Director of Communities, Partnerships and Housing to agree the tender specification and to award the contract to the successful bidder,
2. Authorises officers to waive financial regulations and issue a grant to Tamworth Samaritans to the value of £7,000 for the year April 2017 to March 2018
3. Delegates authority to the Director of Communities, Partnerships and Housing to manage the contract and grant including any variations during the term of the contract and grant, and
4. Delegates authority to the Director of Communities, Partnerships and Housing to manage the eleven locality commissioned contracts during their final year and notes the de-commissioning of these contracts and the work undertaken by the Council and partners to support service users and organisations through this process.

**EXECUTIVE SUMMARY****TBC Commissioning**

TBC has commissioned services under the Public Sector Commissioning Framework to the value of £131,000 per annum and these services will automatically cease on 31<sup>st</sup> March 2017. A review of the current commissioned services has taken place within the context of the Council's priorities, and consultation with the portfolio holder and commissioners. Consideration of the Council's demand management operating model has also taken place and by combining two of the contracts the services to be commissioned will actively contribute to reducing demand on Council services.

It is proposed that the Council seeks to commission the following services to commence in April 2017:

Commissioning Intention	Outcomes required	Value	Agreement length	Enhancement to previous specification
Financial wellbeing, debt and generalist advice service	Face to face/e-mail/telephone debt and benefit advice service and a generalist advice and information service on a wide range of issues e.g. welfare benefits, consumer rights, housing, immigration and employment.  Specific support to tenants who are at risk of losing their tenancy due to debt.  Support to those at risk of Homelessness.	£81,500 for tendered services  Plus Internal transfer of £8,000 for rent  Plus £500 fund for Court and Home visits  Total value of £90,000	One plus one plus one  Maximum of 3 years	Service to be based in Marmion House to secure closer working with council officers. Rent to the value of £8,000 per annum will be an internal transfer to the Council as landlord. Booked appointments to reduce waiting times whenever possible. Combining two contracts into one contract covering both general services to the value of £60,000 and housing requirements to the value of £30,000. £500 fund held by the Council to fund court or home visits at the specific request of Council officers. Opportunity to increase or decrease funding depending on availability of funding, impact of benefit changes on demand.
Crisis Intervention Service	To support those in crisis over the telephone, via e-mail and face to face, 24 hours per day, 365 days per year.  Establishing outreach programmes i.e. Schools, GP's, Railway Station, Town Centre (Safer Nights) to reach those in mental distress.	£7,000	1 year grant	Emphasis on outreach and prevention in the Tamworth area.  Contribution to core costs to sustain a Tamworth Branch which can then support local outreach activity in schools, town centre and railway station.
<b>Total</b>		<b>£97,000</b>		

A recommendation for the commissioning of additional services will be brought to a future Cabinet.

### **TSP Locality Commissioning**

TBC is the contract holder for the eleven locality commissioned services and as such is responsible to de-commission these services on behalf of the TSP. These contracts will automatically cease on the 31<sup>st</sup> March 2017. Commissioning partners via the Commissioning Hub are supporting this process and will receive the Community Impact Assessment (CIA) for each contract to review and use in the evaluation of any future commissioning intentions undertaken by their organisations.

### **OPTIONS CONSIDERED**

#### **TBC Commissioning**

TBC has invested in services provided in the main by the voluntary and community services sector for many years.

#### Debt and Generalist Advice

The Council supports the provision of debt and generalist advice services. Currently this service is provided by Tamworth CAB. It is proposed that the Council continues to

commission a debt and generalist advice service as strategic assessments clearly demonstrate the need e.g.:

- In 2015/2016 Tamworth CAB supported 3042 clients with 11,283 client contacts (cases are increasingly complex)
- Tamworth CAB supported 259 people at hearings/tribunal/court
- In February 2016 1483 households in rent arrears from 4500 household stock
- During 2015/16 there were 4056 summonses relating to council tax arrears with a total value including costs of £2,387,187.

The continued support for a debt and generalist advice service will support the Council's demand management operating model by reducing the risk of homelessness, default on council tax payments and supporting improved wellbeing of residents.

### Support for Vulnerable People – Mental Health Crisis Intervention

The Council currently supports the provision of a Tamworth Samaritan service. This service provides 24/7 support for those in crisis every day of the year. In addition outreach to local schools, the town centre and railway station helps to reach those in mental distress prior to crisis point.

During the year end 30<sup>th</sup> June 2016, there were a total of 21,684 contacts. Of which 1,529 were in the process of, or at considerable risk of, suicide. Members should note that as this is a confidential service it is not possible to know how many Tamworth residents access the service. Tamworth Samaritans has a Tamworth telephone number but they are also part of a regional telephone call routing service so calls may be taken by the Tamworth branch from across the West Midlands region, however Tamworth calls are treated as a priority. Members should therefore note that Council funding has been supporting the provision of a wider West Midlands service which other neighbouring local authorities do not fund (there has been the occasional small grant from Lichfield District Council in previous years). However, there are benefits from Tamworth hosting a local branch of the Samaritans and outreach activity in Tamworth can only take place because there is a local branch. With the development of the Enterprise Quarter, Tamworth Samaritans are now moving from the Philip Dix Centre to a new town centre premise which is not Council owned.

It is proposed that future support to Tamworth Samaritans is by a grant and not via an open commissioning process as Tamworth Samaritans is the sole provider of this service and the Council is buying services from a nationally recognised brand. The grant will be for one year to allow a better understanding of the provision including outreach activity and the operation from the new premises. The Council's Partnership Funding Officer will work with the branch to seek grant support from other local authorities and from external funders i.e. Awards for All.

### **TSP Locality Commissioning**

Commissioning partners will be funding services via their own organisation's investment intentions. Reduced budgets have led to a reduction in funding available from partners. There is no current intention to run a further multi-agency locality commissioning exercise. Opportunities for joint commissioning may still take place in the future but this will be dependent on the services to be purchased.

## **RESOURCE IMPLICATIONS**

### **TBC Commissioning**

The Council's medium term financial strategy states that funding to the value of £132,280 per annum is available from the Voluntary Sector Budget GS1002 until March 2020 to commission services under the public sector commissioning framework. It is proposed that of the contract value of £97,000 that £67,000 will be met from the Voluntary Sector Budget GS1002 along with £20,000 from Homeless Prevention Grant Reserve and £10,000 from the Local Economy/Social Inclusion HR210330409 budget to secure additional services from the

debt and generalist advice contract specifically for tenants and to support a service focussed on reducing the risk of homelessness. The term of the contract will be one plus one plus one in order to respond to the uncertainty on the availability of Housing funds post March 2018.

A further £40,000 has been earmarked from the Voluntary Sector Budget. £20,000 for a business grant scheme and £20,000 infrastructure support from the County Council's framework agreement.

This leaves £25,280 available for additional commissioning and the subject of a future Cabinet report from the total £132,280 Voluntary Sector Budget.

### **TSP Locality Commissioning**

Partner contributions to the funding of the final year of the locality commissioned contracts are a total of £271,138. The cost of funding the eleven contracts in the final year is £271,025. This leaves a surplus of £113. This is no further funding available for locality commissioning following the end of the contracts in March 2017.

## **LEGAL/RISK IMPLICATIONS BACKGROUND**

### **TBC Commissioning**

TBC is responsible for the de-commissioning of the current contracts which automatically cease on 31<sup>st</sup> March 2017. A CIA will be carried out for each contract. A review of Council needs and priorities aligned to our demand management operating model will result in new services and re-designed services being commissioned. Therefore Members should note that not all current services will be re-commissioned.

TUPE may apply to the new contract and bidders will need to consider this as part of any submission.

### **TSP Locality Commissioning**

Commissioning partners will be fully informed via the CIA of the risks to service users and providers caused by the de-commissioning of the eleven contracts. Similar types of services will be secured through new contracts commissioned from partner organisations. The Council's Partnership Funding Officer is supporting providers to access other sources of funding. However Members should be aware that some organisations may be at risk if they can not secure other sources of funding and some vulnerable clients may not be able to access the same type of support currently on offer.

## **SUSTAINABILITY IMPLICATIONS**

### **TBC Commissioning**

TBC will continue to support key services which are best delivered by voluntary and community sector organisations. Funding is available to support this commissioning exercise and contracts will be let on a one plus one plus one basis to allow the Council flexibility should the availability of funding increase or decrease over the next 3 years.

### **TSP Locality Commissioning**

The Locality Commissioned contracts will cease automatically on 31<sup>st</sup> March 2017. There is no intention to carry out a further pooled funded commissioning exercise. The Commissioning Hub is now undertaking the de-commissioning of these contracts and the CIA for each contract will be available for all commissioning partners to review and consider in their future commissioning intentions. Although there is no intention at this stage to undertake a further locality commissioning exercise, partners will be commissioning a range of services which will meet many of the outcomes achieved by the current eleven contracts. The learning from the services provided under these contracts has been used to influence these commissioning intentions. In addition, the Council's Partnership Funding Officer has been actively supporting a number of the contractors to seek alternative funding sources e.g.

**BACKGROUND INFORMATION****TBC Commissioning**

TBC awarded the following contracts under the Public Sector Commissioning Framework:

Contract	Awarded to	Amount per annum	Summary of services	Contracts cease 31 <sup>st</sup> March 2017
13.08 Practical Family Support Service	Home-Start	£15,000	To provide practical family support: Improved parenting skills, improved aspirations of families, parents and children and improved resilience in families.	Service to be de-commissioned
13.09 Financial Wellbeing, Debt and Generalist Advice Service	Tamworth CAB	£60,000	Providing independent debt and benefits advice, and general advice on a range of topics including consumer, family, housing, immigration, employment matters.	Service to be re-commissioned
13.10 Maximising Income for Families in Tamworth Service	Home-Start	£9,000	Maximise income for families on benefits and low income and provide help on how to manage money more effectively. Access grants for household items for those in need.	Service to be de-commissioned
13.11 Infrastructure Support to Business & Third Sector Service	Business Development Service Ltd	£40,000	Provide advice and support for small businesses and VCS organisations, encouraging entrepreneurial activity and organisational stability. Support job creation in the local economy and support to volunteers to develop capacity and skills.	Service to be de-commissioned  Support for businesses to be via new business grant scheme subject to future Cabinet report Support for Third Sector to be purchased via Staffordshire County Council framework agreement.
13.24 Support for Vulnerable People – Mental Health Crisis Intervention Service	Tamworth Samaritans	£7,000	To support vulnerable people: Improve mental health and well-being, reduce the number of vulnerable people experiencing mental health issues and reduce the risk of self-harm or suicide.	Services to be supported via a grant
<b>Total</b>		<b>£131,000</b>		

These contracts which are fully funded by TBC commenced in April 2014 and will automatically cease as of 31 March 2017.

Performance management reports have been received on a quarterly basis and regular performance reports have been taken to Cabinet over the contract period.

**TSP Locality Commissioning**

In Tamworth, the development of Locality Commissioning resulted in the pooling of a number of partner funding streams to support shared commissioning activity. This led to the award of 12 contracts to a wide range of organisations to deliver an extensive range of interventions

and support packages to Tamworth residents that addressed partners' shared priorities. The services commenced in April 2015 on a one plus one year contract. Eleven of the contracts were rolled over into the second year and will automatically cease on 31<sup>st</sup> March 2017. The eleven contracts are:

Contract	Awarded to	Amount per annum	Summary of Services
14/15 1A Cooking healthily within a budget	Communities Together CIC	£14,482	Healthy cooking courses and demonstrations, healthy lifestyle pledges
14/15 1B WELLIES Grow it cook it eat it	Staffordshire Care Farming Development CIC	£17,656	Courses on growing and cooking – skills to grow and cook foods at home. Exercise activities through countryside walks and gardening
14/15 1C Active Tamworth	Tamworth Borough Council	£18,546	Sport @UR Door activities to increase levels of physical activity in young people Exercise for All – physical activity options through use of gym
14/15 1E Bereavement Service	South Staffordshire Cruse Bereavement Care	£10,000	Bereavement support both individually and in group sessions
14/15 3A Volunteering 4 All	Support Staffordshire	£22,993	Supported volunteering service for individuals who need additional support
14/15 3B Wellies for Work	Staffordshire Care Farming Development CIC	£27,216	Courses to support participants to get employment or volunteering opportunities
14/15 3C Positive Steps for Change	Communities Together CIC	£15,975	Whole life assessments leading to action plan to make positive changes to their lives
14/15 4A Safe and Well	Brighter Futures Housing Association	£26,371	Support service for people with complex needs
14/15 4B Dementia Support	Alzheimer's Society	£7,914	One to one support of people with dementia, their carers and family
14/15 4C Home Visiting	Home-Start	£29,872	Support for vulnerable families with a child under 5
15/05 Emotional Wellbeing Service for Children and Young People	Malachi Family Specialist Support Services	£80,000	Provide therapeutic interventions to support young people experiencing mild/moderate difficulties with their emotional wellbeing and training and support to appropriate school staff
<b>Total</b>		<b>£271,025</b>	

These contracts will all be de-commissioned.

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## LIST OF BACKGROUND PAPERS

VCS Services Contract Review – Cabinet 9/12/15  
 Locality Commissioning – Extension of Contracts into year 2 – Scheme of Delegation 5/2/16  
 VCS & Locality Commissioned Services Contract Review – Cabinet 26/11/15

## APPENDICES



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