

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:

I would like to find out the follow information from your adults and children's services Commissioners.

Children's

1. Who is the main contact/contacts for commissioning services within Children's social care?

Lorraine White

2. Do you currently use an IT system to support your strategic commissioning and contract management? If yes to either please name the system(s) and details of costs?

No

3. How many providers do you contract with for Children's services and are they internal/external?

We spot purchase so number of providers can vary, this year we have used 20 providers. This number does not include residential school provision.

4. Do you have a performance management framework to monitor the performance of providers?

Yes

Adults

1. Who is the main contact/contacts for commissioning services within Adult's social care?

Kate Galoppi

2. Do you currently use an IT system to support your strategic commissioning and contract management? If yes to either please name the system(s) and details of costs?

The Council currently uses the Carefirst database to support the contract monitoring function of service providers. This system is also used to support the commissioning process but is primarily used for both Adult and Children's Social Care provision. We therefore do not hold costing information as we do

not use a stand-alone system. This letter acts as a refusal notice under section 17.1 of the Freedom of Information Act 2000 because, in accordance with section 1.1 of the Act, this information is not held by Leicester City Council.

3. How many providers do you contract with for Adult's services and are they internal/external?

Leicester City has contracts with both providers internal and external. Internal arrangements are known as Service Level Agreements which includes the Council's own Re-ablement Services, Care Homes etc.

External services include contracts as follows:

Domiciliary Support Services - 20 contracts (17 Providers + 5 on reserve)
Care Homes (Residential / Nursing Homes) – 19 Nursing Homes / 80 Residential Care Homes within the Leicester City boundary. An additional 372 homes outside the City boundaries. All these contracts are with external providers. We do not have contracts in place with internal provision.
Voluntary Sector Services - 57 contracts (including 2 internal)
Supported Living – 35 Contracts
Integrated Community Equipment Service: 3 Contracts including 1 main community equipment provider, a community assessment service, and disabled living centre.
Housing Related Support Services (HRS) – 44 HRS Contracts Adult Social Care (ASC)
Substance Misuse Services (formally Drug & Alcohol Action Team) – 5 contracts (including 2 internal)
Public Health Contracts –Currently 29 PH contracts (this will reduce in Dec 2013)

4. Do you have a performance management framework to monitor the performance of providers?

Contracts Assurance Section of Adult Social Care undertakes contracts management tasks including its performance management. The performance management function is through the implementation of Quality Assurance Framework (QAF).

5. Do you currently use micro procurement (also known as micro commissioning or mini tendering) to arrange services?

All procurement exercises are undertaken in accordance with the Council's Contract Procedure Rules. The Mini Tendering of service is only undertaken in a very specific circumstance and/or emergency. The service procured through mini tendering is usually for a short period with a small value.

6. Do you use brokerage or commissioning teams or do social workers/care managers contact providers direct?

Domiciliary Support Service packages are commissioned through the Commissioned Services Bureau Team. The team is based within the Contracts Assurance Service of Adult Social Care.

The Council has a contract for an independent support planning and brokerage service for some services, and in others, such as residential care and independent living services, these are directly commissioned by Care Managers.

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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

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

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.