

## Notice of Meeting

# Social Care Services Board



**Date & time**  
Wednesday, 9  
December 2015 at  
9.00 am

**Place**  
Council Chamber,  
County Hall,  
Kingston-upon-  
Thames,  
KT1 2DN

**Contact**  
Ross Pike or Joseph Jones  
Room 122, County Hall  
Tel 020 8541 7368 or 020  
8213 2673

**Chief Executive**  
David McNulty

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**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Ross Pike or Joseph Jones on 020 8541 7368 or 020 8213 2673.**

### **Elected Members**

Mr Keith Witham (Chairman), Mrs Margaret Hicks (Vice-Chairman), Mr Ramon Gray, Mr Ken Gulati, Miss Marisa Heath, Mr Saj Hussain, Mr Daniel Jenkins, Mrs Yvonna Lay, Mr Ernest Mallett MBE, Mr Adrian Page, Mrs Dorothy Ross-Tomlin, Mrs Pauline Searle, Ms Barbara Thomson, Mr Chris Townsend and Mrs Fiona White

### **TERMS OF REFERENCE**

The Committee is responsible for the following areas:

The Social Care Services Board is responsible for overseeing and scrutinising services for adults and children in Surrey, including services for:

- Performance, finance and risk monitoring for social care services
- Services for people with:
  - Special Educational Needs
  - Mental health needs, including those with problems with memory, language or other mental functions
  - Learning disabilities
  - Physical impairments

- Long-term health conditions, such as HIV or AIDS
- Sensory impairments
- Multiple impairments and complex needs
- Services for Carers
- Social care services for prisoners
- Safeguarding
- Care Act 2014 implementation
- Children's Services, including
  - Looked After Children
  - Corporate Parenting
  - Fostering
  - Adoption
  - Child Protection
  - Children with disabilities
- Transition
- Youth Crime reduction and restorative approaches

## AGENDA

### 1 APOLOGIES FOR ABSENCE AND SUBSTITUTIONS

### 2 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

**Notes:**

- In line with the Relevant Authorities (Disclosable Pecuniary Interests) Regulations 2012, declarations may relate to the interest of the member, or the member's spouse or civil partner, or a person with whom the member is living as husband or wife, or a person with whom the member is living as if they were civil partners and the member is aware they have the interest.
- Members need only disclose interests not currently listed on the Register of Disclosable Pecuniary Interests.
- Members must notify the Monitoring Officer of any interests disclosed at the meeting so they may be added to the Register.
- Members are reminded that they must not participate in any item where they have a disclosable pecuniary interest.

### 3 CALL IN OF CABINET DECISION: APPROVAL TO AWARD A CONTRACT FOR THE PROVISION OF COMBINED SENSORY SERVICES AND THE PROVISION OF MOBILITY AND INDEPENDENT LIVING SKILLS

(Pages 1  
- 26)

*Purpose of the report: Scrutiny of Services and Budgets*

To scrutinise the approval to award a contract for the provision of combined sensory services and the provision of mobility and independent living skills, decided by the Cabinet on 24 November 2015.

### 4 DATE OF NEXT MEETING

The next meeting of the Scrutiny Board will be held at 10:00 on Monday 25 January 2016.

**David McNulty**  
**Chief Executive**

Published: Tuesday, 1 December 2015

## **MOBILE TECHNOLOGY AND FILMING – ACCEPTABLE USE**

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It is requested that if you are not using your mobile device for any of the activities outlined above, it be switched off or placed in silent mode during the meeting to prevent interruptions and interference with PA and Induction Loop systems.

*Thank you for your co-operation*



Social Care Services Board  
9 December 2015

**Approval to award a contract for the provision of combined sensory services and the provision of mobility and independent living skills**

**Purpose of the report:** Scrutiny of Services and Budgets

The Board will scrutinise the procurement process and subsequent decision to award a contract for the provision of combined sensory services and the provision of mobility and independent living skills.

**Introduction:**

1. On November 24 the Cabinet decided to award a contract for the provision of combined sensory services and the provision of mobility and independent living skills.
2. Following concerns raised by a number of stakeholders regarding the procurement process and resultant Cabinet report the Chairman, Keith Witham, decided to call-in the decision for reconsideration by the Scrutiny Board.

**Background:**

3. Decision text :

That a contract for the provision of combined sensory services and for the provision of mobility and independent living skills be awarded to Sight for Surrey starting from 1 February 2016 for a period of three years with an option to extend on an annual basis for two more years.

*Reasons for Decisions:*

*The current separate contracts listed below are due to expire on 31 January 2016.*

*A. Contract for the provision of services for people with visual impairments delivered by Sight for Surrey*

*B. Contract for the provision of services for people with hearing impairments delivered by First Point*

*The contract listed below expired on 31 October 2015 with temporary arrangements currently in place to ensure continued service delivery.*

*C. Contract for provision of mobility and independent living skills delivered by Sight for Surrey*

*A joint contract for adults and children's demonstrates best practice and has the biggest potential to deliver improved outcomes for Surrey residents and will provide value for money.*

*This joint contract will ensure that Surrey residents continue to receive a timely provision of service, and enable Surrey County Council to continue to meet its statutory duties to provide appropriate services to people with a visual impairment, hearing impairment, dual sensory loss, people who are Deaf, people who use British Sign Language, and to children for provision of mobility and independent living skills.*

4. The following documents in relation to the decision made on 24 November 2015 are attached:
  - Report considered by Cabinet on 24 November 2015 (Appendix 1)
  - Combined Sensory Services Equalities Impact Assessment, considered by Cabinet on 24 November 2015 (Appendix 2)
  - The call-in notice received by Democratic Services on 5 May 2015 (Appendix 3)

<b>The Call-In:</b>
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5. The Board is asked to consider the above evidence alongside any evidence presented by witnesses at the call-in meeting in order to review the decision taken by the Cabinet.
6. The Board is asked whether or not it wishes to refer the decision back to the Cabinet for reconsideration.
7. If the Board decides to refer back to the Cabinet it must provide its reasons for doing so.

**Recommendations:**

That the Board reviews the decision of the Cabinet regarding the approval of the contract taken on 24 November 2015 and concludes whether it wishes to refer this back to the Cabinet for reconsideration.

**Next Steps:**

Should the Board decide to support the decision of the Cabinet; the decision will take effect on the date of the Board meeting.

Should the Board refer the decision back to the Cabinet, it will be discussed at the Cabinet meeting on 15 December 2015. The Cabinet can then decide to amend the decision or not, before adopting a final decision.

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**Report contact:** Ross Pike, Scrutiny Officer, Democratic Services

**Contact details:** 020 8541 7368, [ross.pike@surreycc.gov.uk](mailto:ross.pike@surreycc.gov.uk)

**Sources/background papers:**

Cabinet Agenda Papers:

<http://mycouncil.surreycc.gov.uk/ieListDocuments.aspx?CId=120&MId=3702&Ver=4>

Cabinet Decision Details:

<http://mycouncil.surreycc.gov.uk/ieDecisionDetails.aspx?ID=2244>

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**SURREY COUNTY COUNCIL**

**CABINET**

**DATE: 24 NOVEMBER 2015**

**REPORT OF: MR MEL FEW, CABINET MEMBER FOR ADULT SOCIAL CARE,  
WELLBEING AND INDEPENDENCE**

**MS DENISE LE GAL, CABINET MEMBER FOR BUSINESS  
SERVICES AND RESIDENT EXPERIENCE**

**MRS LINDA KEMENY, CABINET MEMBER FOR SCHOOLS,  
SKILLS AND EDUCATIONAL ACHIEVEMENT**

**LEAD**

**OFFICER: MR DAVID SARGEANT, STRATEGIC DIRECTOR, ADULT  
SOCIAL CARE**

**SUBJECT: APPROVAL TO AWARD A CONTRACT FOR THE PROVISION  
OF COMBINED SENSORY SERVICES AND FOR THE  
PROVISION OF MOBILITY AND INDEPENDENT LIVING SKILLS**

**SUMMARY:**

This Cabinet report seeks approval to award a three year contract with an option to extend for up to two additional one year periods to Sight for Surrey for the provision of combined sensory services and mobility and independent living skills, to commence on 1 February 2016. Annual value of this contract is £1.5m. The report provides details of the procurement process, including the results of the evaluation, and, in conjunction with the Part 2 report demonstrates why the recommended award delivers value for money and meets the needs of individuals in Surrey.

In line with the general responsibilities of local authorities under the Care Act 2014 Surrey County Council must promote wellbeing of individuals, empowering adults and children to remain active in their local communities with support to access services and activities that help them sustain their independence. The Friends Family and Community agenda supports this. Key to this is the provision of appropriately commissioned services and access to information, advice and support to help individuals receive a timely diagnosis and community based support thereafter. These principles will be at the heart of the new contract for combined sensory services and mobility and independent living skills services that will be delivered to Surrey residents from 1 February 2016.

Due to the commercial sensitivity involved in the contract award process, the Value for Money details have been included as a Part 2 report.

**RECOMMENDATIONS:**

It is recommended that a contract for the provision of combined sensory services and for the provision of mobility and independent living skills is awarded to Sight for Surrey starting from 1 February 2016 for a period of three years with an option to extend on an annual basis for two more years.

## **REASON FOR RECOMMENDATIONS:**

The current separate contracts listed below are due to expire on 31 January 2016.

- A. Contract for the provision of services for people with visual impairments delivered by Sight for Surrey
- B. Contract for the provision of services for people with hearing impairments delivered by First Point

The contract listed below expired on 31 October 2015 with temporary arrangements currently in place to ensure continued service delivery.

- C. Contract for provision of mobility and independent living skills delivered by Sight for Surrey

A joint contract for adults and children's demonstrates best practice and has the biggest potential to deliver improved outcomes for Surrey residents and will provide value for money.

This joint contract will ensure that Surrey residents continue to receive a timely provision of service, and enable Surrey County Council to continue to meet its statutory duties to provide appropriate services to people with a visual impairment, hearing impairment, dual sensory loss, people who are Deaf, people who use British Sign Language, and to children for provision of mobility and independent living skills.

## **DETAILS:**

### **Business Case**

1. Sensory services, for people with sight and/or hearing impairments, provide vital support to Surrey residents to maintain their independence at home through the provision of early intervention and prevention, specialist assessments and support, community equipment and adaptations, and can delay or avoid admission to hospital and residential/nursing care.
2. The Council believes that combining visual and hearing impairment services across the County will improve outcomes for Surrey residents and value for money:
  - a) Aim to ensure services are build around the needs of people and their families, rather than be separated to fit local authority structure
  - b) Single point of contact, while retaining separate skills sets
  - c) Improved links between health, social care, rehabilitation services and the voluntary sector around identification and notification of sensory impairment
  - d) Commissioning and delivering high quality personalised, equitable, responsive and affordable services that reflect the needs and wishes of people with sensory impairment at their families

- e) Ensuring equitable access to a range of services which are integrated across settings, professions and organisations
- f) Achieving outcomes which make a real difference to the lives of people with sensory impairments

Above outcomes will help people with sensory impairments to live as independently as possible.

Doing this will support the personalisation agenda and help the Council. By combining these services will enable timely assessment and intervention that can reduce ongoing care needs.

3. This contract will ensure the rights of Surrey's most vulnerable sight and hearing impaired residents are protected and promoted and that children and young people in Surrey with visual impairment will have access to assessment and habilitation, specialist assessment, information, support and advice for children and their parents, as well as mobility and independent living skills programmes.

### **Background and options considered**

4. Two commissioning strategies informed the re-commissioning process.
  - a) Adults Joint Commissioning Strategy
  - b) Children's Commissioning Strategy
5. The Adults Joint Commissioning Strategy provides an overview of the proposed service developments for adults living in Surrey who are profoundly deaf, are Deaf and use British Sign Language, who are hearing impaired, sight impaired, severely sight impaired or who have dual sensory loss. The aim of all services is to provide sensory impaired people with appropriate support and resources to maintain and/or improve their health and wellbeing, enabling them to continue to live as independently as possible.
6. The Surrey Children's Commissioning Strategy aims to ensure all children have the right to the best education possible to equip them with the skills and knowledge they need for life. Also, the re-commissioning process undertaken ensures compliance with the requirements identified within the Special educational needs and disability code of practice: 0 to 25 years 2014. It reflects the drive within the UK Vision 2020 Strategy 2013-2018 that Children and young people should be assured full access to the academic and habilitation (mobility and independence skills) curricula and equality of opportunity. From a Surrey perspective, the provision of habilitation also responds to the vision of the Children, Schools and Families directorate that "Every child and young person will be safe, healthy, creative, and have the personal confidence, skills and opportunities to contribute and achieve more than thought possible."
7. We currently have separate services for people with hearing and visual impairment, provided to SCC residents by Sight for Surrey and First Point. These contracts are expiring on 31 January 2016; it was therefore necessary to start the procurement process for future provision of Sensory Services to Surrey residents.

8. Both Surrey County Council and NHS organisations in Surrey face significant financial challenges. Therefore, different options were considered in order to ensure that the newly commissioned services are cost effective and offer best value. New ways of working and providing services were explored.
9. Options considered – Adult Services:
  - A. **Re-tender for two separate contracts for visual and hearing impairments – as per current arrangement.**  
This option was discounted as was deemed inefficient, as some services (Dual Sensory Loss) could be covered by both contracts.
  - B. **Tender for a single contract for combined sensory services.**  
Bringing visual and hearing impairments into one contract was considered a viable option, in line with the commissioning intentions, which recognized potential for delivering a better, more integrated and joined up service to Surrey residents. Opportunities for efficiencies and savings were also identified as part of the review.
10. Options considered – Schools & Learning – Physical and Sensory Support Service :
  - A. **Bring services in-house** - Assuming the staff would agree to be TUPE'd, which they may not, this may reduce cost slightly and bring it closer to the £105,000. However, it would impact negatively on a local Voluntary Care Service which provides not only habilitation services for Surrey but also a wider range of value and emotional support for Surrey families and Children and Young People with vision impairment. We would also lose the other links we have to their charitable activities and for the Children, young people and families to feel there is an 'independent' provider they can contact who will work with them across the transition from Children's to Adult services. Also as one of the paediatric habilitation officers does not work only for Sight for Surrey we may find that we do not have sufficient trained and experienced staff who want to move.
  - B. **Tender for a single contract for the provision of mobility and independent living skills for children and young people.**  
This was considered a viable option which was in line with Schools & Learning commissioning Strategy.
11. Option recommended – joint process
  - A. **Tender for a single contract combining sensory services contracts for Adult's and Schools & Learning's requirements**  
Procurement identified this option as having the biggest potential to deliver improved process, delivery and outcomes to Surrey residents. Market intelligence told us that the same providers often deliver Services to Adults and Children and would be interested in bidding for Adults and Children's contracts. By integrating both areas we will be able to jointly manage and monitor the contract.

## Procurement Strategy

12. After a full and detailed options analysis, including consultation with service user groups, it was decided to go out to tender for a combined sensory services contract incorporating both Adults' and Schools & Learning's requirements.
13. Preparations for the retendering of combined sensory services commenced in 2014 – i.e. consultation on a draft service specification and procurement approach. Procurement delivered a Concept Day that was held in January 2015 that involved a wide range of key stakeholders. Consultation and co-production continued through early spring 2015. A full competitive tender process, compliant with the European Public Procurement Regulations and Procurement Standing Orders, has been carried out following the receipt of authority from Procurement Review Group (PRG) on 1 April 2015. The final Tender documents were published on the e-tendering portal with a closing date of 11 May 2015.
14. It was decided that the open procedure was appropriate and bidders were given 35 days to complete and submit their tender.
15. Tender received was evaluated against a number of quality questions. This aspect made up 60% of the overall score with price evaluation making up the balance.
16. Bidders were asked to respond to quality questions which included:
  - What key skills and resources, as perceived by people using and people funding your service, will demonstrate your success in delivering services for people with combined sight and hearing loss?
  - How will your service ensure the provision of separate specialist services for people with sight and hearing loss (as well as those with combined sight and hearing loss)? Please outline the benefits of delivering these within a combined sensory service.
  - What preventative activity do you undertake? How does this promote wellbeing, early intervention and maximising independence?
  - How will you ensure you are able to respond to the requests for specific services, equipment, or aids, tailor-made to the needs of individuals? How will you provide personalised information in an accessible way to a person who is both deaf and blind?
  - In what ways will you deliver additional environmental, social and economic benefits to the community above and beyond the delivery of your specific service?
  - Please describe the added value that will be achieved by working in a formal or informal partnership with other local provider(s) to deliver the service. If you are applying as a single provider please describe what added value you will be able to deliver?

## Key Implications

17. The Council will meet its statutory duties by awarding a contract to the recommended supplier for the provision of combined sensory services and provision of mobility and independent living skills to commence on 1 February 2016.
18. The Council can terminate the contract with three months notice should priorities change or funding no longer be available or if the provider commits a breach of the terms of the agreement. The specification also facilitates flexibility in service levels commissioned, in case of greater demand than anticipated.
19. The Terms & Conditions of the contract include standard provision for:
  - Default
  - Dispute resolution.
20. Business Continuity Plans were evaluated as part of the Tender. The Provider successfully completed satisfactory financial and competency checks.
21. To ensure that individuals with visual and/or hearing impairments are at the centre of future service delivery, the new service specification was designed around these specific objectives for Schools & Learning:
  - to teach children and young people who have vision impairment the skills and concepts necessary to enable them to travel safely and independently and with confidence in the future
  - to encourage children and young people with some residual vision to make best possible use of their vision
  - to plan and provide Independent Living Skills (ILS) training to enable children and young people to acquire the skills needed to function as independently as possible and to have choice over the activities of daily living as and when requested by Physical and Sensory Support (Visual Impairment) and in conjunction with a mobility and ILS training programmes with individual children and young people, teach skills and evaluate outcomes
  - provide appropriate training when necessary including but not limited to:
    - a. Learning to use a cane as mobility device
    - b. sighted guiding
    - c. spatial awareness
    - d. road layout and crossing
    - e. traffic flow
    - f. independent use of public transport
    - g. Independent route negotiation e.g. moving around school or college, work experience placements,
    - h. shops and journeys to and from school / leisure facilities
    - i. dressing skills and personal hygiene
    - j. preparation of food and beverages
    - k. identification and use of money
    - l. household skills
    - m. use of telephone

And these outcomes for Adults:

1. That I understand my sensory impairment, and the registration process
  2. That I have someone to talk to
  3. That I can look after myself, my health, my home and my family
  4. That I receive statutory benefits and information and I need
  5. That I can make the best use of the sight and/or hearing I have
  6. That I can access information making the most of the advantages that technology brings
  7. That I can get out and about
  8. That I have the tools, skills and confidence to communicate
  9. That I have equal access to education and lifelong learning
  10. That I can work and volunteer
22. Performance will be monitored through a series of Key Performance Indicators as detailed in the contract and reviewed at monthly operational meetings. The top performance indicators and targets are as follows:
- number of people using this service
  - number of people referred to this service and the referral source
  - compliments and complaints, including feedback from individuals and carers
  - safeguarding
  - Case studies (evidencing outcomes and a shift in meeting new specification).
23. The management responsibility for the contract lies with Adult Social Care Commissioning Team and with the Schools & Learning Physical and Sensory Support Service. The contract will be managed in line with the Contract Management Strategy and plan as laid out in the contract documentation, which also provides for review of performance and costs in line with identified continuous improvements in performance.
24. A detailed summary of the evaluation process is provided in the Part 2 report.
25. The tender evaluation panel for the service included representatives from Adults Social Care, Schools & Learning, Procurement and Service Users.

<b><u>CONSULTATION:</u></b>
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26. The consultation process for this re-tendering of the contract has been ongoing since 2013 and multiple conversations have taken place with stakeholders from voluntary organisations, independent representatives, and people with sensory disabilities.
27. In January 2015 Concept Day was held to share the vision and strategy with current and prospective providers, as well as Surrey residents that use those services.
28. Surrey Sensory Partnership, Surrey Vision Action Group, Surrey Hard of Hearing Forum, Surrey Deaf Forum and Officers from Adult Social Care and Schools & Learning have been consulted at every stage of the process, from specification to questions that were asked during the tender process.

29. The draft specification was shared with Surrey Sensory Partnership, Surrey Vision Action Group, Surrey Hard of Hearing Forum, and Surrey Deaf Forum. Representatives from these groups were invited to participate in the evaluation and moderation process. Feedback from these consultations and proposals were all positive.

**RISK MANAGEMENT AND IMPLICATIONS:**

- 30. The contract includes a ‘Termination Clause’ (Clause 33) that will allow the Council to terminate the contract with 3 months notice should priorities change or if the provider commits a breach of the terms of the agreement. Due regard to early consultation with the provider will be given.
- 31. The following key risks associated with the contract and contract award have been identified, along with mitigation activities.

Category	Risk Description	Mitigation Activity
Finance	Potential risk that during the life of the agreement the provider will request an inflationary increase against the annual service delivery cost.	The rates are fixed for the duration of the agreement.
Reputational	Quality of service delivered does not meet objectives and needs.	Strong contract management and quarterly performance review meetings which will enable us to influence, closely monitor and understand performance delivery.

**Financial and Value for Money Implications**

- 32. Full details of the contract value and financial implications are set out in the Part 2 report.
- 33. The procurement activity for Adult Social Care has delivered a solution within budget and with identified savings. The new contract will deliver better outcomes for service users at lower cost.
- 34. Following tender evaluations, the price for the Schools and Learning element of the contract was £30,000 higher than the current budget. The Schools and Learning Management Team have agreed to this higher level of service specification. It should be noted that no savings have been made on this element of the contract.
- 35. Key Performance Indicators (KPI) reporting will be improved and robust contract monitoring will ensure targets are being met.



### **Section 151 Officer Commentary**

36. The S151 officer supports the proposals to award a new combined sensory contract to Sight for Surrey, as this will result in a better, more coordinated service, releasing council accommodation and resources as well as delivering savings and efficiencies on the current cost of the separate sensory services contracts.

### **Legal Implications – Monitoring Officer**

37. By providing this service as set out in this Report, the Council is complying with the general responsibilities under the Care Act 2014.
38. The Council has a duty to secure best value in carrying out its duties, and to procure services in accordance with the relevant statutory provisions. The procurement exercise undertaken to secure combined sensory services as outlines in this report complies with these requirements.

### **Equalities and Diversity**

39. Under Section 149 of the Equality Act 2010, Cabinet must comply with the public sector equality duty, which requires it to have due regard to:
- eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Act
  - advance equality of opportunity between persons who share a relevant characteristic and persons who do not share it
  - Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
40. An equalities impact assessment has been written and is attached as Annex 1. It sets out the impacts of the recommendation on each of the protected group for each service. A range of positive impacts have been identified for all groups, including increased flexibility of provision for individuals and carers.
41. The contract will be managed and monitored in line with Surrey's obligations under the equalities monitoring of the contract.

### **Safeguarding responsibilities for vulnerable children and adults implications**

42. The Terms and Conditions of the contract, which the provider will sign, stipulate that the providers will comply with the Council's Safeguarding Adults and Children's Multi-Agency procedures, any legislative requirements, guidelines and good practices. This will be monitored through contractual arrangements.
43. The provider submitted their safeguarding policies as part of the tender process. This service plays a key role in safeguarding adults and children and we are confident that the providers can deliver safe, quality and efficient services.

<b>WHAT HAPPENS NEXT:</b>
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44. The timetable for implementation is as follows:

Action	Date
Cabinet decision to award (including 'call in' period)	24 November 2015
'Alcatel' Standstill Period	4 December 2015
Contract Signature	14 December 2015
Contract Commencement Date	1 February 2016

45. The Council has an obligation to allow unsuccessful suppliers the opportunity to challenge the proposed contract award. This period is referred to as the 'Alcatel' standstill period

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**Contact Officer:**

Sarah Ford – Assistant Area Director East Surrey ASC Tel: 07896 815 912  
Dagmara Wielemborek - Procurement Category Specialist Tel: 020 8541 7856

**Consulted:**

Liz Uliasz – Area Director SW Surrey ASC  
User Representatives: Surrey Sensory Partnership, Surrey Vision Action Group,  
Surrey Hard of Hearing Forum, Surrey Deaf Forum  
Rachel Moyle - Legal Services  
Neill Moore – Strategic Finance Manager – Adults  
Procurement Review Group  
Adult Social Care staff  
Pamela Todd - Strategic Manager, Physical & Sensory Support  
Children's Services: Cabinet members

**Annexes:**

Annex 1: Equality Impact Assessment Summary of Impact and Actions  
Part 2: Annex attached as agenda item 18

**Sources/background papers:**

None

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# Equality Impact Assessment Combined Sensory Services in Surrey

## 1. Topic of assessment

<b>EIA title:</b>	Combined Sensory Services
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<b>EIA author:</b>	Sarah Ford – Commissioning Manager
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## 2. Approval

	<b>Name</b>	<b>Date approved</b>
<b>Approved by<sup>1</sup></b>	Jo Poynter	23/10/2015

## 3. Quality control

<b>Version number</b>	1.0	<b>EIA completed</b>	
<b>Date saved</b>	13.03.2015	<b>EIA published</b>	

## 4. EIA team

<b>Name</b>	<b>Job title (if applicable)</b>	<b>Organisation</b>	<b>Role</b>
S. Ford	Commissioning Manager	Surrey County Council	Strategic Commissioning oversight
Jo Poynter	Area Director	Surrey County Council	Strategic oversight

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<sup>1</sup> Refer to earlier guidance for details on getting approval for your EIA.

# EQUALITY IMPACT ASSESSMENT TEMPLATE

## 5. Explaining the matter being assessed

<p><b>What policy, function or service is being introduced or reviewed?</b></p>	<p>SCC currently have separate services for people with hearing and visual impairment, provided to SCC residents by Sight for Surrey and First Point. Contracts with both providers will expire at the end of September 2015.</p> <p>Going forward we would like to provide Combined sensory services to Surrey residents, and to deliver this the plan is to tender for 3 years for a contract with a single provider, with the option for 2 one year extensions.</p> <p><u>Context:</u></p> <p>Services will be delivered based on the co-designed Joint Commissioning Strategy for People with Sensory Impairment. The services are designed to reflect what sensory impaired people in Surrey want, what Surrey County Council (SCC) has an obligation to provide, and what services have been recommended within best practice or national guidelines.</p> <p>The Joint Commissioning Strategy provides an overview of the proposed service developments for adults living in Surrey who are profoundly deaf, are Deaf and use BSL, who are hearing impaired, sight impaired, severely sight impaired or who have dual sensory loss. The aim of all services is to provide sensory impaired people with appropriate support and resources to maintain and/or improve their health and wellbeing, enabling them to continue to live as independently as possible.</p> <p>Both Surrey County Council and NHS organisations in Surrey face significant financial challenges. Services will be required to be cost effective and offer best value. New ways of working and providing services will need to be explored by suppliers.</p> <p><b><u>Compliance with statutory and legal Requirements</u></b></p> <p>The Care Act 2014, together with a range of regulations and statutory guidance, is the base upon which social care will be developed. Local authorities' functions relating to provision of care and support for adults are set out in Part 1 of the Care Act 2014.</p> <p>Services delivered must enable SCC to comply with the key requirements of the Care Act 2014. These are:</p> <ul style="list-style-type: none"><li>• A duty to promote wellbeing</li><li>• A legal requirement to take a person centered approach to care planning and support at all stages of planning and provision; including taking all reasonable steps to actively involve the person in the planning process, their carer and relevant others</li><li>• Arranging services, or taking other steps to prevent, reduce or</li></ul>
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# EQUALITY IMPACT ASSESSMENT TEMPLATE

	<p>delay peoples' need for care and support</p> <ul style="list-style-type: none"> <li>• Provision of information and advice that helps people to understand what help, care and support is available and how to access it</li> <li>• Undertaking preventative activity which involves promoting wellbeing; early intervention; and maximizing independence</li> <li>• Put in place arrangements that enable people to use personal budgets and direct payments</li> <li>• To collaborate and cooperate with other services to facilitate a vibrant, diverse and sustainable market of care and support provision</li> <li>• Take a holistic view of a person's needs</li> <li>• Support smoother transition of young people to adult care and support</li> <li>• Protect adults from abuse or neglect</li> <li>• A duty of candour - to be open when things go wrong and to take action</li> </ul> <p>In addition, services delivered must enable SCC to comply with statutory guidance set out in the Care and Support for Deafblind Children and Adults Policy Guidance 2014 issued jointly under Section 7 of the Local Authority Social Services Act 1970 in relation to children, and section 78 of the Care Act 2014 in relation to adults. The Care Act 2014 sets out reforms to care and support in England. Section 78 of the Care Act requires local authorities to act under the guidance of the Secretary of State in the exercise of their functions under Part 1 of the Care Act or under regulations under that Part.</p> <p>The Social Care for Deafblind Children and Adults (2009) guidance will continue to apply until April 2015 when it is intended that the framework of the Care Act 2014 will come into operation (including the duty to act under guidance in the exercise of functions under the Act, including guidance set out in the Care and Support for Deafblind Children and Adults Policy Guidance 2014). Local authorities must therefore follow this guidance unless they can demonstrate legally sound reasons for not doing so.</p> <p>This EIA is to assess the impact on equalities issues route to purchase, which builds on the EIA for the co-design process.</p>
<p><b>What proposals are you assessing?</b></p>	<p>The key proposals being assessed within this EIA are the County Council's intentions to move away from the separate contracts for visual and hearing impairments and to move to the new Combined Sensory Services.</p>

# EQUALITY IMPACT ASSESSMENT TEMPLATE

<b>Who is affected by the proposals outlined above?</b>	<p>In the main, the people who may be affected by the commissioning and procurement intentions are:</p> <ul style="list-style-type: none"><li>• Current Residents</li><li>• Families and Friends</li><li>• Carers</li><li>• Adult Social Care Locality Teams</li><li>• Borough &amp; District Partners</li><li>• Care Providers</li></ul>
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## 6. Sources of information

<b>Engagement carried out</b>
<p>The consultation process for this work has been ongoing since 2013 and multiple conversations have taken place with stakeholders from voluntary organisations, Independent representatives and people with sensory disabilities.</p> <p>In January 2015 Concept Day was held to share the vision and strategy with current and prospective providers, as well as Surrey residents that use those services.</p> <p>Surrey Sensory Partnership, Surrey Vision Action Group, Surrey Hard of Hearing Forum, Surrey Deaf Forum and Officers from Adult Social Care and Children Services have been consulted at every stage of the process, from specification to questions that were asked in tender process.</p> <p>The draft specification was shared with Surrey Sensory Partnership, Surrey Vision Action Group, Surrey Hard of Hearing Forum, and Surrey Deaf Forum.</p> <p>Representatives from these groups were invited to participate in the evaluation and moderation process.</p>
<b>Data used</b>
<ul style="list-style-type: none"><li>• Meetings with Surrey Sensory Partnership, Surrey Vision Action Group, Surrey Hard of Hearing Forum, Surrey Deaf Forum</li><li>• Co-design meeting – Concept Day</li></ul>

# **EQUALITY IMPACT ASSESSMENT TEMPLATE**

## **7. Impact of the new/amended policy, service or function**

# EQUALITY IMPACT ASSESSMENT TEMPLATE

## 7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
Age	<p>It is expected that the changes to the commissioning of Sensory Services will provide a variety of positive impacts:</p> <ul style="list-style-type: none"> <li>• Improved outcomes for the individual</li> <li>• Single point of contact for people with sensory impairments</li> <li>• Outcomes based monitoring</li> </ul>	none	<p>To ensure adults living in Surrey who are profoundly deaf, are Deaf and use British Sign Language (BSL), who are hearing impaired, sight impaired, severely sight impaired or who have dual sensory loss have appropriate support and resources to maintain and/or improve their health and wellbeing, enabling them to continue to live as independently as possible.</p> <p>To ensure compliance with statutory and legal Requirements as set out in the Care Act 2014. The Care Act 2014, together with a range of regulations and statutory guidance, is the base upon which social care will be developed. Local authorities' functions relating to provision of care and support for adults are set out in Part 1 of the Care Act 2014.</p> <p>To develop an outcome based commissioning approach that aims to shift the emphasis from what services the supplier will offer to what outcomes they achieve. Outcome based commissioning is designed to shift the focus from activities to results, and what outcomes might be expected as a result of the commissioning investment.</p> <p>To maximise value for money, and achieve the best possible social, economic and environmental outcomes for the money spent. Social Value will apply to this specification and procurement approach.</p> <p>To demonstrate innovation by requiring suppliers to show how they:</p> <ul style="list-style-type: none"> <li>• Recognise people as assets – seeing people as</li> </ul>
Disability			
Gender reassignment			
Pregnancy and maternity			
Race			
Religion and belief			
Sex			
Sexual orientation			
Marriage and civil partnerships			



# EQUALITY IMPACT ASSESSMENT TEMPLATE

			<p>equal partners in the design and delivery of services</p> <ul style="list-style-type: none"> <li>· Build on people’s existing capabilities – and look for opportunities to help these flourish</li> <li>· Foster mutual and reciprocal relationships – where professionals and people using services come together in an interdependent relationship</li> <li>· Strengthening peer support networks – engaging peer and personal networks to transfer knowledge and supporting change</li> <li>· Breaking down barriers - between professionals and people using services, by reconfiguring the way services are developed and delivered</li> <li>· Facilitating rather than delivering</li> </ul> <p>In addition, Commissioning and Procurements will focus on collaborative and partnership working relationship. This can be achieved by regular meetings and reviews. We will be looking for:</p> <ul style="list-style-type: none"> <li>• Agreement on a contract that will deliver core KPIs within budget and in compliance with National Standards and quality measures</li> <li>• Agreement on outcome based results that will enable us to measure the performance</li> <li>• Implementation of a robust Supplier &amp; Contract Management Framework which has an established baseline for service delivery, relationship management, exit planning and contract administration</li> <li>• A specification that is fit for purpose which was jointly drafted by commissioner, service user groups’ current and potential providers and</li> </ul>
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## EQUALITY IMPACT ASSESSMENT TEMPLATE

			Procurement. This is a crucial step in promoting partnership working
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### 7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	Practitioners will be required to develop close working arrangement with providers to ensure assessed need is being met and reviews of that need are performed in a timely fashion.  This relationship will also determine that there will be no work duplications.	N/A	This piece of work also supports the Family, Friends & Community Support agenda.  The contract and specification takes into consideration new legislation (Care Act 2014), and enables providers to demonstrate how they will operate their businesses in line with best practice recommendations.
Disability		N/A	
Gender reassignment		N/A	
Pregnancy and maternity		N/A	
Race		N/A	
Religion and belief		N/A	
Sex		N/A	
Sexual orientation		N/A	
Marriage and civil partnerships		N/A	

# EQUALITY IMPACT ASSESSMENT TEMPLATE

## 8. Amendments to the proposals

Change	Reason for change

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner

## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected

## 11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	
Key impacts (positive and/or negative) on people with protected characteristics	
Changes you have made to the proposal as a result of the EIA	
Key mitigating actions planned to address any outstanding negative impacts	

# EQUALITY IMPACT ASSESSMENT TEMPLATE

<b>Potential negative impacts that cannot be mitigated</b>	
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**Form to call in a decision – please complete all fields marked \***

If you require any assistance, please contact Democratic Services on 020 8541 9122.

**Your Details**

First Name \*

Surname \*

Decision-making body \*

- |   |                                       |
|---|---------------------------------------|
| <input checked="" type="checkbox"/> Cabinet | <input type="checkbox"/> Runnymede    |
| <input type="checkbox"/> Elmbridge          | <input type="checkbox"/> Spelthorne   |
| <input type="checkbox"/> Epsom & Ewell      | <input type="checkbox"/> Surrey Heath |
| <input type="checkbox"/> Guildford          | <input type="checkbox"/> Tandridge    |
| <input type="checkbox"/> Mole Valley        | <input type="checkbox"/> Waverley     |
| <input type="checkbox"/> Reigate            | <input type="checkbox"/> Woking       |

Decision taken \*

Approval to award a contract for the provision of combined sensory services and the provision of mobility and independent living skills.

Date decision taken \*

Reason(s) for calling in the decision

To review the procurement process for the Combined Sensory Services contract, and consider concerns subsequently expressed by the Surrey Deaf Forum, the Hard of Hearing Forum and Surrey Vision Action Group.

Desired outcome

To consider if all the necessary information was presented to Cabinet and to make, if appropriate, recommendations.

Identified evidence

Cabinet Report 24<sup>th</sup> November. Emails from the Surrey Deaf Forum, Hard of Hearing Forum and Surrey Vision Action Group.

Desired Witnesses

Cabinet Member for Adult Social, Independence and Wellbeing, Strategic Director for Adult Social Care, Service Leads  
Representatives from Surrey Deaf Forum, the Hard of Hearing Forum and Surrey Vision Action Group.

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