

# **Personalisation and the Contract Culture: The Local Authority Experience**

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# The Edinburgh Experience

- Background to Procurement
- Overview of tendering to date
- Care and Support Tender
- Service Users
- Personalisation

# Background to Procurement

- EU directive
- Scottish regulations 2006
- Conflict with SP guidance
- Revised guidance 2007/08
- LA approaches

# Overview of Tendering

- Completed tender for non-accommodation services for homeless people – April 09
- Tender for Care and Support services due to complete October
- Currently evaluating tenders for Maintaining a Home (housing support)

# Care & Support: Clients

- People with learning disabilities, physical disabilities, mental health problems or hearing impairment receiving a care at home and/or housing support service where there is no direct link between the provision of care/support and accommodation.

# Care & Support: Aims

- Achieve best outcomes for service users
- Rationalise admin/monitoring
- Harmonise rates for care/support
- Identify efficiencies across the two programmes and make savings
- Increase capacity to meet needs
- Reduce no. of contracted providers

# Care & Support: Aims

- Improve quality of service
- Consultation – over 700 people?
- What do people want?
  - staff to arrive on time and stay the full time allocated
  - know who their workers will be and be told about changes
- Influence specification and evaluation of tenders

# Care & Support: Packages

- Tender advertised as packages of hours of care and housing support
- Based on capacity of current medium-sized providers
- Enable economies of scale
- Accommodation-based services in later phase

# Tender approach

- Organisations were encouraged to bid for more than one package if they have capacity
- Organisations could bid for packages across different client categories
- Partnerships encouraged - consortia or lead/sub contract arrangements

# Personalisation

- Service user remains at the heart of things
- Services purchased to meet their needs
- Meaningful outcomes to be achieved
- Effective monitoring of quality

# Personalisation

- Direct Payments – long history in Edinburgh
- Will impact on tendering and award of contracts
- Choice for service users
- Reduction in rates post-tender

# Summary and Conclusion

- Care & Support Tender still to be concluded
- New services from February
- Views of service users?
- Future uptake of Direct Payments?
- Future tendering?

# Questions

- Have we taken the right approach?
- Will we have high quality, good value services which people will want to use?

# The End

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