



Committee Report

PURPOSE: Final Decision Report

Key or non-key decision: Key decision over £500k

COMMITTEE: Adult Social Care Committee

DATE: 01 July 2024

TITLE: Recommissioning of Adult Social Care Directory of Services

Ward(s) All Wards

Officer presenting the report: Catherine Martin

Job title: Transformation and Commissioning Lead

Committee Chair: Councillor Lorraine Francis

Executive Director lead: Hugh Evans: Executive Director for Adult and Communities

Proposal origin: BCC Staff

Purpose of Report:

1. To seek approval to procure and award a contract for the delivery of Directory of Services for Adult Social Care.

Evidence Base:

Bristol City Council has a statutory obligation under the Care Act (2014) to provide information, advice, and guidance in Adult Social Care. Not only does information and advice help to promote people's wellbeing by increasing their ability to exercise choice and control, it is also a vital component of preventing or delaying people's need for care and support. (IPC Brookes, Feb 2015)

Many councils meet this obligation by commissioning an on-line directory of services. A directory of services is a repository of relevant information, advice, and guidance to support people to maintain their health and wellbeing. A directory of services typically includes a service finder function, which enables people to search for the information they need and be guided to the right information in accordance with the individuals needs and outcomes.

Not only does a directory of services meet our statutory obligations, accessible information, advice, and guidance has a range of benefits and can positively impact an individual's outcome and prevent an escalation of needs. Think Local Act Personal cite, 'Information and advice on social care can make a huge difference to people's lives. In a major study of social care users, 14% of those who said information and advice was very difficult to find said their quality of life was 'very bad' or 'so bad it could not get worse'. This compares to only 2% of those who found it very easy or fairly easy to find information and advice.'

Bristol current directory of services contract is jointly commissioned with South Gloucestershire Council (SGC) with contributions from Bristol, North Somerset and South Gloucestershire, Integrated Care Board (BNSSG ICB). The contract provides information, advice and guidance to approx. 1000 people per annum. The majority of people that access the service are looking for information about building community connection and health and wellbeing services in their local community. The current contract is due to expire 31st March 2025. A review of the existing contract indicates an opportunity to make improvements and modernise the service for the future. Bristol has a diverse range of voluntary and community organisations (VCSE) across the city, which hold a vast amount of local knowledge. There is an opportunity to further harness this local knowledge and explore whether an IT solution could improve access to this local information to benefit Bristol communities.

A new and improved directory of services also has the potential to improve people's experience of accessing adult social care, so they can more easily help themselves and be connected to the right resources when they need to. It also has the capability of enabling operational staff within care management to make effective use of information, advice, and guidance to signpost people that they work with on their case load. This has the benefit of enabling people to meet their needs in a different way, which as a result, reduce demand on adult social care.

This report proposes to explore these opportunities with partners across the city with the intention of reprocurring a new IT solution, with SGC, Summer 2024. To ensure we understand how communities in Bristol use information,

advice, and guidance, we will include a period of user experience testing. The valuable insights from the testing will then be built into the future service offer.

The future contract value is based on the existing annual contract value, which are as follows:

Organisation	Value per annum
Bristol City Council	£65,600
South Gloucestershire Council	£49,200
BNSSG ICB	£24,200

Additional income from SCG has been included within the scope of the procurement to future proof for additional features – such as the creation of a single service finder function for both Local Authorities. It is intended that the contract will be awarded for 3 years, plus 1 plus 1-year extensions. The future contract will, where feasible, include the potential for further development. This will enable us to future proof our services if other opportunities to modernise our offer become available in the future, such as working in closer partnership with system partners such as BNSSG ICB.

Officer Recommendations: -

1. Authorises the Executive Director Adults and Communities in consultation with Chair of the Adult Social Care Committee to take all steps required to procure and award the Directory of Services contract for 3+1+1 years at a cost of up to £700,000, in-line with the procurement routes and maximum budget envelopes outlined in this report.
2. Authorises the Adults and Communities Executive Director to invoke any subsequent extensions/variatio ns specifically defined in the contract(s) being awarded, up to the maximum budget envelope outlined in this report.

Corporate Strategy alignment:

1. This proposal aligns with the Health, Care and Wellbeing theme in the Corporate Strategy as the proposal has the potential to positively impact people’s wellbeing and enable them to live well within their community.

City Benefits:

1. This proposal has the potential to benefit people will poor or ill Health in the City but providing them with easy and accessible information when they need it.
2. This proposal has the potential to benefit people from an equality inclusion perspective by making use of local community led information.
3. The proposal has the potential to create additional Social Value as will harness the use of local assets which support the social and economic principles of the Social Value Act (2012)

Consultation Details:

1. This proposal will be discussed with a range of partners including internal teams in Public Health, Special Educational Needs, voluntary and community organisations across the city, SGC and BNSSG ICB

Background Documents:

1. [Care Act 2014 \(legislation.gov.uk\)](https://legislation.gov.uk) – section 4
2. [Toolkit for Evaluating the Effectiveness of Information and Advice Provision Feb 2015.pdf \(brookes.ac.uk\)](https://brookes.ac.uk)
3. Advice and Information needs in adult social care - [Print \(thinklocalactpersonal.org.uk\)](https://thinklocalactpersonal.org.uk)

Revenue Cost	£ 700,000	Source of Revenue Funding	General Fund
Capital Cost	£ 0	Source of Capital Funding	n/a
One off cost <input type="checkbox"/>	Ongoing cost <input checked="" type="checkbox"/>	Saving Proposal <input type="checkbox"/>	Income generation proposal <input type="checkbox"/>

1. Finance Advice: This report seeks approval to reprocur the Directory of Services Contract, within a maximum budget envelope of £0.7m for a contract period of 3 years, plus potential contract extensions of up to a further 2 years. As set out in the report, the BCC contribution of £0.33m is fully funded from the general fund. There may be additional contributions from South Gloucestershire Council £0.25m and £0.12m from BNSSG ICB should they join the procurement. In the event that they choose not to participate, then the contract sum would need to be revised down accordingly.

Finance Business Partner: Denise Hunt, 2 May 2024

2. Legal Advice: The procurement process must be conducted in line with the 2015 Procurement Regulations and the Councils own procurement rules. Legal services will advise and assist officers with regard to the conduct of the procurement process and the resulting contractual arrangements.

Legal Team Leader: Husinara Jones, Team Manager/Solicitor, 3 May 2024

3. Implications on IT: IT are supportive and available to aid in progressing relevant work and can be engaged through the existing work request process.

IT Team Leader: Alex Simpson – Lead Enterprise Architect, 7 May 2024

4. HR Advice: The report seeks approval to reprocure the Directory of Services Contract. There are no significant HR implications for BCC employees.

HR Partner: Debbie Hunt, HR Consultancy Manager. (On behalf of Lorna Laing HR Business Partner), 10 May 2024

APPENDICES

Appendix A – Further essential background / detail on the proposal	NO
Appendix B – Equality Impact Assessment (EqIA)	YES
Appendix C – Environmental Impact Assessment	YES
Appendix D – Risk assessment –	NO
Appendix E – Exempt Information	NO
Appendix F – Details of consultation carried out - internal and external	NO