

CABINET

20th June 2013

REPORT OF THE PORTFOLIO HOLDER FOR COMMUNITY DEVELOPMENT AND VOLUNTARY SECTOR

Tamworth Borough Council Review of Commissioned Services

EXEMPT INFORMATION

None

PURPOSE

To update members on and seek approval for the next stages of Commissioning Cycle 2, including the shaping of new services and the potential reduction and de-commissioning of some existing services, based on the needs assessment.

To further develop the structures needed to support the implementation of the Public Sector Commissioning Framework and ultimately joint commissioning through a public Sector Commissioning Board.

To build on current commissioning practice and momentum, leading the way in Tamworth in relation to joined up commissioning

RECOMMENDATIONS

That Members;

1. Endorse the estimated spend in each area of need (See commissioning intentions document attached at appendix D).
2. Endorse the proposal to publish Tamworth Borough Council's commissioning intentions
3. Endorse the Commissioning Board to engage fully in the development of the service outline process led by the Commissioning team
4. Endorse the development of a de-commissioning guidelines and best practice document to enable more effective and efficient commissioning in Tamworth
5. That Cabinet selects their preferred option;

Option 1. To continue to fund the family support services element at the existing level (£25,000 per annum).

Option 2. To reduce the family support service element by £10,000 per annum to £15,000 per annum

Option 3. To reduce the family support service as in option 2 but reinvest the £10,000 saving per annum across the other commissioned services

EXECUTIVE SUMMARY

During the past six months the Commissioning team have undertaken an in depth multi agency approach to needs assessment in Tamworth. Steps have included;

STAGE 1 Sept 12-Jan 13

- Review of Strategic documents
- Review of Strategic priorities TSP/TBC
- Consideration of priority outcomes/Task and finish priorities
- Mapping of current commissioned services for Tamworth

STAGE 2 Jan 13-Mar 13

- Drafted a list of funding priorities produced (we identified 12 areas and have completed needs assessments in each of these areas – see appendix)
- Developed an assessment matrix for priorities
- Form Public Sector Commissioning Board (this is still under development)
- Commissioning Board approval of drafts

STAGE 3 Mar- June 13

- Assessed priorities using matrix
- Agree with Commissioning Board priorities and business rationale for Service Outlines

STAGE 4 June – Sept 13

- Turn priorities into Service Outlines and agree indicative budget provision against Service Outlines
- Service Outlines on In-tend

We are currently in Stage 4 – turning priorities into service outlines, these need to be loaded on In-tend by the end of July at the latest to meet commissioning deadlines.

We are working closely with partners and the VCS to ensure that commissioned services avoid duplication are outcomes focussed and meet the current needs in Tamworth. Our needs assessment has been proportionate to the amount of funding allocated by TBC and must also feed results into the wider commissioning landscape for Tamworth working closely with partners.

There are many opportunities currently for joined up commissioning and subsequent funds for Tamworth going forward including:

- The role of the Police and Crime Commissioner
- The Community Safety Partnership
- The District Children's Commissioner
- County Council Commissioning
- Clinical Commissioning Groups
- County Public Health

As commissioners it is our duty to ensure we:

- influence and align funds ensuring Tamworth's needs and priorities are met strategically and operationally

- Enable Tamworth to attract additional funds and opportunities
- Encourage all local commissioners to utilise the agreed Public Sector Commissioning Framework

Our needs assessment has highlighted two county commissioned contracts which will duplicate some of the current services we commission. This provides us with an option to re-consider our investment in family support services.

Option 1. To continue to fund family services to the same amount (£25,000 per annum) This option means that there would be no medium term financial saving in our commissioned contracts. The services purchased would need to ensure that there is no duplication with county services.

Option 2. To reduce the family support service element by £10,000 per annum to £15,000 per annum and contract a service to cover gaps in family service provision provided by the County Council. This option provides a £10,000pa saving to the Council.

Option 3. To reduce the family support service to £15,000pa and reinvest the £10,000 saving per annum across the other commissioned services, further needs assessment would be required to consider where to invest this contribution.

RESOURCE IMPLICATIONS

Currently TBC commission services annually that amount to approximately £177,000 per annum (including the Homeless prevention fund and the environmental fund). This funding provides excellent value for money, social value and return on investment.

If Option 2 were adopted this financial investment would decrease by £10,000, however we have identified through an in depth needs assessment that coverage of family support services has increased via recent county contracts and we can therefore decrease our funds to this area.

LEGAL/RISK IMPLICATIONS BACKGROUND

TUPE risk may apply to new contracts where there is a current provider in place. There will be a risk assessment completed as part of Commissioning cycle 2.

SUSTAINABILITY IMPLICATIONS

There are none arising from this report

BACKGROUND INFORMATION

The contracts which have been delivered to date through the framework including Tamworth Borough Council funding and PCT funding are outlined below:

3 Year Contracts Allocated			
Contract	Awarded to	Amount per annum	Summary
09/25 Financial Inclusion	Tamworth Credit Union	£15,000	<p>To provide affordable loans and promote savings for Tenants' and citizens' of Tamworth. To promote the take up of home contents insurance and work with Tamworth Borough Council to reduce financial exclusion in Tamworth</p> <p>Note – this service has been de-commissioned as the Tamworth Credit union folded in September 2012, currently alternative financial inclusion services are being explored by the housing team.</p>
09/26 Families & Parenting Support	Barnardo's	£75,395	<p>Service providing Support for Parenting/Support for Families in the Tamworth area. The key outcomes for this service are:</p> <ul style="list-style-type: none"> • To increase support for a wide range of parents including; foster parents, lone parents, refugee families and families from other cultures • To provide direct support to families in need with children of all ages, this support may need to be structured around 0-5s, primary and secondary school aged children • To widen access to parenting courses such as the Triple P programme • To support family life and relationships through periods of stress • To collect information on what support families need helping to inform services • To map and understand existing provision of parenting support and improve the co-ordination and referral pathway <p>Note – this service now needs further exploration as the children's services</p>

			<p>team at county have commissioned a service from Barnardo's focussing on parenting programmes. Reduction and change to this service can now be considered as County is also now commissioning an emotional wellbeing service which encompasses several areas of family support.</p> <p>It is recommended that reduction of this service can now be implemented to avoid duplication.</p>
09/27 Debt & Generalist Advice	CAB	£180,000	<ul style="list-style-type: none"> • To increase access to debt and financial wellbeing advice • To increase access to generalist advice • To reduce homelessness • To reduce stress/suicide levels • To reduce marital/family breakdown <p>Note – this service has consistently over achieved on all of its targets and is the largest contract we currently hold. Information from the impact assessment shows it would be extremely difficult to justify de-commissioning or significantly reducing this service in the current economic climate.</p>
09/28 VCS Capacity Building	Tamworth CVS	£93,000	<p>To provide capacity building support for the Voluntary and Community Sector in Tamworth. This work includes strategic work, development of the sector, information giving, practical support, training and support applying for funding and grants.</p> <p>Note - County Council have commissioned a county wide service in Infrastructure support including capacity building which appears to duplicate part of our current service provision. Reduction, change and de-commissioning of this service is being implemented with a workshop inviting the sector to give feedback.</p>
09/31 Mental Health Crisis	The Samaritans	£21,000	Supporting vulnerable people experiencing mental health issues, who are in crisis or at risk of self harm or suicide.

Intervention			Note – the Samaritans service has provided an extremely valuable service for Tamworth, and has continued to meet all targets, however service may still be available through national helplines, and we would look to re-locate services within TBC if possible.
09/34 Environment & Wildlife Service	Staffordshire Wildlife Trust	£45,000	<p>Protecting and enhancing the wildlife and wild places of Tamworth, promoting an understanding of the natural environment and encouraging community involvement in maintaining and enhancing natural habitats.</p> <p>Note – this contract is exceeding all performance indicators and is commissioned via the environmental team, there is a proved need for the service as provided by its current provider.</p>
09/35 Volunteering	Tamworth CVS	£27,000	<ul style="list-style-type: none"> • To maximise uptake of volunteering opportunities within Tamworth • To increase local awareness/knowledge of volunteering • To improve the capacity of local organisations including the Statutory, Voluntary and Community Sector and private sectors to effectively manage volunteers and respond to changes in volunteering • To ensure volunteering as a cross cutting issue is represented throughout Tamworth Local Strategic Partnership <p>Note - County Council have commissioned a county wide service in Infrastructure support including volunteering it is not yet clear what services will be provided for volunteers, reduction, change and de-commissioning of this service can be explored as part of the wider needs assessment.</p>
09/46 Adults in Need	Tamworth CVS	£75,000	<p>To support vulnerable adults who are at risk of experiencing issues contributing to mental ill health such as low self esteem, stress, anxiety, depression, loneliness and isolation.</p> <p>Note – this service is due to be de-commissioned June 2013 and was funded</p>

			through PCT funding.
09/48 Socially Isolated Parents	Home-Start	£75,000	To support new parents, people with young families or parents new to the area vulnerable to mental distress due to social isolation, anxiety and depression in relation to wider parenthood issues such as marital breakdown, bereavement. Note – this service is due to be de-commissioned June 2013 and was funded through PCT funding.
09/49 Outcomes Based	Home-Start	£27,000	Outcomes Based Service providing high quality services that respond to the needs of Tamworth’s citizens and contribute to an overall improvement in their quality of life. The project will work with families on low incomes in Tamworth to maximise benefits, thus preventing debt and poverty. Note – this service has consistently over achieved on all of its targets and is one of the smallest contracts we currently hold. Information from the impact assessment and financial return on investment show it would be extremely difficult to justify de-commissioning or significantly reducing this service in the current economic climate.
2 Year Contracts Allocated			
Contract	Awarded to	Amount	Summary
09/47 Young People's Well-Being	Barnardo's	£50,000	To promote the well-being and mental health of all children and young people, especially those at greater risk of mental health problems, by working in partnership to address need, reduce the impact of risk factors and promote protective factors. Note – this service was de-commissioned June 2012 and was funded through PCT funding.
11/05 Enterprise & Job	BDS	£60,000	To ensure individuals, existing

Creation Service			<p>and new businesses are made aware of and signposted to advice and support on:</p> <ul style="list-style-type: none"> • Business growth & development • Employment growth • Workforce development • Access to finance <p>Note – this service was funded through LPSA2 reward through the strategic partnership – it has consistently met its performance indicators and is meeting a real need for Tamworth businesses. In order to continue to fund this service through TBC funds reduction, change or de-commissioning of services is required. It must also be explored with partners such as LEPs, county, other districts and partners to explore opportunities for joint commissioning.</p>
CLG homeless grant	CAB	£40,000	<p>CLG homeless grant funding funds a:</p> <ul style="list-style-type: none"> • Court Desk Service which assists in preventing repossessions and homelessness, by providing assistance with completing court paperwork • Money Advice Service offers specialist advice and support for people with Debt issues <p>Note – this funding is likely to continue for a further two years if key performance indicators are met and will go out to tender March 2014</p>

REPORT AUTHOR

Fleur Fernando

LIST OF BACKGROUND PAPERS

Commissioning Board Report April 2013
Tamworth Strategic Partnership Report – May 2013

APPENDICES

Needs Assessment for Tamworth Borough Council Commissioning Cycle 2

Having Reviewed Strategic documents, Strategic priorities TSP/TBC and considered the TSP priority outcomes/Task and finish priorities we utilised the following headings to map against and then produce a draft list of possible funding priorities.

We have devised a scoring matrix for each heading, as TBC only commission services for around £177,000 per annum currently we will not be able fund all of the priorities, partners may wish to include the work in their own commissioning intentions.

We included relevant partners/staff the scoring and needs assessment. We have full details for each of these areas of needs assessment including recommendations and are happy to share these findings with partners.

A

Priority/outcome	Partners
1. Mental Health / Wellbeing	Fleur Fernando, Anna Hammond, Jon Topham
2. Health Inequalities/ Vulnerabilities	Rob Barnes, Nicky Burns, Fleur Fernando, Jon Topham
3. Housing	Karen Clancy, Steve Pointon, Sue Philp
4. Parenting & Families	Rob Mitchell, Dave Bates, Pam Dhanda, Annette Alexander
5. Alcohol, Tobacco & Drugs	Karen Adderley, Tony Bullock, Rob Barnes
6. Obesity	Fleur Fernando, Jon Topham, Neil Mason
7. Teenage Pregnancy	Tim Leese, Steph Ivey, plus teenage pregnancy co-ordinator
8. Raising Aspirations	Education Board (2 members) Karen Adderley
9. Debt & Poverty Reduction	Karen Taylor, Sue Philp, Rachel Ashford, Fleur Fernando, Steve Pointon
10. Economic/Business/VCS Support/Job Creation	Fleur Fernando, James Roberts, Matt Fletcher, Nicky Burns

11. Volunteering / Communities	Karen Adderley, Lee Bates, Karen Clancy, Nicky Burns
12. Crime and ASB	Karen Adderley, Dave Fern, Sarah Wakefield, Steph Ivey

B

Commissioning cycle 2 – Key timescales

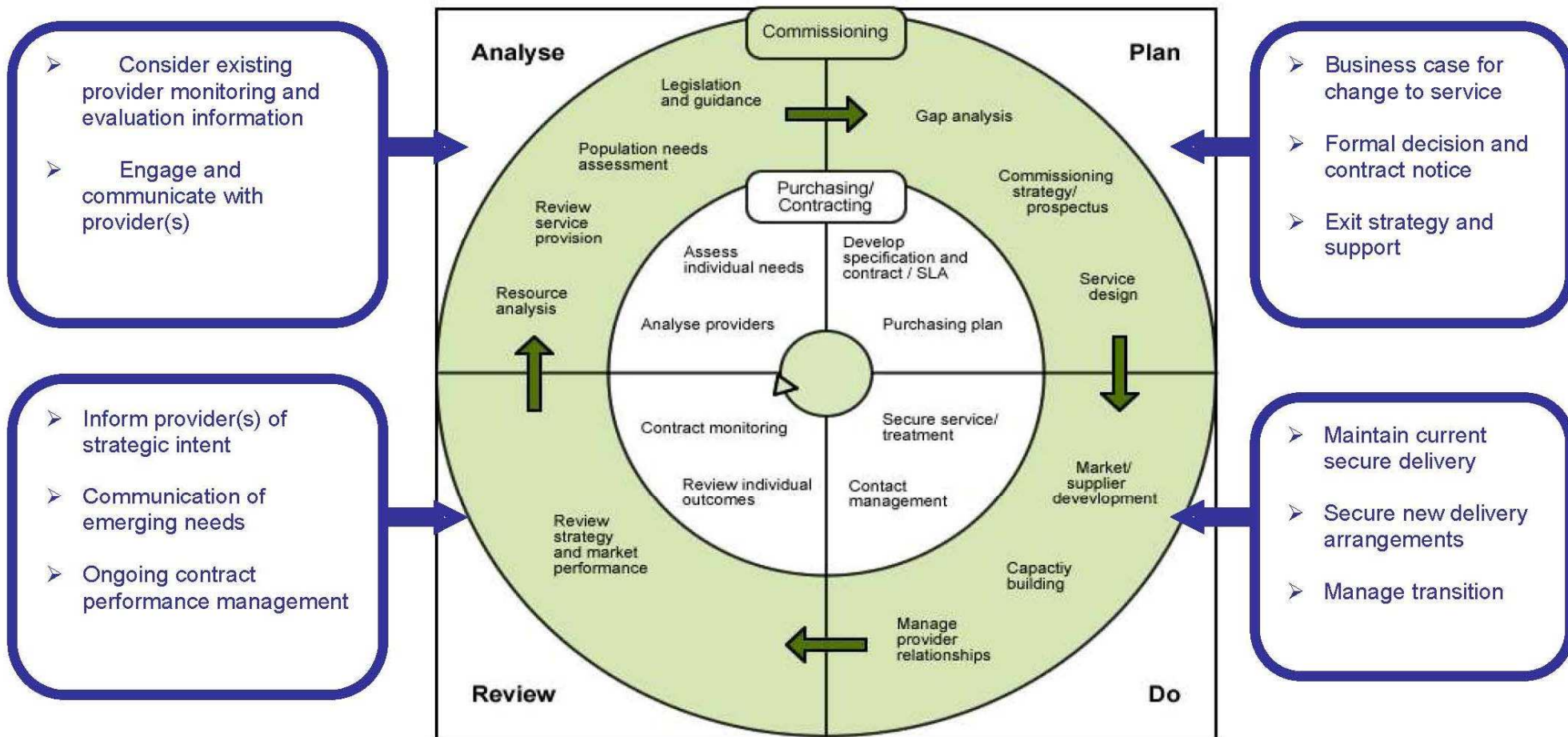
Action/ Task	Date
Meet with County PSCiP team Re joint funding opp's	Jan 12 - ongoing
Meet with Children's Commissioner Re joined up funding	Jan 12 - ongoing
Meet with Community Development Manager and team Re community involvement in consultation	Jan – April 12
Devise consultation for priorities	Jan – April 12
Link to TSP funding and contracts	Feb 12 - ongoing
Write to the currently funded organisations and inform them of the new Commissioning Framework	Feb 12
Meet with the eleven currently funded organisations to talk through any comments and concerns	March 12
Communicate principles with Tony Goodwin and Danny Cook for initial agreement	March 12
CMT report	March 12
Commissioning Board report	March 12
Recruit volunteer	April/ May 12
Consultation period for Commissioning priorities and framework re-circulated to key partners. Incorporated a workshops and citizens focus groups supporting consultation, 7 th May 2012 2 nd July 2012, linking to citizens' panels and community events	23 April 12 – 23 Sept 12
Discuss at Tamworth Strategic Partnership	May 12
Consultation feedback utilised to re draft Application Form, service outlines, scoring criteria and framework	Oct/Nov 12
Letters sent to the currently funded organisations re: impact if funding ceases/decreases	Dec 12

Commissioning Board representation from the VCS confirmed	Sept/Oct 12
Devise implementation of commissioning cycle 2	Nov/Dec 12
Explore De-Commissioning, Build business cases for change and Impact Assessments	May/June/July 2013
Devise Service outlines – agreed by Commissioning Board	May/June 2013
Infrastructure & Business Support Workshop (New Model) – Training Room @ Marmion House	10 th June 2013
Load service outlines on intend	15 th July 2013
Service outlines and applications out to tender	15 th July 2013
Plan surgeries @ Tamworth BC – room to be confirmed (Run through Application Form, Risk Assessments, EIA etc)	Mid – End July 2013 (after tenders out on In-tend)
Deadline for applications	30 th September 2013
Scoring panel meet	w/c 7 th October 2013
Commissioning Board meet to make final decision	End Oct/Beg Nov 2013
Decision notification	w/c 2 nd December 2013
Link to TSP funding streams and commissioning	Ongoing
Develop contracts/SLA's with successful Organisations	Jan/Feb 2014
Agree monitoring arrangement	Jan/Feb 2014
Signed contractual agreements and action plans	Feb/Mar 2014
Implementation of new Contracts and Performance Monitoring	1 st April 2014
New reporting systems upheld and monitored (6 monthly reporting templates)	April 2014 - ongoing
New risk assessment/internal audit	Mar 2014 - ongoing
Link to Covalent for Performance Monitoring	Ongoing

C IPC Commissioning Cycle with Decommissioning Actions areas

Key areas for consideration when decommissioning

Page 164



D Tamworth Borough Council Commissioning Intentions 2013

All potential commissioned services are contracts.

TBC also operates a small, arts and sports grants scheme.

All commissioned services and the outcomes they meet are commissioned with the Tamworth Strategic priorities as the key focus.

TBC welcomes partner involvement in the next stage of service outline development and will consult and involve service providers where possible and proportionate. Exploration of Joint commissioning where possible is also welcomed at this stage.

Directorate	Title of Service	Outcomes purchased	End User	Geographic area	Funding Amount 3years	Commissioning Contact	Jointly commissioned	Agreement Length & end date
CPP	Family Support	<p>Outcomes to be decided avoiding duplication with county and LST services. But likely to include:</p> <ul style="list-style-type: none"> • Improved parenting skills and quality of parenting • Improved aspirations of families, parents and children • Increased resilience in families particularly at key transition phases • To reduce marital/family breakdown 	Tamworth residents	All Tamworth	£45,000 (based on option 2 with a reduction of £10,000 per year)	Fleur Fernando/Karen Adderley	Possibly	3 Years end March 2017
CPP	Debt and generalist advice	<ul style="list-style-type: none"> • To increase access to debt and financial wellbeing advice • To increase access to generalist advice • To reduce homelessness • To reduce stress/suicide levels • To reduce marital/family breakdown 	Tamworth residents	All Tamworth	£180,000	Fleur Fernando/Karen Adderley	Possibly	3 Years end March 2017
CPP	Infrastructure, Volunteering and Business Support	<ul style="list-style-type: none"> • To increase the capacity of the VCS • To increase the capacity of the business sector • To support good practice in volunteering and maximise numbers of volunteers • To increase the quantity and quality of the VCS • To increase the quantity and quality of the business sector 	Tamworth residents	All Tamworth	£120,000	Fleur Fernando/Karen Adderley	Possibly	3 Years end March 2017
CPP	Crisis support	<ul style="list-style-type: none"> • To support those in mental crisis • To reduce levels of suicide and self harming • To support good practice in volunteering • To meet emerging mental health needs 	Tamworth residents	All Tamworth	£21,000	Fleur Fernando/Karen Adderley	Possibly	3 Years end March 2017

CPP	Maximising income	<ul style="list-style-type: none"> • To reduce the number of families living in poverty • To increase the income available to families • To reduce stress levels in families • To reduce debt levels in families • To support families through welfare reform changes 	Tamworth residents	All Tamworth	£27,000	Fleur Fernando/Karen Adderley	Possibly	3 Years end March 2017
Housing	Homelessness grant funding	To reduce homelessness in Tamworth	Tamworth residents	All Tamworth	TBC	Steve Pointon	No	Possibly 2 years
TCP	Shopmobility service	To provide a shopmobility service in Tamworth town centre	Tamworth residents	All Tamworth	£15,000	Tracey Yeomans	No	possibly 3 years
A & E	Environmental Service	Protecting and enhancing the wildlife and wild places of Tamworth, promoting an understanding of the natural environment and encouraging community involvement in maintaining and enhancing natural habitats.	Tamworth residents	All Tamworth	£45,000	Andrew Barratt	No	3 years extension to current contract