

## FREEDOM OF INFORMATION ACT 2000

Your request for information has now been considered and the Council's response to your questions is shown below.

**You asked:**

### **Adults**

- **Who is your main contact for Commissioning Services for Adult Social Care?**

Kate Galoppi Head of Commissioning

- **Do you currently use an IT system to support your contract management? If yes please name the system and suppliers?**

The system is Care First (OLM) at Present, LiquidLogic will replace the system in 2014 with "Protocol"

- **How much does this IT system cost, when did you sign up for the contract and how long was the contract?**

This is a new contract is 7 year contract and value is approximately 1.3 million. This system is designed to support service delivery across both children's and adult's social care and is not limited to contract management

- **Once service users are assessed, what is the split between self-funders and people reliant on the local authority to pay for their care (full or part)?**

For residential care we do not have any figures, because self-funders buy their care privately and do not have any relation to us. For service users receiving non-residential care from us, 12% are assessed to pay full cost.

- **Do you provide brokerage services for self/part funders?**

Currently, aside from the brokerage service provided to people under Right to Control, the brokerage service that we provide is through our social work teams. The allocated worker would broker a support package for anyone requiring support following an assessment – this would include anyone who is fully funded but has had an assessment. This year we will have commissioned an external brokerage service

- **Do you use/plan to use micro-procurement/commissioning?**

Where the service user has identified they want an individual package of support the brokers will support them to commission this.

- Do private brokers operate in your area?

No

- How do you currently procure your services, please provide information of the split between the following methods? e.g. via commissioning teams, social workers do it themselves, panels for expensive care packages, micro-procurement/commissioning, personalisation/self-directed support

A range of ways:

Managed services from contracted providers, social workers then commissioning a place in these on behalf of customers.

Quality Assurance Panel considers all packages over a certain level

Direct Payments people purchase their own care and support.

- What is the proportion of the above? Please provide us with an estimated split between all of your service types

Service Type	Gross Budget 2012/13 £000
Advice, Guidance & Advocacy Services	£1,406.1
Reablement - Domiciliary Based	£3,134.1
Residential Intermediate Care	£1,154.3
Adaptations	£1,225.3
Equipment & Assistive Technology	£623.8
Residential & Nursing Services	£38,441.7
Home Care	£11,408.0
Supported Living	£11,085.8
Direct Payments	£6,432.9
Day Services	£7,255.3
Transport	£2,035.0
Shared Lives	£357.9
Mobile Meals & Lunch Clubs	£610.7
Housing Related Support	£3,634.7
Other Services	£750.8

- How many providers do you contract with and are they internal/external?

We have over 500 external provider contracts we do not contract with internal providers although there are some.

• **How many contracts and of what type does your councils manage in the commissioning of adult social care services? e.g. is it referrals to in-house services, predominantly spot purchasing, purchasing under framework contracts/agreements, block contracts or cost and volume contracts**

Over 500 contracts through various contract routes: frameworks, spot, block, cost and volume.

• **Do you have a performance management framework for monitoring the performance of providers? If so then would it be possible to forward or provide a link to it.**

We have a number depending on which service we are contracting for.

### **Children's**

• **Who is your main contact for Commissioning Services for Children's Services?**

Lorraine White

• **Do you currently use an IT system to support your contract management? If yes please name the system?**

No

• **How much does this IT system cost, when did you sign up for the contract and how long was the contract?**

Not applicable

• **How do you currently procure your services for Children's Social Care, please provide information of the split between the following methods e.g. via commissioning teams, social workers do it themselves, panels for expensive care packages, micro-procurement/commissioning**

All external placements are commissioned by the commissioning team, not individual social workers. Some complex cases are commissioned jointly between health and education and are discussed at a Joint Solutions Forum.

• **What is the proportion of the above?**

Not applicable.

**• Do you use/plan to use micro-procurement/commissioning?**

No

**• How many providers do you contract with and are they internal/external?**

The number of external providers we contract with changes dependent on need and availability in the local market. We only contract with providers who have an Ofsted rating of good or outstanding. We currently have placements with three IFA's, and four residential providers. We are a low user of external providers in comparison with other authorities.

**• How many contracts and of what type does your councils manage in the commissioning of Children's social care services? e.g. is it referrals to in-house services, predominantly spot purchasing, purchasing under framework contracts/agreements, block contracts or cost and volume contracts**

We use in house provision as a first port of call, and spot purchase placements with external providers using individual contracts if there is no in house provision available. We are not part of the regional framework as this was more expensive for us than existing placement pricing. We contract 6 beds with a local residential provider, which gives some discount on cost.

**• Do you have a performance management framework for monitoring the performance of providers? If so then would it be possible to forward a copy or provide a link to it.**

We don't have a formal framework as such but undertake visits at least once a year to every placement, ensure Ofsted ratings and inspection findings are incorporated in our assessments, and also ask children for feedback on a regular basis, so that we are able to get their views. We are developing a more formalised process as part of a wider quality assurance framework across the division

The legislation allows you to use the information supplied for your own personal use. Please be aware that any commercial or other use, for example publication, sale, or redistribution may be a breach of copyright under the Copyright, Designs and Patents Act 1988 as amended unless you obtain the copyright holder's prior permission.

Not all the information that is supplied which is covered by copyright will be the Council's copyright, for example it may be the copyright of a government department or another Council. You should seek either the Council's consent or their consent as appropriate. The Council is willing to advise you of any such potential issues on request. In order to make a request to re-use the information please contact the Information Governance Manager using the details below.

If you are dissatisfied with the handling of your request please write to:

**Information Governance Manager  
Information and Support  
Leicester City Council  
FREEPOST (LE985/33)  
New Walk Centre  
LEICESTER LE1 6ZG**

e-mail: [info-requests@leicester.gov.uk](mailto:info-requests@leicester.gov.uk)

Your request for internal review should be submitted to the above address within 40 (forty) working days of receipt by you of this response. Any such request received after this time will only be considered at the Council's absolute discretion.

You can also complain to the Information Commissioner at:

**Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow SK9 5AF  
Telephone: 01625 545 700  
[www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)**

Please be aware that the Information Commissioner does not normally consider appeals or complaints until the internal appeals and complaints processes of the public authority which is answering the request have been exhausted. You are therefore advised to complain or appeal to the Information Governance Manager before contacting the Commissioner.