

**BARNSELY METROPOLITAN BOROUGH COUNCIL**

**Council Meeting:  
20th January 2014**

**Agenda Item: 6**

**Report of Central Area Council  
Manager**

**Central Area Council Priorities and Commissioning Update**

**1. Purpose of Report**

This report outlines the role of elected members in the Area Council Commissioning process and updates Members about the Central Council priorities and the progress made to date on taking the priorities forward.

It also presents the specification of requirements for Reducing Isolation and Loneliness in Older People and outlines the process to be undertaken to appoint a Provider to deliver this service, based on a price/quality split.

Finally, the report identifies the need for a Central Council member to be part of the Procurement/Evaluation Panel for appointing a Provider to deliver this service.

**2. Recommendations**

**It is recommended that:**

**1. Members note the role that they play in the Area Council Commissioning process and the progress made in taking forward the Central Council priorities as outlined in Appendix 1.**

**2. Members approve the specification of requirements for Reducing Isolation and Loneliness in Older People and the associated price/quality split upon which tenders will be evaluated as attached at Appendix 3 and 4.**

**3. A Central Council member is identified to be part of the Procurement Evaluation Panel for the Older People's Service.**

**3. Background and Context**

**Role of Elected Members in the Area Council Commissioning Process**

A flowchart that outlines the role of elected members in the Area Council commissioning process has been developed and is attached at Appendix 1.

The information contained in this report relates to the role outlined in the first two sections of the flowchart.

### **Central Council Priorities and Progress**

A series of meetings and workshops have taken place since July 2013 to consider the Central Council area data and receive information from ward level about priorities in individual wards, with a view to identifying the collective priorities for the Central Council.

A full working document about the meetings and workshops that have taken place to identify the Central Council priorities is attached at Appendix 2.

As a result of this priority identification process, the following priorities were agreed at the Central Council meeting on 11<sup>th</sup> November 2013:

- Older People
- Young People
- Clean and Green

Members should note that the spend of the Area Council budget is intended to commission services which will address the Council's Corporate priorities:

- Thriving and vibrant communities
- Supporting resilient communities
- Citizens achieving their potential

It is therefore important that the Corporate priorities robustly underpin the commissioning process for the services agreed by Central Council. Local employment, apprenticeship and work experience opportunities, together with volunteering and the development of community resilience and self reliance will therefore be important elements of any services procured by Central Council.

To be able to procure services to address the priorities identified it is necessary to develop a Service Specification for each service you want to have delivered.

From an Area Council perspective a Service Specification is a document that contains a description of what the Area Council wants from a service. It is a working tool for the Provider to use to structure how they will deliver the service, and it is a document for the Area Council to measure the quality of the service and hold the Provider to account.

Without a service specification a provider will not have a clear understanding of what it is the Area Council wants them to do, and so it will be difficult to evidence value for money, challenge poor practice and gather information to inform future commissioning decisions.

With this in mind, a members working group, with representation from each ward and chaired by Councillor Green in her capacity as Central Council Chair, was established to develop Service Specifications for each of the priority areas.

Emphasis was placed on ensuring that this work reflected discussions and information gathered as part of the priority identification process, and that an outcome based approach was used for the development of the specifications.

The members working group has met on 3 occasions since the last Central Council meeting, with varying levels of attendance, to develop the following specifications:

- Reducing Isolation and Loneliness in Older People
- Young People –Improving the health and wellbeing of children aged 7-12 through the provision of innovative opportunities
- Young People- Improving the health and wellbeing of young people aged 13-16 through the provision of innovative opportunities
- Clean and Green- Improving the appearance of the Central Council area in partnership with local people.

Additional meetings have been offered to those members unable to attend the scheduled meetings.

In addition to the Members working group a series of meetings have taken place with the relevant BMBC Service Managers and Commissioners to support the process of developing the four service specifications referred to above.

Significant support has also been provided by NPS to ensure a robust and transparent procurement process takes place.

### **Current Situation and Next Steps**

#### **Reducing Loneliness and Isolation in Older People**

Following initial work carried out by the Members Working Group, further work has been undertaken by relevant officers to develop the Service Specification of requirements for this service. A copy of this can be found at Appendix 3.

Alongside the Service Specification document, a Procurement Strategy for this service has been written. It outlines that the method of procurement for this new service will be competitive tenders using the open tender route. It also details the evaluation process for selecting a provider based on a price/quality split.

A synopsis of the Procurement Strategy, including information about the price/quality evaluation criteria, can be found at Appendix 4.

If the specification is approved by Central Council at today's meeting, the following are the key actions to be undertaken, with indicative timescales:

- |  |                          |
|--|--------------------------|
| -Finalise all documents to be included in the Tender pack.                                 | Mid Feb '14              |
| -Place Tender advertisement  | Mid Feb '14              |
| -Tender return   | Mid Mar '14              |
| -Tender evaluation   | End Mar '14              |
| -Tender report and approval to award   | April '14                |
| -Standstill period and feedback  | Mid April '14            |
| -Clarification meeting re: outcome and output measures/targets                             | End April '14            |
| -Issue letter of intent/Contract   | May '14                  |
| -Report back to Central Council re: outcome of procurement process and successful Provider | 30 <sup>th</sup> May '14 |

As outlined in the flowchart referred to earlier in this report and attached at Appendix 1, there is one place identified on the Procurement/Tender evaluation team for an

elected member. It is suggested that this is a Central Council member who has been involved in the development of the specification of requirements, and who has no conflict of interest with any potential providers.

### **Young People**

Two service specifications and associated procurement strategies are currently in development for the children and young people specifications, and as outlined earlier in this report, the Corporate Council priorities would underpin these:

- Improving the health and wellbeing of children aged 7-12 through the provision of innovative leisure and learning opportunities
- Improving the health and wellbeing of young people aged 13-16 through the provision of innovative opportunities

Ongoing discussions are taking place with officers in Integrated Youth Support Service to inform these two specifications and procurement strategies, and ensure the outcomes and associated measures/outputs are appropriate.

It is anticipated that the two specifications of services for children and young people will be brought to the next meeting of the Area Council for approval.

### **Clean and Green**

A service specification to improve the environmental appearance of the Central Council area in partnership with local people, is currently in development. Once again it is important that this specification is underpinned by the Council's Corporate priorities.

It is anticipated that this specification would need to be complemented by the following enforcement interventions:

General environmental enforcement

Private rented housing sector enforcement.

Consideration is currently being given as to how this could be delivered.

A meeting to gain a better understanding of the level of Neighbourhood Services to be delivered across the Central Council area from April 2014 onwards is scheduled to take place on 21<sup>st</sup> January 2014. Once this is established the service specification can be further progressed.

It is anticipated that this service specification will be brought to the March meeting of the Central Council.

## **Appendices**

**Appendix 1:** Role of elected members in the Area Council Commissioning Process.

**Appendix 2:** Central Council Year 1 Priorities-The process outlined

**Appendix 3:** Service Specification of requirements for reducing loneliness and isolation in Older People.

**Appendix 4:** Synopsis of Procurement Strategy.

**Background Papers**

Cen.11.11.2013/6 - Central Area Council Priorities

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**Date:**  
13<sup>th</sup> January 2014.

**Appendix 1****Role of Elected Members in the Area Council Commissioning Process**

**Determine the challenge to be addressed and the outcomes which are sought (this could include involvement in working groups, workshops etc as well as discussions at formal Area Council meetings).**



**Approve (at a formal Area Council meeting) a specification against which goods or services can be procured or commissioned - dependent upon value and nature of requirements.**

- If the decision is to be made on price and quality, particular consideration of the quality criteria and the weighting is required.
- Where a tender evaluation panel is required Members (without an interest as defined in the Members Code of Conduct) will be invited to put themselves forward for this.



**Members who are not part of the tender evaluation panel can then promote the tender opportunities to local businesses/organisations.**



**Members who are part of the tender evaluation panel will meet with relevant officers to assess the submissions against the pre-agreed quality criteria.**

- The outcome of this assessment will then be independently evaluated with the price element (utilising the weighting previously agreed by the Area Council) in order to determine the successful company.



**Members will receive a report *for information* to the subsequent Area Council of the outcome of this process. A specific report to Cabinet on the outcome of each decision is not required.**



**Members will have a monitoring role over the commissioned goods/service in order to evidence whether outcomes are being achieved. This may just involve reports to Area Council meetings but proactive investigation and/or involvement by Members will be encouraged so that the success or otherwise of the commissioned service can be experienced first-hand. Members will also receive a review of the commissioned service as part of formal project close-down.**

**Appendix 2****BARNSLEY METROPOLITAN BOROUGH COUNCIL****Central Area Council Year One Priorities****The Process Outlined**

This paper, documents the stages determining and progressing the Area Priorities for the Central Area Council. It is a live working document and as such it will be updated as Members progress further along the priority setting process.

**1 July Workshops****Workshop (8<sup>th</sup> July, 2013): Outcomes: Findings from the Priority Setting Exercises 'Older People'**

- 1.1 A discussion took place around older people as the Central Area Council has the largest population of people aged 60 plus. (Central 12,640 next to 10,920 second most).
- 1.2 Dodworth Ward has a high percentage of 60 plus age group residents, namely 31.1% as opposed to 23.7% for Barnsley and 23.8% for England. It is perceived that Gilroyd is the area of greatest need within the Dodworth Ward.
- 1.3 Elected members considered the available data and their local knowledge of their wards to identify the key areas of concerns and the strengths within their communities
- 1.4 A number of key areas of concern were identified during the discussion.
- 1.5 A perceived strength is that the Voluntary and Faith sectors are currently strongly represented in the thematic area for older people including sporting, friendship, lunch clubs and recreational activities.
- 1.6 In summary a number of key areas of concern were identified and a consensus reached (9<sup>th</sup> September, 2013) that this should be one of the priority areas for commissioning (2014/15). This is to be formally agreed on 11th November 2013.

**Workshop (8<sup>th</sup> July): Outcomes: Findings from the Priority Setting Exercises 'Clean and Green'**

- 1.7 A discussion then took place around Clean and Green as the Central Area Council is a diverse area which includes high density urban areas, small parks and a borough park, conservation areas, distinct villages, town centres and countryside parks. The Trans Pennine trail runs through some parts. The proximity of some wards to the town centre has a distinct impact on the green and clean agenda that are more extreme than in other parts of the Central Area Council, for example litter and parking issues which impact on green and clean.
- 1.8 There were a number of key areas of concern and areas of strength identified during the discussion:

**Key areas of concern identified during the discussion on this theme included:**

- The areas around town centre doughnut, particularly Kingstone are not able to be cleaned due to problems with parking, services are difficult to deliver in their present configuration
- Dodworth is perceived as the most rural and grassy area in the Central Area Council
- Worsbrough has problems with crumbling boundary walls, with gaps where some of the better stone has been taken.
- Stairfoot has problems with length of grass on busy roads
- Fly tipping, litter and dog fouling and over grown / untidy grassed areas are high visibility impacts. All wards in the central area council suffer to some extent on these matters but those areas with high numbers of private rents and transient communities suffer most, for example parts of the Central & Kingstone Wards
- Winter plan
- Street cleaning services not delivered in such a way that meets needs of particular areas (due to parked cars)
- Enforcement of litter and dog fouling need proactive action and enforcement
- Volunteers hard to engage in some wards particularly where there are older residents and those that have work / family commitments
- Flooding in Dodworth, Worsbrough and Stairfoot ward
- Highways and footpaths need improvement, particularly in the Dodworth and Kingstone Wards.

**Key strengths identified during the discussion on this theme included:**

- Some areas in wards have good voluntary organisations delivering on the green and clean agenda while others do not have this
- There are examples of communities doing it for themselves in Central, Worsbrough, Stairfoot and Kingstone Ward but not all communities can due to work / age / family
- There are opportunities for wildflower meadows
- There are opportunities for volunteers
- There are opportunities for remedy / community payback projects.

- 1.9 In summary this is a very broad area with a number of key issues. On the 9<sup>th</sup> September members received a presentation from Neighbourhood Services on the current provision in the Central Area Council. It is understood that there will no longer be any reactive work by Neighbourhood Services, only scheduled work, which itself has been reduced over the past year.

It was agreed that the winter plan will be dealt with at Ward level.

- 1.10 Existing evidence would suggest that Clean and Green should be recommended as one of three thematic priorities for the first year of commissioning (2014/15). This will be formally agreed on 11<sup>th</sup> November, 2013.

## **2 September Workshops**

### **Workshop (9<sup>th</sup> September, 2013): Outcomes: Findings from the Priority Setting Exercise: Children and Young People**

- 2.1 Members received a presentation from the Integrated Youth Support Services (IYSS) on 9<sup>th</sup> September, 2013 which confirmed that the Central Council area has

different levels of needs and youth provision currently from IYSS. IYSS provides, at present, approximately a third of youth provision with the voluntary and community sectors providing the balance of the activities.

- 2.2 IYSS will work differently in future, using a hub and spoke model.
- 2.3 Members felt that currently there were gaps in provision and that there was the opportunity to meet needs differently.
- 2.4 Existing evidence would suggest that it should be recommended as one of three thematic priorities for the first year of commissioning (2014/15). This will be formally agreed on 11<sup>th</sup> November, 2013.

### **Workshop (9<sup>th</sup> September, 2013): Outcomes: Findings from the Priority Setting Exercises - Green and Clean**

- 2.5 On the 9<sup>th</sup> September, 2013 Members received a presentation from Neighbourhood Services on the existing service provision in the Central Council area. It is understood that the future service will be based on scheduled work with very little or no reactive work. The extent of the scheduled work itself has been reduced over the past year.

### **3 Approval of Priorities**

- 3.1 Based on the discussions and evidence presented three indicative Area Council priorities were identified for the first year of commissioning (2014/15) namely, Children & Young People, Older People and 'Clean & Green'. These were presented and approved at the Central Council meeting on 11/11/2013.

### **4 Consultation**

- 4.1 To enable wider consultation to take place about the priorities, a Central Area Council Poster was produced and circulated in mid December

### **5 Members Specification Development Group**

- 5.1 A members specification group made up of one member from each ward was established, which met on a number of occasions to take forward the development of the four specifications of requirement for the following:

- Older People
- Young People X 2
- Clean and Green.

Appendix A - Central Council Prioritising Workshop, Older People

Theme	Aged 60 plus						
<b>Deadline data supporting the theme area</b>							
<p>In the Central Area Council area the Dodworth area has the highest number of older people aged 60+ (31.3%), followed by Worsbrough (26.2%) Stairfoot (24.6%), Central (20.5%) and Kingstone (18.1%). Barnsley as a whole is 23.7%.</p> <p>While we are unable to understand unpaid care duties by age of person receiving we do know that in the central area council there is unpaid care as follows:</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 33%;"> <p><b>Between 1-19 hours:</b>                      7.9% in Dodworth                      7.1% in Worsbrough                      6.1% in Central                      5.9% in Kingstone                      5.8% in Stairfoot                      (Barnsley 6.7%)</p> </td> <td style="vertical-align: top; width: 33%;"> <p><b>Between 20-49 hours:</b>                      2% Stairfoot                      1.9% Worsbrough                      1.7% Dodworth                      1.6 Kingstone                      1.5% Central                      (Barnsley 1.8%)</p> </td> <td style="vertical-align: top; width: 33%;"> <p><b>Over 50 hours:</b>                      Stairfoot and Worsbrough 3.6%                      Central and Dodworth 2.9%                      Kingstone 2.4%                       (Barnsley 3.3%)</p> </td> </tr> </table> <p>It may be safe to assume that the majority of unpaid caring duties are for older people.</p> <p>While we are unable to understand health issues by age of person we do know that in the central area council day to day activities are limited :</p> <table border="0" style="width: 100%;"> <tr> <td style="vertical-align: top; width: 50%;"> <p><b>A lot</b>                      15.3% Worsbrough                      14.3% Stairfoot                      (Barnsley 12.6%)                      11.9% Dodworth                      11.5% Kingstone                      11.1% Central</p> </td> <td style="vertical-align: top; width: 50%;"> <p><b>A little</b>                      12.8% Stairfoot                      12.5% Worsbrough                      11.8% Dodworth                      (Barnsley 11.3%)                      10.6% Kingstone                      10.1% Central</p> </td> </tr> </table>			<p><b>Between 1-19 hours:</b>                      7.9% in Dodworth                      7.1% in Worsbrough                      6.1% in Central                      5.9% in Kingstone                      5.8% in Stairfoot                      (Barnsley 6.7%)</p>	<p><b>Between 20-49 hours:</b>                      2% Stairfoot                      1.9% Worsbrough                      1.7% Dodworth                      1.6 Kingstone                      1.5% Central                      (Barnsley 1.8%)</p>	<p><b>Over 50 hours:</b>                      Stairfoot and Worsbrough 3.6%                      Central and Dodworth 2.9%                      Kingstone 2.4%                       (Barnsley 3.3%)</p>	<p><b>A lot</b>                      15.3% Worsbrough                      14.3% Stairfoot                      (Barnsley 12.6%)                      11.9% Dodworth                      11.5% Kingstone                      11.1% Central</p>	<p><b>A little</b>                      12.8% Stairfoot                      12.5% Worsbrough                      11.8% Dodworth                      (Barnsley 11.3%)                      10.6% Kingstone                      10.1% Central</p>
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<b>Level of current service provision</b>							
<p><b>Council delivered (what is the agreed current delivery)</b></p> <p>Council delivered Services Borough wide:-                      Assessment and Care Management Teams                      ( Social Workers )                      Home Assessment &amp; Reablement Service                      Telecare</p>	<p><b>Other providers</b></p> <p>There is a voluntary sector organisations that deliver to older people and their carers. By wards is as follows:</p> <p><i>To be populated today by elected members in workshop / input from officers at later date.</i></p> <p><b>Current funding arrangements (where known)</b></p> <ul style="list-style-type: none"> <li>• <b>Funding source BMBC/other</b></li> <li>• <b>Contract value xxxxx</b></li> <li>• <b>Contract end date XXX</b></li> </ul>						
<p><b>BMBC Service related KLOE implications?</b>                      Older Peoples Daycare (Service Remodelling) £200k                      Assessment &amp; Care Management £ £519k                      Care Packages £ £408k (achieved through better use of telecare &amp; reablement )</p>							
<b>Market Information</b>							
<p>An assessment of the market that provide services that meets the needs of older people and their carers suggests there are a range of church, voluntary and private sector businesses available to deliver. There are also national charities, including those with local presence currently that can deliver too.</p>							
<b>Questions to be Considered</b>							
<p>1. What does the evidence tell you?</p>							

<ul style="list-style-type: none"> <li>• Is this a good picture?</li> <li>• What do you see as the main issues?</li> <li>• Does it reflect what you thought?</li> </ul> <p>2. What can you add to the evidence presented from your own knowledge?</p> <ul style="list-style-type: none"> <li>• About the services the council already provides?</li> <li>• About what is offered through the voluntary and community sector?</li> <li>• About what else is available locally to meet the needs identified?</li> </ul> <p>3. Where are the gaps in the evidence/ knowledge, how do you think these could be filled?</p> <ul style="list-style-type: none"> <li>• Who can provide this - residents/ service users?</li> <li>• How do we get this -commission research, consultation locally?</li> <li>• Other ideas?</li> </ul> <p>4. Based on what we know now what do you think are the likely headline priorities for the area council and are there particular ward area hotspots of these?</p>
<p><b>Your Thoughts</b></p> <p style="text-align: center;"><b>Councillor:</b></p>

### Central

- Market Information – Food banks and debt advice through CAP
- What does the evidence tell you – No surprises
- Main issues – Child poverty/adult poverty, food banks cannot meet demands
- A complete breakdown of all services that should be provided by BMBC from the min budget. My concerns around this centre around commissioning being that if we, as the Area Council commission services, we don't want to be spending money on something that the appropriate directorates should already have the finance for.
- Central Ward has a very high level of private rented properties with a very transient population, not staying long in one place so the stats are always changing and soon become outdated.
- Central Ward has a very diverse population ranging from the affluent (Monk Bretton conservation area) to the very poverty stricken (Doncaster Road/Sheffield Road).

### Dodworth

- A large number of the aged population are concerned with the removal of the warden service, where some do not see anyone for days.
- The local community and particularly the churches do a lot of voluntary work in the ward, particularly in Dodworth.
- Gilroyd is probably a part of the Dodworth ward which is the most deprived area with a large OAP population and does not receive the attention it deserves because they are part of the "affluent" Dodworth ward.
- The voluntary sector provides many activities for young and old particularly the five churches within our ward and the Miners Welfare ie; sporting and recreational activities.
- As a ward we have been unable to access outside funding to improve our ward.
- Evidence – looks a good picture.
- Main Issues – Highways
- Offered through the voluntary & community sector – A fair amount of issues in all areas. Good voluntary sector.
- Dodworth ward has a wider old age population than most.
- Gilroyd part of our community is classed in the lower 15% on natural deprivation and has been for the last 10 years.
- Highways area in a poorer state than most of the borough.
- A good amount of voluntary organisations
- Poor response from Berneslai Homes, due to the amount of council houses in our ward ie; 20%.
- Capital Park – loss of business
- Dodworth ward has the highest age population in the central area and indeed the borough.
- Main issues for aged persons are: travel and poor highways.

- There is a good community spirit: Berneslai Homes, SNT. There is a small strategic centre in aged areas but no large community centre.
- Gilroyd have an above average of senior citizens and it is one of the poorest and deprived areas which does not reflect the whole area. Highways need to address the neglect of the highways and pavements.

### **Kingstone**

- Does the information on the sheet include residential homes; Emporium, Ashby Court and Highstone?
- Other providers – BOB lunch club and delivery, St Edward Lunch club and delivery, Dean Street Day centre. All of which are self sustaining delivery services with voluntary contributions and private fees.
- BMBC Service KLOE implications – things unknown.
- Evidence – A good picture? Can't really say as 4% of the Kingstone area are BME and may not be able to respond.
- Main issues – Understanding what is delivered
- Reflect your thoughts – Yes
- Evidence presented from your knowledge: Don't know what the services the council already provides.
- Voluntary and community sector provides – Lunch clubs
- We need to know the needs to enable us to identify what else is available locally to meet these needs
- Gaps in evidence- Officers need to let us know who will provide this.
- How do we get this – Consultation locally

### **Stairfoot**

- Evidence – Is this a good picture? - very much, no change
- Main issues – Health and transport
- Same as the past years, slight improvements in health and transport.
- The data on the information sheet is 5 years old, from 2008.
- Other providers: Young at Heart - Kendray

### **Worsbrough**

- Other Providers – Lunch club, community church lunches delivered
- BMBC KLOE Implications – Wardens replaced by housing managers to a few hours per week. Isolation increases.
- Evidence main issues – vulnerable without support are at risk.
- Evidence of services which Council already provides – Could be better. Carers give 10 minutes on average.
- Offered through voluntary & community sector – Not known
- Available locally to meet the needs identified – Not known
- Gaps in evidence/knowledge, how could these be filled? – Some resident would perhaps with encouragement

Appendix B - Central Council Prioritising Workshop, Clean and Green

Theme		Green and Clean									
<b>Headline Information supporting the theme area</b>											
<p>Street Cleaning – Consistently upper quartile performance nationally on BV1 99 and NI195. Since 2002 Barnsley has performed better than the national benchmark improving from 22% in 2003 to 5.20% in 2012-13 (lower is better).</p> <p>Waste recycling is continuing to improve with a household waste recycling rate of 48.5%. (2012/2013).</p> <p>Number of bins missed as a % of bins collected 0.04% (2012/2013 ).</p> <p>Enforcement:- the following number of fines have been issued and actions taken since the establishment of the new Generic Enforcement Officer Role in April 2013 for the first quarter.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 25%;">Dog Fouling</th> <th style="width: 25%;">Litter</th> <th style="width: 25%;">Fly Tipping</th> <th style="width: 25%;">Ongoing Environmental Enquiries / Investigations</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td style="text-align: center;">10</td> <td style="text-align: center;">1</td> <td style="text-align: center;">63</td> </tr> </tbody> </table> <p>Flooding - A local Flood Risk Strategy will be developed and approved in accordance with the requirements of the Flood Risk Regulations, 2 009.</p> <p>Winter Plan – includes gritting of primary and secondary routes, local gritting and grit (information circulated) and opportunities for Good Neighbour Scheme.</p> <p>Sustainable Transport Action- Better Bus Fund and Local Sustainable Transport Fund. Sustrans funding for LC walking and cycling routes. DFT funding for Cycle Safety Fund.</p> <p>Street Cleansing schedules which give a base line position have been previously circulated but are currently subject to re-verification by Neighbourhood Services. The information has been split into the following categories; Daily Streets, Weekly Streets, Twice Weekly Streets, Three x Weekly Streets, Eight Weekly Litter Picks, Daily Litter Bins, Weekly Litter Bins, Twice Weekly Litter Bins, Weekly Dog Bins, Twice Weekly Dog Bins, Daily Toilet, Grass Cutting, Bed Maintenance, Hedges. In addition their is question of Parks Maintenance.</p>				Dog Fouling	Litter	Fly Tipping	Ongoing Environmental Enquiries / Investigations	1	10	1	63
Dog Fouling	Litter	Fly Tipping	Ongoing Environmental Enquiries / Investigations								
1	10	1	63								
<b>Level of current service provision</b>											
<p><b>Council delivered (what is the agreed current delivery)</b></p> <p>These Services are predominately delivered by in house services eg Neighbourhood Services, Waste Management etc. It is worth noting that Environmental Services delivered significant budget efficiencies during 2012/13.....reduction in front line areas could not be entirely be avoided and consequently the impact on service provision will be monitored throughout the 13/14 service planning period' (2013/14 DEC Directorate Business Plan).</p>		<p><b>Other providers</b></p> <p>There are a number of voluntary groups, social enterprises and also community payback that deliver on the green and clean agenda. By wards is as follows:</p> <p><i>To be populated today by elected members in workshop / input from officers at later date.</i></p> <p><b>Current funding arrangements (where known)</b></p> <ul style="list-style-type: none"> <li>• <b>Funding source BMBC/other</b></li> <li>• <b>Contract value xxxxx</b></li> <li>• <b>Contract end date XXX</b></li> </ul>									

**BMBC Service related KLOE implications?**

Reducing services in Neighbourhood Pride, Waste Management and Highways (DEV/ENV/17) - £750,000.

The introduction of a more generic role of Enforcement Officer, following the establishment of the function in Development, Environment and Culture will lead to efficiency savings (AC/CS/4) - £100,000 + Post removal in Regulatory Services- £21,000.

Efficiency savings within Environment which includes;- reduction in senior managers, a redesign of the recycling / refuse service, fewer maintenance operatives, improved waste disposal contracts and improved trading surpluses.  
DEV/ENV/16 – £1,300,000.

**Market Information**

An assessment of the market that provide services that meets green and clean agenda needs completing.

**Questions to be Considered**

1. What does the evidence tell you?
  - Is this a good picture?
  - What do you see as the main issues?
  - Does it reflect what you thought?
2. What can you add to the evidence presented from your own knowledge?
  - About the services the council already provides?
  - About what is offered through the voluntary and community sector?
  - About what else is available locally to meet the needs identified?
3. Where are the gaps in the evidence/ knowledge, how do you think these could be filled?
  - Who can provide this - residents/ service users?
  - How do we get this -commission research, consultation locally?
  - Other ideas?
4. Based on what we know now what do you think are the likely headline priorities for the area council and are there particular ward area hotspots of these?

**Your Thoughts**

**Councillor:** \_\_\_\_\_

**Central**

- What is offered through the voluntary and community sector – Limited
- Where are the gaps, how do we get this?- Local Alliance members knowledge
- Street Cleaning – Again most of the needs ie; street cleaning and enforcement seem to focus on the areas with high levels of private rented properties.
- Other Providers – Some parts of the Ward have some very good voluntary organisations providing different services whilst other areas have none.
- Look at reducing pressure on grass cutting and park maintenance by Wild Meadowin g some areas that are not used.

**Dodworth**

- Street Cleansing - The enforcement of dog fouling and litter leaves a lot to be desired. Although proactive rather than reactive actions would help.
- Flooding – We have two or three areas in Dodworth which are subject to flooding with little done to address the issues
  - a) Michelson Avenue, Barnsley Road junction with several swellings & St John's school having been flooded on several occasions.
  - b) St Jhon's Close and church area floods
  - c) At the bottom of Keresforth Hill
- With an ageing population it is difficult to get them to engage in litter picking ans snow clearing.
- The future KLOE implications will have a significant impact on our Ward and will be very difficult to address these issues by the voluntary sector.
- There are a lot of the younger generation who work out of the Ward and even the Barnsley area because of the time taken to commute there is no time available to volunteer.
- Main Issues - Dodworth has more grass space than others, therefore needs more finance measures for grass cutting.
- Dodworth has 3 industrial sites, Capital Park a big site and a prime area which is empty. This has been highlighted continually without any response.
- Voluntary sector - will have to work hard to bring themselves in line with other communities as it does not seem to happen.
- Flooding – Flood problems in Dodworth. Still waiting for the agreed work on the former colliery stack. The culverts need replacing from the top of Dodworth to the bottom.
- Winter plan – Dodworth does not get its share of the winter plan. Difficult to find the volunteers for snow clearing with an older population and a younger population in work.
- Sustainable Transport – We have met with SYT on several occasions, gaining some improvements but some more services could be improved.
- Enforcement – This needs to be improved on litter dropping and dog fouling.

**Kingstone**

- About the services the council already provides – Don't get any as parking
- Headline priorities – Do-nut around town centre. Parking problems for services to deliver
- Winter Plan – Not done and actioned last year. Put names forward, not addressed. A count needs to be took into gradiants.
- Sustainable transport – Buses changed to eliminate competition
- Current service provision (Other providers) – Allatt Close, Friends of Locke Park. We pay for a Caretaker, Berneslai Homes do most of our grassier areas.
- Reducing Services in NP/WM and Highways – Light don't get maintained, streets cannot be cleared as they can't get down street.
- Dustbins don't get collected as there are parking issues.
- Generic role of Enforcement Officer – Have been asking for this for years, should be income generator at the beginning efficiency savings – Ours should be delivered earlier or later.

**Stairfoot**

- Evidence – Reasonable picture
- Issues – Environment, transport and health
- What can you add to the evidence presented about the services the council already provides – When was this evidence collated?
- Where are the gaps, who can provide this? – Door to door as in the census
- Waste recycling – This is near the dumpit site, which does help, treatment of emptied bins

- Flooding – Aldham Bridge – River Don
- Winter Plan – Grit bin coverage good. Difficult terrain in all parts of the ward.
- Sustainable Transport – ITA not very forthcoming on suggested improvements
- Reducing services in NP/WM & Highways – Roadside – central reservation being left up to a dangerous level
- Generic role of Enforcement Officer – seen no deterioration
- Market information – Wheelie bin introduction has provided a remarkable improvement
- Street Cleaning – Increase signage re penalties for dog fouling
- Increase awareness of reduction in service provision, to public
- Reduction in schedules circulated to members in clear form

### Worsbrough

- Evidence – Some good, some bad
- Issues – That litter is something that is the duty of others to pick up
- Voluntary & community sector – Volunteers are difficult to engage
- How do we get this – Been done before, what will be different?
- Priorities – Dog fouling
  - Litter
  - Fly Tipping
  - Overgrown green spaces are what the community sees
- Flooding – Worsbrough Sports at risk, low priority because no housing involved
- Winter Plan – Known Snow Warden
- Street Cleaning etc – Small group of church members litter pick Lobwood area
- Walls in poor conditions motor eroded. Quality stone disappearing identified in my ward.
- Remedy providing good gardening at W/D Bowling Club.
- Sustainable transport – Buses?
- Street cleaning etc – Voluntary dog fouling and litter clearing.
- Trans Pennine trail – old walls and trees

**Appendix 3****SPECIFICATION OF REQUIREMENTS FOR  
LONELINESS AND ISOLATION IN OLDER PEOPLE****1. Brief Summary of Service**

The Central Council want to commission a provider to develop and deliver a service for a 2 year period that addresses loneliness and isolation amongst older people living in the five wards that make up the Central Council area. This service should increase the security, independence, and health and well-being of older people at risk of, or experiencing, loneliness and isolation.

In developing and delivering this service, the provider should ensure that it is contributing to the Council's Corporate priorities and outcome statements. Sustainability, community support, self reliance, resilience and reciprocity should therefore be built into the service design and delivery. Also and where possible, work experience placements, apprentice opportunities and local labour should be used.

**2. Background and Context**

There are a number of population groups vulnerable to social isolation and loneliness, (e.g. young care-leavers, refugees and those with mental health problems). Older people however (as individuals as well as carers) have specific vulnerabilities owing to 'loss of friends and family, loss of mobility or loss of income'.

In consequence, there has been a policy concentration on this group. The statistics on population ageing in the UK are well known. Those aged 60 and above currently account for approximately 23% of the population and this proportion is expected to rise to over 24% by 2030. In the next 20 years, the population of those aged over 80 will treble and those over 90 will double.

In a number of the Central Council wards the numbers of older people are significantly higher than the national average. In Dodworth, Worsbrough and Stairfoot wards people aged 60+ make up 31.3%, 26.2% and 24.5% of the population respectively.

There are currently just under 12,700 people aged 60 and over living in the Central Council area.

It is estimated that across the national population of people aged 65 and over, 5%-16% report loneliness, while 12% feel socially isolated. Perhaps not surprisingly, social isolation and loneliness impact on quality of life and wellbeing.

Agreement led by the social care sector, *Think Local, Act Personal* calls for a whole population, community-based approach. The Partnership Agreement encourages councils and their partners to:

- Encourage and help local communities and groups to provide networks of

support

- Improve their health and well-being, and to reduce their need for more acute care and health services.
- Actively involve people, carers, families and communities in the design, development, delivery and review of innovative care and support arrangements to maximise choice and independence and utilise the widest range of resources.
- Make and sustain evidence-based investments, which maximise existing community capacity, reduce demand and enhance well-being through prevention. This may include support to lonely and isolated people within the local community by accessing local voluntary organisations and mutual self-help schemes; providing small community grants or business advice to social enterprises; and making best use of existing housing, leisure, library and other cultural services. It can also include work with providers to maximise and sustain investment in the development of services providing greater choice, control and community connection.
- Develop and facilitate workforce skills and activity to help people use their personal, family and community capacity.
- Invest in organised community activity and care and support, which involve and demonstratively support people who use services, their families and carers.
- Support people to access a range of activities to maintain independence, health and wellbeing (including public health and community)
- Consider and plan for longer-term support and not just immediate crisis

The delivery of this service specification is a key element toward the shift in resources away from crisis and acute systems towards supportive communities and prevention and early intervention. Preventative services help people who may need a little bit of support to keep them living independently by:

- Providing universal access to good quality information about local services, promoting health and active lifestyles, delivering practical services and on-demand help with small tasks
- Promoting a positive image of older people, and enabling social contact between older people.
- Providing access to shops, leisure, health services, housing services, libraries, etc.
- Making information available to vulnerable and older people through a variety of channels.
- Supporting vulnerable and older people to access the services of their choice.
- Ensuring people have greater choice and control over meeting their needs
- Supporting people to feel that they have choice and control over how they spend their money, how their support is delivered, knowing what is available locally and knowing that services are of good quality.

The service will ensure that individuals have greater choice and control in meeting their needs by:

- Building in flexibility so that individuals can use the service to get the low-level support they want, when they want it
- Filling gaps in service provision that otherwise people could not access
- Signposting to reliable local services and providers

It will contribute to building the social capital agenda within local areas by:

- Supporting people to take part in the local community, having social contact and experiencing friendships, which is key to a good quality of life, health and wellbeing. 'Social capital' – which binds together people and communities - plays and will continue to play a key role in supporting a person's social Inclusion.
- Motivating and incentivising volunteers to 'give something back,' turning them into valued contributors by providing opportunities to use their skills, knowledge and expertise to help others to live independently.
- Enabling regular social contact with like-minded individuals
- Promoting a positive image of vulnerable and older people
- Working with other service providers in an integrated way to tackle some of the key issues which prevent vulnerable and older people from living healthy, active lives

### 3. Strategic Vision, Values, Aims and Priorities

#### Barnsley Council's Vision and Values

##### **Vision:**

Working together for a brighter future, a better Barnsley

##### **Values:**

##### Working Together

- We work as "One Council" to do the best that we can for our customers
  - We build partnerships and work with others to achieve the best for Barnsley
  - We are understanding and supportive of others, respecting and valuing differences
- Honesty
- We are open and honest about what we are able to achieve, the decisions we make and how well we are doing
  - We are true to our word, reliable and fair
  - We are responsible and accountable for our actions

##### Excellence

- We are committed to quality and value for money
- We learn from our successes and mistakes
- We are flexible, adaptable and respond positively to change

##### Pride

- We are proud of the work we do and services we deliver
- We are proud to support our communities to make Barnsley a better place
- We are proud of our achievements

#### **BMBC Corporate Priorities and outcome statements**

*In developing and delivering this service, the provider should ensure that it is contributing to the Council's Corporate priorities and outcome statements as outlined below.*

Thriving and vibrant communities	-Create more jobs and businesses through appropriate provision of business, enterprise and employment programmes to reduce worklessness amongst those currently unemployed and increase skills levels of our current and future workforce.
Supporting resilient communities	<p>-Ensure people of all ages have a much greater involvement in designing services and actively participating in improving their lives and Barnsley</p> <p>-Support the many benefits of volunteering and foster our many and diverse opportunities for residents to gain new skills and experiences through volunteering</p> <p>-Ensure customer services and the citizen experience of access is improved-facilitate greater self-help</p> <p>-Engage local communities in helping them shape decisions and services in their neighbourhood</p>
Citizens achieving their potential	<p>-Target young people, families and communities who may need extra help in gaining the skills and experience they need to succeed</p> <p>-Prioritise the safeguarding of vulnerable children and adults, and ensure that the risk of them getting harmed is kept to an absolute minimum</p> <p>-Make the improvement of people's health and wellbeing everybody's business, with an emphasis on prevention and the contribution that all services can make</p> <p>-Prioritise the reduction in health inequalities between different parts of the Borough</p> <p>-Ensure that the Council plays a strong part in keeping the Borough safe, and work with others to improve community safety</p>

### 3. Specific Aims and Objectives of the Service

- Reduce loneliness and isolation;
- Improve physical health and emotional wellbeing;
- Enable older people to participate in community life
- Increase independence and social inclusion, in the home and in the community;
- Give choice and control to the individual by offering access to a wider choice of facilities and services;
- Increase the opportunities for volunteers and volunteering;
- Neighbourhoods are engaged and encouraged to identify ways they can reach out to lonely isolated people in their local community;

- Increase awareness about existing facilities and services for older people including the Barnsley mobility scooter hire scheme.

#### 4. Social Value Objectives of the Service

Under this contract the successful Provider will be required to actively contribute to the achievement of specific social value objectives. These include:-

- Provision of local skills development, work experience placements and apprentice opportunities
- Employment and training opportunities within the locality
- Use of local Voluntary Community Organisations and community groups
- Recruitment and deployment of volunteers
- Development of strong community networks, community self-help and resilience
- Local spend

#### 5. The Service/Activities to be Delivered

The appointed provider will develop and deliver an innovative service that: complements existing provision for older people living in the Central Council area; meets the specified objectives; and delivers the outcomes outlined in this document.

The service is likely to be made up of a number of interventions that have an evidence based rationale for reducing isolation and loneliness in older people and will make a contribution to achieving the Council's corporate priorities. This **may** include the appointment of Neighbourhood Social Inclusion Workers and/or may involve supporting and delivering the following interventions/activities:

##### **Neighbourhood Inclusion Workers -Individual Support and home visit service**

Neighbourhood social inclusion workers could provide older people with emotional, practical and social support. This could act as an interface between the community and public services and help individuals to find appropriate means of support. The Social Inclusion workers could offer home-based visits, enabling often frail older people to discuss concerns and help them to look into which service or community provision may be beneficial to them.

Social Inclusion workers could identify isolated individuals and then signpost them to appropriate services and support. They could also offer a degree of flexibility in terms of delivery and necessary adaptation, dependent on the needs of the older people concerned.

This service could be available to people over the age of 60 residing in the Central Council area and who:-

- Without support are at risk of losing their independence;
- Due to temporary incapacity are unable to leave their home;
- Are returning home from hospital and without support may be re-admitted to hospital;

- Live without any existing support networks.
- Find it difficult to get out and about due to mobility/mental health/general lack of confidence.
- Those with poor health whose health makes it difficult for them to get out of the home

### **A Neighbourhood Befriending Service**

Befriending schemes offer lonely and isolated older people vital companionship and emotional support. The type of befriending differs with individual programmes; it involves volunteers visiting individuals in their own homes to provide emotional support. Befriending may also involve support with transport and/or picking up medications or shopping.

One-to-one befriending has been shown to reduce loneliness and has a positive effect on depressive symptoms. Such regular one-to-one contact is particularly welcomed by people who are frail and housebound. Decision modelling, commonly used in economic evaluation, also suggests that overall potential savings outweigh the costs of delivering befriending.

Befriending provides companionship for lonely and isolated people, the chance to develop a new relationship, and opportunities to participate in social activities.

### **Encouraging use of existing social networking groups clubs / new initiatives**

There are many different group services available, including lunch clubs and social group schemes, which aim to help older people widen their social circles. The range of these services is broad, incorporating self-help and self-support groups covering friendship, creative and social activities and health promotion. Research evidence is particularly supportive of social group activities with a creative, therapeutic or discussion-based focus. Participants in those groups experienced better subjective health and survival rates compared with a control group.

There are many already established groups in the Central Council area; the service provider is expected to encourage more use of these groups and if transport is an issue, provide support for people to access existing or alternative transport solutions.

In some areas however these groups/activities may not be well developed, where this is identified the provider is expected to assist in setting up groups, this could include:

- Social groups meeting within each other's homes;
- Social clubs within existing establishments e.g. public houses, working men's clubs, community centre etc.
- Volunteers and involvement of the voluntary sector

### **'Phone a Neighbour' Scheme**

This scheme could support older people where local people offer a telephone service to someone who lives alone in their area. The 'phone a neighbour' scheme could be run by local people who could pre-arrange a phone call to people living on their own to have a chat and discuss any concerns they may have and give information etc.

### **Information and access to the internet service**

Support to use a PC and the internet could be provided to allow older people access

to choice and to remain in control when identifying the types of services and facilities required. This includes access to the benefits of cheaper services by buying on-line, and access to information that enables isolated people to have the opportunity to get in touch with others in a similar position.

**Access to transport**

To provide support and guidance to access existing or alternative transport to take older people living on their own, with no contact from family/relatives, for appointments to GP's Hospital Optician and Dentist etc.

**6. Target Groups and/or Areas**

Older People 60 years and over who live in the Central Council area.

**7. Equality Impacts**

The successful Provider will be required to ensure that the service is free from bias and acknowledges and respects gender, sexual orientation, age, race, religion, culture, lifestyle and values. If any needs are required as per the equalities act, such as language or disability, these needs will be provided for during the term of the contract.

**8. Performance Measures**

**8a. Outcomes and outcome measures**

*The following are the outcomes and outcome measures that the provider is expected to achieve as a result of the service being delivered. Specific outcome measures, targets and methodology for measuring to be proposed by provider . Targets will be agreed prior to commencement of contract.*

<i>Outcome</i>	<i>Outcome measures</i>	<i>Methodology</i>
Reduction in feelings of loneliness and isolation in older people	-Increase in the number of vulnerable and older people accessing shops, leisure, health services, housing services, libraries etc. -Increase in the number of older people accessing social and other groups in the community -Increase in the number of older people from Central Council area accessing Town Centre mobility scooter hire -Increase in numbers of	

	older people reporting improved levels of loneliness and isolation	
Older people have a much greater involvement in designing services and actively participating in improving their lives and Barnsley	<p>-Increase vulnerable and older peoples confidence and satisfaction with their local area as a place to live</p> <p>-Increase in the active participation of older people improving their lives</p>	This outcome measure will be covered by a question in the Barnsley Council Residents Perception Survey. A baseline figure will be provided and a target agreed with the Provider
Make the improvement of older people's health and wellbeing everybody's business, with an emphasis on prevention and the contribution that all stakeholders and services can make.	<p>-Increase in the number of people engaged in volunteering activities in the community</p> <p>-Increase in the number of young people being engaged to support older people in the community</p> <p>-Increase in the numbers of older people's voluntary and community sector organisations and community groups in the Central Council area</p>	
<p><b>8b. Outputs</b>  <i>Easy to measure actions, units, events that tell us how much, how many or how often.</i></p> <p><i>Exact measurements and targets to be determined when the final interventions are agreed</i></p> <p><b>Examples only are shown below.</b></p>		
<i>(Output)</i>	<i>(Target Number)</i>	<i>(Supporting Evidence)</i>
Work experience placements		
School/College Awareness Raising Sessions		
Volunteer Hours		

Number of volunteers recruited and deployed		
New jobs created		
Number of home visits to older people		
Involvement of voluntary groups		
Number of attendances at social networking groups		
Numbers of befrienders		
'Phone a Neighbour' arrangements in place		
Use of internet services		
Numbers of travel plans		
<b>8c. Milestones</b>		
<i>(Activity/Action)</i>	<i>(By When)</i>	
Tender Return	Mid March 2014	
Tender Evaluation	End March 2014	
Tender Report and Approval to Award	3 <sup>rd</sup> week march 2014	
Standstill Period and Feedback	1 <sup>st</sup> Week April 2014	
Agreement of outcome measure targets and outputs	Mid April 2014	
Issue Letter of Intent/Contract	Late April 2014	
Contract commences	Early May 2014	
Year 1 Quarter 1 report submitted		
Y1 Quarter 2 report submitted		

Y1 Quarter 3 report submitted		
Y1 Quarter 4 and end of year 1 report submitted		
Y2 Quarter 1		

### 9. Location/Availability/Accessibility of Service

Within the boundaries of the Central Council area.

### 10. Contract Value and Contract Duration

The total contract value is £200,000 and will run for 2 years (ie.£100,000 per annum) subject to funding and the Provider's achievement of outcomes, outcome measures and outputs.

### 11. Contract Terms and Conditions

*To be attached.*

### 12. Monitoring and Recording Arrangements

*(ie regular meetings, progress reports from suppliers etc)*

The Provider will need to be able to demonstrate the effectiveness of the service in terms of delivering the agreed outcomes, outcome measures and outputs. There is a key requirement of the Provider to:

- Collect, collate and report on a range of agreed indicators on a quarterly basis (see milestones) as part of a quarterly report. This should also include the submission of 2 case studies (group, individual or illustrating good practice/innovative work)
- Establish compatible systems to ensure effective management and performance management of the service. Information systems must comply with the requirement of the Data Protection Act.
- Attend quarterly meetings with the contract manager to discuss the quarterly report and request any additional information/provide clarification, if required.
- An end of year report to be submitted (see milestones)
- An end of Project report and lessons learned to be submitted 3 months before the contract end date.

The Area Council Manager will review performance and may reasonably ask for additional information at anytime. Service provision will be subject to annual review including:

- evidence of community consultation which shows that the services/initiatives that are provided are culturally acceptable and appropriate.

### 13. Quality Standards

- The provider of this service has a legal obligation to adhere to all equality legislation. The provider must produce their policy relating to race, gender, disability, religion or belief, sexual orientation and age. This policy should include the reporting mechanism for any adverse events which would constitute a deviation. Any and all adverse events should be reported to the Area Service Manager.
- Robust Policies and procedures are to be put in place to ensure Safeguarding of all adults, Data protection and Information Governance.

The provider will ensure that;

- All staff are equipped with appropriate training, staff development and supervision
- All staff employed or engaged by the Provider are informed and are aware of the standard of performance that they are required to provide and are able to meet that standard.
- All staff employed or engaged by the Provider will be subject to a DBS check, and an acceptable outcome determined.
- All staff employed or engaged by the Provider must be registered with the appropriate professional body where applicable
- The adherence of the Provider's staff to such standards of performance is routinely monitored and that remedial action is promptly taken where such standards are not met.
- All staff employed or engaged by the Provider have been subject to a DBS clearance, where required, and an acceptable outcome determined.
- For the avoidance of doubt, nothing in this specification is intended to prevent the Provider from setting higher quality standards than those laid down in the Contract.

Additionally:

- The provider will have a robust system for monitoring complaints and suggestions; feedback from service users will inform service delivery
- The provider will submit an annual report summarising any complaints, investigations and remedial actions

### 14. Commissioning/Procurement Officer Details

To be confirmed

**Appendix 4****PROCUREMENT STRATEGY SYNOPSIS:****LONELINESS AND ISOLATION IN OLDER PEOPLE**

The Central Council Area are looking to facilitate community activity to address loneliness amongst older people, and to specifically increase the security, independence, health and well-being of people at risk of, or experiencing, loneliness.

The specific aims and objectives of the service will be:-

- Reduce loneliness and isolation;
- Improve physical health and emotional wellbeing;
- Enable older people to participate in community life
- Increase independence and social inclusion (at home and in the community);
- Give choice and control to the individual by offering access to a wider choice of facilities and services;
- Increase the opportunities for volunteers
- Neighbourhoods are engaged and encouraged to identify ways they can reach out to lonely isolated people in their local community

**Procurement strategy/ method**

The method of procurement for the new service will be competitive tenders using the open tender route. The activities underpinning this method of procurement comprise:

- Draft specification, including Price & Quality Evaluation Methodology in order to award to the most economically advantageous tender
- Placing of tender advertisement (**envisaged Mid February**)
- Despatch of tender documents to providers expressing interest
- Tender Return and Evaluation
- Tender Report and Approval to Award
- Standstill Period and Feedback (10 Days)
- Tender Award (Letter-of-Intent)
- Completion of Signed Contract (**envisaged 1<sup>st</sup> Week in May 2014**)

**Procurement team**

The Procurement/Tender Evaluation Team will be a team of individuals from the following key areas: -

- Commissioning and Procurement Lead
- Technical Support
- Service specialist
- Elected member

**Provider selection and tender evaluation process**

The evaluation process will seek to obtain the most economically advantageous tender following a Price Quality Evaluation in the ratio of 20:80 in favour of quality. This ratio has been calculated from analysing the aims and objectives of the procurement.

*The following process will be followed for the quality evaluation: -*

- Tender quality submissions will be evaluated by the Procurement team.
- All members of the Procurement/Tender Evaluation Team will evaluate and score submissions, and all elements of the submissions will be evaluated.
- Specialist areas of the submissions, such as finance, will be distributed to relevant specialist support officers within the Council.
- Records will be maintained throughout the process that provide justification for actions/decisions taken and are fully auditable. Electronic scoring sheets (Excel) will be utilised for all stages.
- Scores for each evaluator will be logged separately, together with detailed comments, and signed/dated by the relevant evaluator. Scores will be averaged for the panel, not arrived at by consensus.
- Unsuccessful tenderers will be de-briefed.

*The following process will be followed for the price evaluation: -*

- Tender prices will be separately evaluated as part of the tender evaluation.
- Individual priced components will be summarised into a total tender figure for the whole of the service and arithmetically checked.
- One hundred marks will be awarded to the lowest acceptable tender bid. For all other submissions, one mark will be deducted for each percentage point by which the submission exceeds the lowest.

### **The Quality Evaluation Criteria:**

The tender quality evaluation will focus on the below criteria in order to test provider quality credentials in these specific areas. Some of the criteria are for information only and some are PASS/FAIL criteria. The remaining criteria will be individually awarded a score according to the standard of information provided by the applicant.

<b><u>Tender Quality Evaluation Criteria</u></b>	<b><u>Weighting %</u></b>
1. Organisational Information	Info Only
2. Financial Information	PASS/FAIL
3. Health & Safety	PASS/FAIL
4. Technical Capacity:- <ul style="list-style-type: none"> <li>- Proposed methodology for delivering the service</li> <li>- CV's of persons delivering the service</li> <li>- Outcomes – Proposed Evaluation Methodology</li> <li>- Targets and Supporting Evidence for Outputs</li> <li>- Quality Assurance/Accreditations</li> <li>- Customer Care</li> </ul>	60%
5. Financial Information:- <ul style="list-style-type: none"> <li>- Financial, Budget and Change Management/Reporting</li> </ul>	10%
6. Social Value:- <ul style="list-style-type: none"> <li>- Proposed Methodology for achieving skills development/work experience/employment and training opportunities locally</li> <li>- Description of volunteering opportunities</li> <li>- VCO Supply Chain</li> </ul>	30%
	100%