

REPORT TO: Executive Board Sub Committee
DATE: 2nd December 2010
REPORTING OFFICER: Strategic Director, Adults & Community
SUBJECT: Brokerage Pilot
WARD(S) Borough-wide

1.0 PURPOSE OF THE REPORT

1.1 To inform members of proposals for a Merseyside brokerage pilot and seek waiver of the relevant Procurement standing orders to permit the contract to be awarded without tendering or competition.

2.0 RECOMMENDATION:

It is recommended that:

1. the Operational Director, Prevention and Commissioning be authorised to award the contract for Support Brokerage in the sum of £20,000 to Halton Speak Out.

2. On this occasion, in the light of the following exceptional circumstances namely that the authority:

- is undertaking a pilot up to twelve months across Merseyside in conjunction with Liverpool City Council, St Helens Metropolitan Borough Council and Knowsley Metropolitan Borough Council to consider options for the delivery of a Merseyside brokerage service and;**
- Considers that there is a need to undertake a trial period of appraisal to enable it to identify the best basis for going out to tender in 2012.**

3. In accordance with Procurement Standing order 1.8.2 (f)(where compliance with Standing Orders would be inconsistent with partnership or special external funding arrangements) and also to allow a trial period of appraisal Procurement Standing Orders 3.1,3.3-3.6 and 4.1 be waived on this occasion.

3.0 SUPPORTING INFORMATION

3.1 As part of the "Putting People First" (2007) agenda, the Council is

required to re-design its Adult Social Care services to meet the guidance for Personalisation Services. This involves changing the way the Council provides social care services to ensure that people are offered greater choice and control over the services they receive. This has included the introduction of personal budgets, an upfront way of allocating Social care funds.

- 3.2 Support brokerage and support planning are critical elements in the effective delivery of personal budgets and the wider personalisation agenda.
- 3.3 Support Brokerage is a function that provides the assistance where people need to work out what their choices for a support package are within a defined budget, to navigate and choose the social care that best meets their assessed needs and the support required to make it happen. It ensures that they are fully involved and in control throughout choosing their support package and its delivery.
- 3.4 Where possible, it is always preferable that the individual (or those closest to them such as family or friends) brokers their own services. However in many cases, people will need support to plan, identify and arrange their services.
- 3.5 Where this is the case the Council will endeavour to ensure availability of the appropriate level of support brokerage, whether from a Care Manager, a dedicated support broker employed by the Council (Care Arranger) or a support broker who is independent of the Council. Councils therefore have an important strategic role in developing a range of brokerage options to make sure people are in a position to direct their own lives.
- 3.6 The aim of the Merseyside brokerage service pilot is to;
 - Consider supporting a network of brokerage providers within a common contracting and quality assurance framework.
 - To gauge the current need for such provision across all service user groups including Physical disabilities, Older People, Adults with learning disabilities and people with mental health difficulties.
 - Compare and contrast the different models of brokerage on offer across Merseyside and the emerging capacity in local markets.
 - To assess the capacity, skills base and unit costs of current voluntary sector and independent sector organisations to provide brokerage services.
 - Market Mapping and Gap identification based on actual Service User needs and wants.

- To inform future commissioning decisions about contracting with brokerage providers and inform the need to undertake future procurement and tendering for such a service.

4.0 **MERSEYSIDE BROKERAGE PILOT MODEL**

4.1 Each Local Authority within Knowsley, St. Helens, Liverpool and Halton will introduce their own brokerage provider. However, their quality assurance and contract frameworks will be similar and will meet the aims of the pilot as stated in 3.6.

4.2 In Halton, it is proposed that “Halton Speak Out” a well respected, experienced provider who enjoys a very positive partnership with the Council on a range of services provided to disabled people, provides the brokerage and individual support plan service.

4.3 The selection of the brokerage is critical and the options for alternative providers are limited because of the complexity of preparing individual support plans and a brokerage service. Halton Speak Out have experience of conducting individual support plans to disabled people.

4.4 At this stage, it is difficult to identify the exact number of people requiring a support plan and brokerage service, however, it is estimated that approximately over 100 people will require a service over a 12 month period.

4.5 After completion of the pilot, each Local Authority in the pilot will compare their own pilots to determine the future brokerage and support models and consider whether it is feasible to integrate their services across the four Boroughs.

5.0 **BUSINESS CASE FOR WAIVING TENDERING STANDING ORDERS**

5.1 **Value for Money and Competition**

5.1.1 The pilot provides the opportunity to work in collaboration with other Authorities to develop a brokerage service and to test out a model that will be sustainable.

5.1.2 This approach will also include gaining insight into the customer experience and the gathering of information to deliver a cost effective co-produced customer pathway that is based on best practice.

5.1.3 Each Authority will identify a potential support brokerage provider who has the skills and expertise to provide a brokerage service across all client groups. (for the pilot only). The rationale is that this

will allow authorities to test out the market in relation to uptake of the service across authorities and across providers in order to gain an informed view of the costs, future need for such a service, whilst also demonstrating cost efficiency savings

5.1.4 Given that Halton Speak Out has previously been working with service users to develop individual support plans and in brokering services they are in a position to be able to respond to the requirements of the pilot in a timely way. There is also evidence that the organisation has access to relevant local knowledge and networks that will be required

5.1.5 With our knowledge of the market we are satisfied that the price of £20,000 is a fair price.

5.2 **Transparency**

5.2.1 Would be achieved by the application of the Freedom of information act 2000 (FOI) and the internal and external audit processes.

5.2.2 The pilot will also be subject to ongoing monitoring of the quality and quantity of services being delivered and evaluation through the Miep steering group.

5.3 **Propriety and Security**

5.3.1 The usual integrity clauses will be built into the contract document and only staff with a need to know will have information about the contract.

5.4 **Accountability**

5.4.1 This would remain with the operational director awarding the contract, internal audit and external PPB scrutiny.

6.0 **POLICY IMPLICATIONS**

6.1 The pilot will determine future policy direction.

7.0 **FINANCIAL IMPLICATIONS**

7.1 The funding for the pilot will be taken from the Modernisation Grant which was awarded to the Council to implement the Personalisation service.

8.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

8.1 **Children & Young People in Halton**

None identified

8.2 **Employment, Learning & Skills in Halton**

The brokerage pilot will enable individuals to access resources in the community including opportunities to take part in leisure activities, education and employment

8.3 **A Healthy Halton**

The brokerage service will aim to ensure that people are enabled to increase control and improve their health by making the best use of existing support services and facilities available

8.4 **A Safer Halton**

Through the development of individual support plans, safeguarding and safety issues will be addressed to ensure that people feel safer and more supported in their own homes.

8.5 **Halton's Urban Renewal**

None Identified

9.0 **RISK ANALYSIS**

9.1 The intention to undertake a pilot initially is to minimise any future risk to the council by ensuring evaluation of:

- The future need for a brokerage service
- Potential efficiency savings
- Demand for the service
- Measure outcomes for personal budget holders
- Build experience running collaborative procurement exercise across Authorities

9.2 This will be used to inform future commissioning intentions as the information gained from the pilot would provide an indicator in terms of the markets ability to deliver on outcomes and identify where future development is needed.

10.0 **EQUALITY AND DIVERSITY ISSUES**

10.1 The Merseyside brokerage service addresses issues of equality and diversity for a range of service users. It ensures that access to services is not restricted because of age, mental health and well-being or limiting illness.

10.2 Fundamentally the provision of this service will ensure that all residents within Halton who are eligible for funding under fair access to care criteria and given a personal budget will have enough

information and support to ensure that they have the opportunity of fully self-directed.

11.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

Document	Place of Inspection	Contact Officer
Putting People First	John Briggs House	Helen Moir Divisional Manager Adult Learning Disability