



**NOTTINGHAM CITY COUNCIL**  
**COMMISSIONING AND PROCUREMENT SUB-COMMITTEE**

**Date:** Tuesday, 12 June 2018

**Time:** 10.00 am

**Place:** LB 31 - Loxley House, Station Street, Nottingham, NG2 3NG

**Councillors are requested to attend the above meeting to transact the following business**

**Corporate Director for Strategy and Resources**

**Governance Officer:** Kate Morris, Governance Officer **Direct Dial:** 01158764353

**AGENDA**

**Pages**

<b>1</b>	<b>APPOINTMENT OF VICE-CHAIR</b>	
<b>2</b>	<b>APOLOGIES FOR ABSENCE</b>	
<b>3</b>	<b>DECLARATIONS OF INTERESTS</b>	
<b>4</b>	<b>MINUTES</b> To confirm the minutes of the meeting held on 10 April 2018	3 - 8
<b>5</b>	<b>VOLUNTARY SECTOR UPDATE</b>	Verbal Report
<b>6</b>	<b>PROCUREMENT STRATEGY 2014-17 OUTCOMES REPORT</b> Report of the Corporate Director Strategy and Resources and Head of Contracting and Procurement	9 - 18
<b>7</b>	<b>COMMISSIONING PLAN 2018-19</b> Report of the Corporate Director of Strategy and Resources.	19 - 34
<b>8</b>	<b>SIGN LANGUAGE INTERPRETATION SERVICES FOR DEAF CITIZENS</b> Report of the Assistant Chief Executive/Corporate Director Strategy & Recourses and the Corporate Director Children & Adults	35 - 48

## **9 DATES OF FUTURE MEETINGS**

To consider meeting at 10am on the following Tuesdays:

10 July 2018  
11 September 2018  
9 October 2018  
13 November 2018  
11 December 2018  
15 January 2019  
12 February 2019  
12 March 2019

ALL ITEMS LISTED 'UNDER EXCLUSION OF THE PUBLIC' WILL BE HEARD IN PRIVATE. THEY HAVE BEEN INCLUDED ON THE AGENDA AS NO REPRESENTATIONS AGAINST HEARING THE ITEMS IN PRIVATE WERE RECEIVED

IF YOU NEED ANY ADVICE ON DECLARING AN INTEREST IN ANY ITEM ON THE AGENDA, PLEASE CONTACT THE GOVERNANCE OFFICER SHOWN ABOVE, IF POSSIBLE BEFORE THE DAY OF THE MEETING

CITIZENS ATTENDING MEETINGS ARE ASKED TO ARRIVE AT LEAST 15 MINUTES BEFORE THE START OF THE MEETING TO BE ISSUED WITH VISITOR BADGES

CITIZENS ARE ADVISED THAT THIS MEETING MAY BE RECORDED BY MEMBERS OF THE PUBLIC. ANY RECORDING OR REPORTING ON THIS MEETING SHOULD TAKE PLACE IN ACCORDANCE WITH THE COUNCIL'S POLICY ON RECORDING AND REPORTING ON PUBLIC MEETINGS, WHICH IS AVAILABLE AT [WWW.NOTTINGHAMCITY.GOV.UK](http://WWW.NOTTINGHAMCITY.GOV.UK). INDIVIDUALS INTENDING TO RECORD THE MEETING ARE ASKED TO NOTIFY THE GOVERNANCE OFFICER SHOWN ABOVE IN ADVANCE.

**NOTTINGHAM CITY COUNCIL**

**COMMISSIONING AND PROCUREMENT SUB-COMMITTEE**

**MINUTES of the meeting held at LH 0.06 - Loxley House, Station Street, Nottingham, NG2 3NG on 10 April 2018 from 10.00 am - 10.23 am**

**Membership**

Present

Councillor Graham Chapman (Chair)  
Councillor David Mellen  
Councillor Dave Trimble  
Councillor Toby Neal

Absent

Councillor Jon Collins  
Councillor Jane Urquhart  
Councillor Nick McDonald

**Colleagues, partners and others in attendance:**

Thomas Ali - Food Development Manager  
Clare Gilbert - Commissioning Lead  
Claire Labdon-West - Commissioning Manager  
Julie Mehew - Operations Compliance Manager  
Kate Morris - Governance Officer  
Steve Oakley - Head of Contracting and Procurement

**Call-in**

Unless stated otherwise, all decisions are subject to call-in. The last date for call-in is 20 April 2018 Decisions cannot be implemented until the working day after this date.

**63 APOLOGIES**

Councillor Jon Collins – Personal  
Councillor Nick McDonald – Personal  
Councillor Jane Urquhart – Personal

Christine Oliver - Head of Commissioning

**64 DECLARATIONS OF INTERESTS**

None.

**65 MINUTES**

The minutes of the meeting held on 13 March 2018 were agreed as a true record and they were signed by the Chair.

**66 NOTTINGHAM CITY COUNCIL PROCUREMENT PLAN 2018-2022**

Steve Oakley, Head of Contracting and Procurement, introduced the report on the Nottingham City Council Procurement Plan 2018-2022. He advised the Committee

that the report is a live document outlining planned procurement across the council over the next 5 years. It is a live document and will be changing and developing through that time frame.

The Chair expressed his thanks for the thorough work that has gone into producing the Plan.

During discussion the following points were highlighted:

- (a) £288million has been injected into the local economy, in 2016/17 alone £48million was awarded to City small and medium sized businesses and between 2014/17 364 new entry level jobs and apprenticeships were created through contracts awarded;
- (b) Contracts valued over £200,000 have a requirement for the company to join the Nottingham Jobs scheme and the apprenticeship scheme it includes;
- (c) Steps are being taken to ensure that contracts awarded do not lead to a series of sub contracts. A contract charter is being developed and talks with unions are taking place to discuss contract requirements to reduce this occurring where it is not desired;

RESOLVED to:

- (1) Note the Nottingham City Procurement Plan 2018-2023 and adopt the plan set out in the report;**
- (2) Note that the procurement Plan is indicative of planned procurement activity and timescales, which may be subject to change dependant on the outcomes of strategic commissioning process, service budgets and priorities and the full consideration of procurement options for each requirement;**
- (3) Note that the outcomes of procurement activity undertaken in accordance with the Plan during 2017/18 will be reported at the end of the year.**

Reasons for decision

- (1) The Procurement Plan enables the planning of procurement under the Procurement Strategy which works towards the following objectives:
  - a. Citizens at the heart
  - b. Securing econic, social and environmental benefits
  - c. Commercial efficiency
- (2) The plan allows the Council to secure value for money and align its commissioning and procurement activity with the Council's Medium Term Financial Plan;
- (3) The plan also supports compliance with the Public Procurement regulations and Contract Procedure Rules, allows a transparent and robust process of procurement and facilitates joint working with partner organisations;

- (4) The Plan informs provider markets about forthcoming opportunities to bid for contracts with the Council and allows potential suppliers to prepare;

#### Other options considered

The only other option considered was to do nothing. This option was rejected as it would impact on the planning of the Council's procurement activities across all goods, services and works. There would be a risk of noncompliance with EU legislation and Financial Regulations and would impact on the alignment of procurement activity.

### **67 SUPPLY AND DELIVERY OF FROZEN FOOD AND GROCERY**

Thomas Ali, Food Development Officer introduced the report on the Supply and Delivery of Frozen Food and Grocery to the Committee. He highlighted the following points:

- (a) The current contract, which was commissioned jointly with Nottinghamshire County Council is due to come to an end in October 2018;
- (b) The new contract will give suppliers to split the provision and supply either frozen food or groceries or both. It is hoped that this will encourage more local suppliers to consider tendering for the contract;

Following discussion and questions from the Committee the following information was highlighted:

- (c) With rising food prices the aim is to stabilise spending and not to increase spending. If savings can be made by using non-brand name products then this will be considered;

#### **RESOLVED to**

- (1) Approve the undertaking of a full tender to procure a contract for the supply of frozen food and groceries. The contract will be for a 2 year period with the option to extend for a further 1 + 1 years.**
- (2) Delegate authority to the corporate director for commercial and operations to award the contract following the tender process.**

#### Reasons for Decision

- (1) A new contract needs to be put in place before the expiry of the existing contract and a competitive tender process will ensure quality of product as well as value for money.
- (2) Undertaking a competitive tender process ensures that the Council is compliant with the Public Contract Regulations 2015;

- (3) All expenditure is covered by the charge for school meals, the free school meals budget or income from commercial sites;

Other options considered

Another option available is to do nothing. This option has been rejected as the Council needs a supplier in order to continue supplying food to schools and commercial units and that services continue to be provided to citizens.

**68 EXTRA CARE PROVISION WITHIN NOTTINGHAM CITY**

Claire Labdon-West, Commissioning Manager, introduced the report on Extra Care provision to the Committee she highlighted the following points from the report:

- (a) Extra care provision targets citizens who are at risk of needing residential care within 6 months and works to reduce that risk and allow the citizen to maintain their own tenancy for as long as possible;
- (b) There are currently 225 units of Extra care accommodation available and the new development at Winwood Heights will take that number to 245.
- (c) Under the proposed model citizens will have their needs assessed and then be placed in a care band by Adult Social Care. The bands relate to the general care requirements, with a focus on achieving outcomes set by the citizen and Adult Social Care within the number of hours set for the care band;

The Chair asked that his thanks be passed on to the finance colleague who provided the extensive and in-depth finance comments

**RESOLVED to:**

- (1) Procure onsite providers for Woodvale and Winwood Heights for a three year period with an option to extend for a further three years (at the discretion if the Council) via an open and competitive tender;**
- (2) To delegate authority to the head of contracting and procurement to approve the outcome of the tenders and award the contracts wo secure best value;**
- (3) To delegate authority to the market Strategy Development Manger to sign contracts arising from the tender process once the tender outcome is agreed;**
- (4) To approve expenditure in association of the amount detailed in the report £3.822million**

Reasons for decision

- 1) Extra Care provision provides a viable alternative to residential care and improves outcomes for citizens. It has been shown to reduce the use of residential care for older people in other local authorities and has led to an increase in independence for citizens;
- 2) The increase in cost of Extra care by increasing the available unit numbers is anticipated to be offset by reductions in the level of spend on homecare and residential care reducing the overall spend by the Council;

Other options considered

The option of doing nothing and allowing the expiry of the contract at Woodvale was rejected. The current and new proposed contracts are needed to ensure that citizens receive the support they need in order to remain independent for longer

The other alternative option considered was to allow the contract at Woodvale to expire and no longer commission a provider there. Citizens in receipt of night care would be moved to the alternative provision at Winwood Heights and all other packages could be managed through Homecare contracts. This option was rejected as it does not increase the number of Extra Care units in order to increase independence and has the potential to have negative impacts on care provided to citizens. Alternatively those citizens in receipt of night care could be moved to residential care. This would be an additional financial pressure on the Council and so this option was also rejected.



Agenda Item 6

**COMMISSIONING AND PROCUREMENT SUB-COMMITTEE – 12/06/18**

<b>Subject:</b>	PROCUREMENT STRATEGY 2014-17 OUTCOMES REPORT		
<b>Corporate Director(s)/ Director(s):</b>	Candida Brudenell, Corporate Director Strategy and Resources Steve Oakley, Head of Contracting and Procurement		
<b>Portfolio Holder(s):</b>	Councillor Graham Chapman - Portfolio Holder for Finance, Resources and Commercial Services		
<b>Report author and contact details:</b>	Jo Pettifor – Category Manager - Strategy and People Tel: 0115 8765026 Email: jo.pettifor@nottinghamcity.gov.uk		
<b>Key Decision</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<b>Subject to call-in</b>
			<input type="checkbox"/> Yes
			<input checked="" type="checkbox"/> No
<b>Reasons:</b>	<input type="checkbox"/> Expenditure	<input type="checkbox"/> Income	<input type="checkbox"/> Savings of £1,000,000 or more taking account of the overall impact of the decision
			<input type="checkbox"/> Revenue
			<input type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input type="checkbox"/> Yes
			<input type="checkbox"/> No
<b>Total value of the decision: £0</b>			
<b>Wards affected:</b>	<b>Date of consultation with Portfolio Holder(s):</b> Councillor Graham Chapman: 21.05.18		
<b>Relevant Council Plan Key Theme:</b>			
Strategic Regeneration and Development			<input checked="" type="checkbox"/>
Schools			<input checked="" type="checkbox"/>
Planning and Housing			<input type="checkbox"/>
Community Services			<input checked="" type="checkbox"/>
Energy, Sustainability and Customer			<input checked="" type="checkbox"/>
Jobs, Growth and Transport			<input checked="" type="checkbox"/>
Adults, Health and Community Sector			<input checked="" type="checkbox"/>
Children, Early Intervention and Early Years			<input checked="" type="checkbox"/>
Leisure and Culture			<input checked="" type="checkbox"/>
Resources and Neighbourhood Regeneration			<input checked="" type="checkbox"/>
<b>Summary of issues (including benefits to citizens/service users):</b>			
<p>The Nottingham City Council Procurement Strategy 2014-17 (the Strategy) has delivered strong achievements through being citizen focused, maximising savings and delivering economic, social and environmental benefits. This report presents the outcomes delivered under the Strategy in its final year 2017/18 (detailed at Appendix 1) and the overall achievements and outcomes delivered under the Strategy for the four years 2014 to 2018 (Appendix 2).</p> <p>In the final year of the Strategy (2017/18), procurement activity has delivered:</p> <ul style="list-style-type: none"> <li>• 313 contracts awarded; total value £482.1m</li> <li>• £299.7m injected into the local economy – 61% of total contract value awarded to City suppliers (of which £53.6 awarded to local SMEs)</li> <li>• 835 new entry level jobs and 134 apprenticeships created</li> <li>• Cashable savings of £4.3m per annum (<i>recurring contracts only</i>)</li> </ul> <p>Overall through the Strategy from 2014-2017, procurement has delivered:</p> <ul style="list-style-type: none"> <li>• A total of 880 contracts awarded; total value £906.2m</li> <li>• £593.7m invested in the local economy – 65% of total contract value to City suppliers</li> <li>• 73% of total contract value retained within the East Midlands area</li> <li>• 1219 new entry level jobs and 157 apprenticeships created</li> <li>• Cashable savings of £14.6m per annum (<i>recurring contracts only</i>)</li> <li>• 47 contracts awarded subject to 1% levy; representing potential income of £921k</li> <li>• Income generation from sold procurement services of £88,642 (<i>over full life of contracts</i>)</li> </ul>			

**Exempt information:**

None

**Recommendation(s):**

- 1 To note the achievements delivered under the Nottingham City Council Procurement Strategy 2014-17 in its final year (2017/18) as detailed in Appendix 1
- 2 To note the overall outcomes delivered through procurement during the four years of the Nottingham City Council Procurement Strategy 2014-17, as detailed in Appendix 2

## **1 REASONS FOR RECOMMENDATIONS**

1.1 The Nottingham City Council Procurement Strategy 2014-17 provided a robust model and principles for the delivery of the Council's strategic priorities within the available financial envelope. Effective implementation of the Strategy has enabled a focus on:

- maximising procurement capability and improving procurement processes in terms of efficiency and effectiveness in delivering priority outcomes;
- balancing the use of spending power impact to support growth
- and secure more jobs and apprenticeships for unemployed people, in compliance with EU and UK procurement regulations.
- ensuring the delivery of social and environmental benefits for the City, in accordance with the Public Services (Social Value) Act 2012
- developing strategic, collaborative and commercial relationships with suppliers and key partners.

1.2 The Strategy has been a key driver in the delivery of the Council's key strategic priorities, in particular:

- Support the local economy (linking with the Nottingham Growth Plan)
- Drive increased job opportunities for unemployed people
- Deliver effective value for money for our citizens
- Lead as an Early Intervention City
- Lead as a Green City

## **2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)**

2.1 The Nottingham City Council Procurement Strategy 2014-17 was developed to take forward the aspirations of delivering economic, social and environmental benefits to the City in accordance with the Public Services (Social Value) Act 2012. Its implementation was a major step change for the Council; allowing strong strategic relationships to be built with suppliers and maximising the impact of the Council's spending power to support sustainable growth, levelling the playing field for SMEs and securing more jobs.

2.3 The Strategy facilitated the development of a modern, effective and efficient procurement service that delivers best value, supports innovation, stimulates growth and most importantly delivers quality services for citizens. Through the Strategy, the aims of the Social Value (Public Services) Act 2012 have been taken forward whilst ensuring that competition, transparency and equal treatment are maintained.

2.3 Under the Strategy, procurement has driven commercial and income generation initiatives. Procurement activity undertaken on behalf of other organisations has raised the profile of the Council's Procurement Team as a commercial entity and has generated an anticipated total income of £88,642 (including receipts to date and income projected over the lifetime of contracts).

2.5 Procurement has helped to provide sustainable funding for the Nottingham Jobs Employment Service, through a 1% levy rebate mechanism applied to all eligible new contracts procured. Since its introduction, 47 contracts have been awarded subject to the levy, offering a potential total income of £921,000 over the life of these contracts. It should be noted that this figure is indicative at the contract award stage and the actual income received will be dependent on expenditure under these contracts. Receipts of levy income so far since 2015/16 amount to £162,182.

### **3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS**

3.1 None

### **4 FINANCE COLLEAGUE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)**

4.1 The financial implications of procurement activity included in this report are either already included in the Medium Term Financial Plan or will be captured as part of future budget processes.

Each procurement process incorporates financial modelling and recommendations ensuring value for money for the organisation and alignment to financial strategies.

Hayley Mason, Strategic Finance Business Partner. 25/05/17.

### **5 LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND INCLUDING LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)**

5.1 The recommendations in this report are notes of action taken and do not raise significant legal issues. The new Concession Contracts Regulations 2016 came into force during the term of the Strategy and there has also been the opportunity to make increased use of procurement procedures which permit negotiation. Legal Services will continue to provide support to the City Council's Procurement team by advising on relevant legislation, legal and commercial risks, and drafting and approving contract documents.

Andrew James, Team Leader (Contracts and Commercial) 15/05/18.

### **6 STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISIONS RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE (STRATEGIC REGENERATION COMMITTEE REPORTS ONLY)**

6.1 n/a

## **7 SOCIAL VALUE CONSIDERATIONS**

- 7.1 The Procurement Strategy 2014-17 was based on the driving principle that public procurement is about more than purchasing goods and services and should be used strategically to promote social, economic and environmental objectives, in accordance with the Public Services (Social Value) Act 2012. Under the Strategy, procurement has succeeded in delivering strong achievements in relation to social, economic and environmental benefits for the City and its citizens.
- 7.2 Under the Strategy, a mechanism was developed to implement the NCC Business Charter in contracts procured through the inclusion of contract specific requirements and targets to maximise economic, social and environmental benefits. The Public Contracts Regulations 2015 allow contract award procedures to include social value considerations, provided the requirements are relevant to the subject matter of the contract and do not compromise competition, transparency or equal treatment. To ensure legal compliance and maximise the benefits delivered, the Business Charter requirements and targets are developed in each case as relevant and proportionate to each contract.
- 7.3 During the final year of the Strategy (2017-18), a total of £299.7m was injected into the local economy through procurement - representing 61% of the total value of contracts awarded to City based suppliers. Of this, £53.6 was awarded to local SMEs. During the four-year lifetime of the Strategy, a total of £593.7m was invested in the local economy – representing 64% of total contract value awarded to City suppliers. Furthermore, over 73% of the total contract value awarded was retained within the East Midlands area.
- 7.3 The Strategy has boosted the creation of new entry-level jobs and apprenticeship opportunities for citizens, particularly disadvantaged local residents referred through the Nottingham Jobs employment service. In 2017-18, 969 jobs and apprenticeships were secured through contracts awarded, bringing the total number created during the four years of the Strategy to 1376. The links made between contracted suppliers and Nottingham Jobs offers additional value as many of these suppliers subsequently use the service to recruit to other vacancies (unrelated to the contract awarded) on a voluntary basis. It is estimated that since 2015/16, this initiative has had the wider effect creating an estimated 1000 opportunities for local unemployed citizens. A further benefit is that the contractors engaged with Nottingham Jobs recommend the service to other organisations in their supply chain and this leads to further opportunities being made available.

## **8 REGARD TO THE NHS CONSTITUTION**

- 8.1 This is considered where appropriate for relevant service areas.

## **9 EQUALITY IMPACT ASSESSMENT (EIA)**

- 9.1 Has the equality impact of the proposals in this report been assessed?

No



An EIA is not required because:

The report does not contain proposals for new or changing policies, services or functions, financial decisions or decisions about implementation of policies development outside the Council)

**10 LIST OF BACKGROUND PAPERS RELIED UPON IN WRITING THIS REPORT  
(NOT INCLUDING PUBLISHED DOCUMENTS OR CONFIDENTIAL OR EXEMPT  
INFORMATION)**

10.1 None

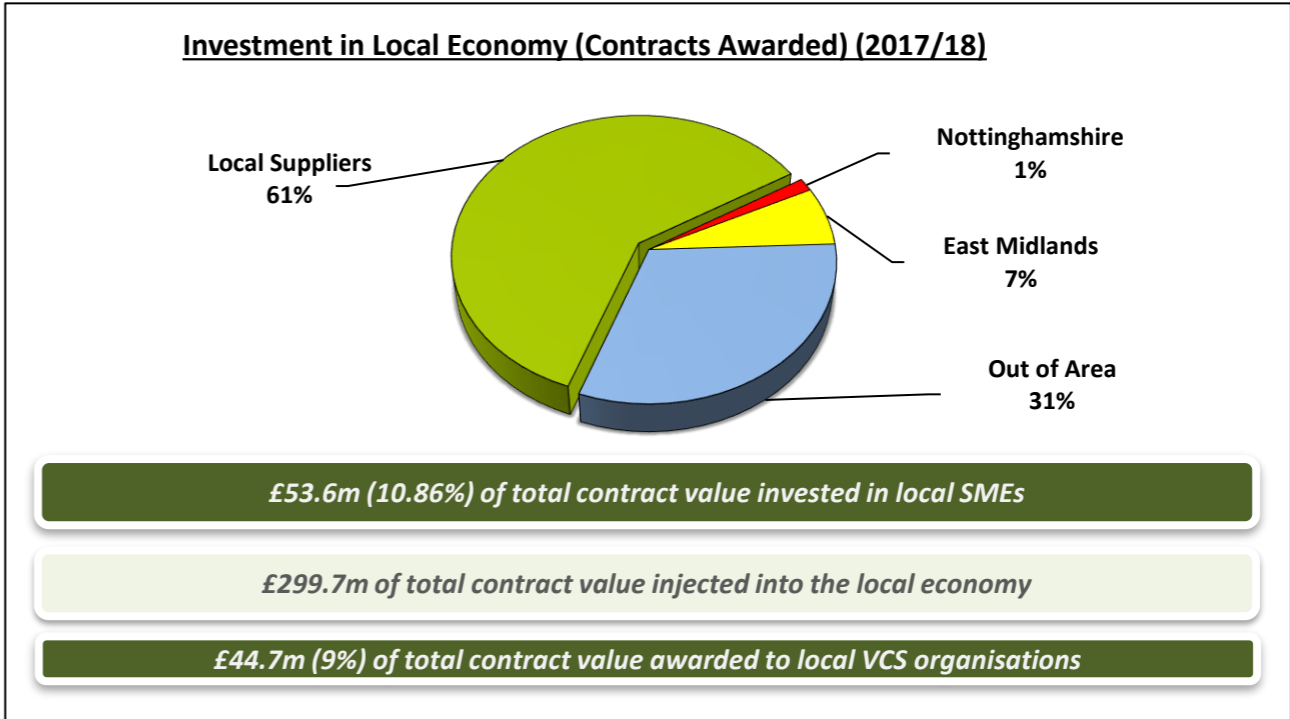
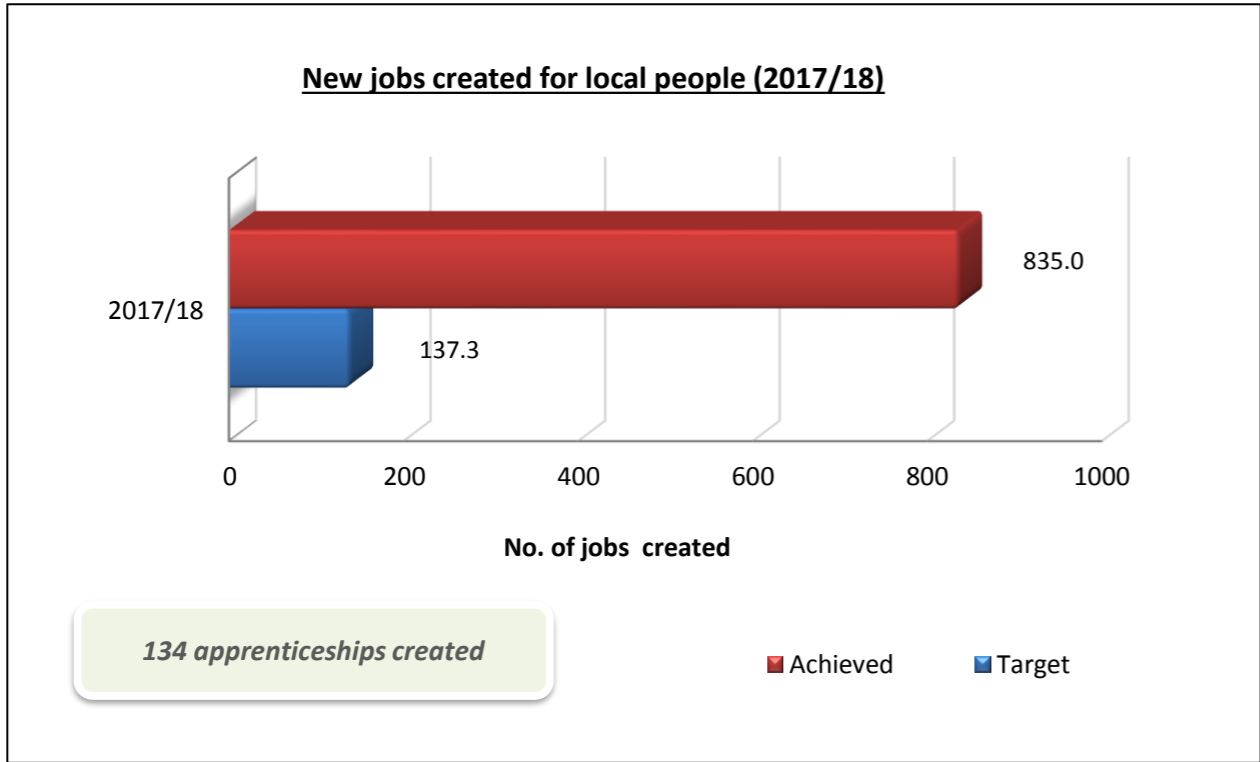
**11 PUBLISHED DOCUMENTS REFERRED TO IN THIS REPORT**

11.1 Nottingham City Council Procurement Strategy 2014-17  
Public Services (Social Value) Act 2012

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## PROCUREMENT - HEADLINE ACHIEVEMENTS (2017/18)

Procurement Activity (2017/18)	
Activity	Total
Contracts awarded	<b>313</b>
Total value (awarded contracts)	<b>£482.1m</b>



### Income and Savings (2017/18)

Annual Value of Awarded Contracts	Cashable Savings on Recurring Contracts (Annualized)	Income from Concessions & Commercial Activity (Annualized)
£137.2m	£4.27m	£5.5m

### CATEGORY MANAGEMENT - ACHIEVEMENTS

- People** :

  - 79 contracts awarded with a total value of £316m (annual value £39.6m)
  - 83% of total contract value awarded to local suppliers (£262.8m total contract value)
  - 2000% over target for employment and training - 786 FTE
  - Full year savings of £2.15m delivered through awarded contracts
  
- Places** :

  - The total value of contracts awarded in 2017/18 was £97.5m.
  - Based a sample of spend data from tier 1 contractors, an estimated circa £29.9m (30%) of spend was invested in Nottingham based suppliers and a further £1.86m within the wider Nottinghamshire area.
  
- Products** :

  - 168 contracts awarded with a total value of £68m (annual value £19.8m)
  - 15% of annual contract value awarded to local suppliers
  - 77% over target for employment and training - 33 FTE (and 82 apprenticeships)
  - 3 contracts awarded subject to 1% levy - potentially £10k additional income per annum to the Council
  - £1.72m of savings achieved through awarded contracts (40% of overall procurement savings)

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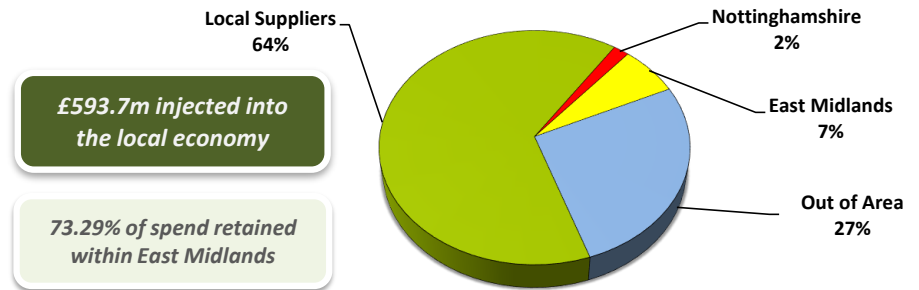
## PROCUREMENT - HEADLINE ACHIEVEMENTS (2014/15 - 2017/18)

### Procurement Activity

Activity	2014/15	2015/16	2016/17	2017/18	Total
Contracts awarded	120	331	116	313	<b>880</b>
Total value (awarded contracts)	£99.2m	£244.6m	£80.3m	£482.1m	<b>£906.2m</b>
Local spend (%)	60.24%	75.39%	62%	60.71%	<b>64.69%</b>

N.B. 2015/16 figures include 200 contracts awarded through the residential care accreditation process, valued at approximately £147m total

### Investment in Local Economy (Contracts Awarded)



### Income and Savings

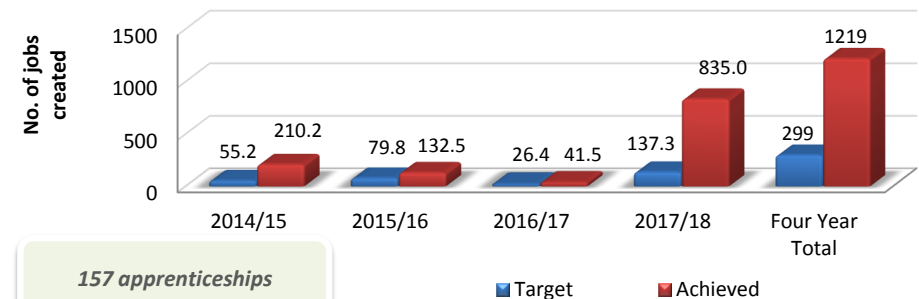
Annual Value of Awarded Contracts	Cashable Savings on Recurring Contracts (Full Year)	Income from Concessions & Commercial Activity (Full Contract) [2015/16 - 2017/18]
£298.8m	£14.6m	£11.6m



47 contracts awarded that are subject to 1% levy, with potential whole-life receipts of up to £921,000

1% levy receipts of £162,182 since 2015/16

### New Jobs Created for Local People



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Agenda Item 7

**COMMISSIONING AND PROCUREMENT SUB-COMMITTEE**  
**12<sup>th</sup> June 2018**

<b>Subject:</b>	<b>Commissioning Plan 2018-19</b>		
<b>Corporate Director(s)/ Director(s):</b>	Candida Brudenell: Corporate Director of Strategy and Resources		
<b>Portfolio Holder(s):</b>	Councillor Graham Chapman, Portfolio Holder for Resources and Commercial Services Councillor Sam Webster, Portfolio Holder for Adult Social Care and Health Councillor David Mellen, Portfolio Holder for Early Intervention and Early Years Councillor Toby Neal, Portfolio Holder for Community Protection		
<b>Report author and contact details:</b>	Chris Wallbanks, Strategic Commissioning Manager, NCC <a href="mailto:Chris.wallbanks@nottinghamcity.gov.uk">Chris.wallbanks@nottinghamcity.gov.uk</a> Tel: 0115 8764801		
<b>Key Decision</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<b>Subject to call-in</b>
			<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Reasons:</b>	<input type="checkbox"/> Expenditure <input type="checkbox"/> Income <input type="checkbox"/> Savings of £1,000,000 or more taking account of the overall impact of the decision		<input type="checkbox"/> Revenue <input type="checkbox"/> Capital
Significant impact on communities living or working in two or more wards in the City			<input type="checkbox"/> Yes <input type="checkbox"/> No
<b>Total value of the decision: £0</b>			
<b>Wards affected:</b> All	<b>Date of consultation with Portfolio Holder(s):</b> Councillor Graham Chapman: 12.3.18 Councillor David Mellen: 22.3.18 Councillor Toby Neal: 13.3.18		
<b>Relevant Council Plan Key Theme:</b>			
Strategic Regeneration and Development			<input type="checkbox"/>
Schools			<input type="checkbox"/>
Planning and Housing			<input type="checkbox"/>
Community Services			<input checked="" type="checkbox"/>
Energy, Sustainability and Customer			<input type="checkbox"/>
Jobs, Growth and Transport			<input checked="" type="checkbox"/>
Adults, Health and Community Sector			<input type="checkbox"/>
Children, Early Intervention and Early Years			<input checked="" type="checkbox"/>
Leisure and Culture			<input type="checkbox"/>
Resources and Neighbourhood Regeneration			<input type="checkbox"/>
<b>Summary of issues (including benefits to citizens/service users):</b>			
This report sets out the commissioning priorities for Nottingham City Council and the joint commissioning priorities for Nottingham City Council (NCC) and NHS Nottingham City Clinical Commissioning Group (CCG) for 2018-2019 which will form the basis of the work programme for both organisations and will inform the prioritisation of resources.			
The commissioning priorities will provide an important catalyst for:			
<ul style="list-style-type: none"> <li>• Improving outcomes and choice for adults, families and children</li> <li>• Reducing cost where appropriate</li> <li>• Improving service provision and</li> <li>• Increasing the focus on prevention and early intervention, where possible</li> </ul>			

**Exempt information:**

None

**Recommendation(s):**

1.To approve the main areas of activity identified within the NCC Commissioning Plan (Enclosure 1) and the NCC and CCG Joint Commissioning Plan (Enclosure 2)

**1 REASONS FOR RECOMMENDATIONS**

- 1.1 Agreement of the commissioning priorities for 2018-19 will establish the work programme for the City Council and the CCG and enable resources to be allocated effectively.

**2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)**

- 2.1 Discussions have taken place with key stakeholders within the Council and CCG partners in relation to the commissioning priorities for 2018-19. These were based on consideration of citizen outcomes, policy and legislative requirements, contractual issues, budgetary issues, time since the last review, partnership priorities and deliverability. The NCC Commissioning Plan is also central to the Strategy and Resources Deal that has been developed and agreed with Directors and Portfolio Holders.

The plans will form the basis for the allocation and prioritisation of resources for the forthcoming year in order to deliver improved outcomes for Nottingham citizens, transformational change and systemic efficiencies.

- 2.2 As a result of this engagement and prioritisation process, commissioning activity for the coming year has been aligned as far as possible with the outcomes and priority areas identified within the Health and Wellbeing Strategy.
- 2.3 The attached plans identify activity undertaken by NCC Commissioners only (Enclosure 1) and activity that is being undertaken jointly by NCC and CCG Commissioners (Enclosure 2)
- 2.4 In addition to the activity identified in the plans, it is recognised that all partners will have additional priorities and 'business as usual' that will also require resource allocation.

**3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS**

- 3.1 Other options for commissioning priorities may have been considered as part of early discussions with partners. Where these have been rejected, it would be on the basis of application of the following considerations:
- Outcomes for children, adults and families
  - Financial factors
  - Policy Framework
  - Contractual issues
  - Time since last review
  - Partnership priorities
  - Deliverability

#### **4 FINANCE COLLEAGUE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)**

- 4.1 The finances associated with each area of work have not been identified within the overall plans. In-depth analysis of spend and potential efficiencies will be undertaken for each area of activity and brought to the Commissioning and Procurement Sub Committee as a full report when appropriate.

#### **5 LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND INCLUDING LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)**

- 5.1 This report does not raise any legal or procurement issues at this stage, as its purpose is to outline areas of commissioning activity for the forthcoming year. As each area of activity is developed further, there will be comments required from legal and procurement colleagues and these will be brought to the Commissioning and Procurement Sub Committee as a full report when appropriate .

#### **6 STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISIONS RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE (STRATEGIC REGENERATION COMMITTEE REPORTS ONLY)**

- 6.1 This report has no implications in relation to property assets or associated infrastructure at this stage.

#### **7 SOCIAL VALUE CONSIDERATIONS**

- 7.1 As part of the co-productive engagement process integral to each commissioning review, or commissioning-related activity, consideration will be given to how the services being commissioned could improve the economic, social and environmental wellbeing in Nottingham. By virtue of the type of services being commissioned, social improvements are expected to be delivered, particularly for those receiving services, but also economic improvements are expected with regard to the terms under which service providers employ their staff. Such considerations will support compliance with the Public Services (Social Value) Act 2012 and this will be embedded in any procurement process

#### **8 REGARD TO THE NHS CONSTITUTION**

- 8.1 Local authorities have a statutory duty to have regard to the NHS Constitution when exercising their public health functions under the NHS Act 2006. In making commissioning decisions relating to public health functions, we will properly consider the NHS Constitution, where applicable, and take into account how it can be applied to commission services to improve the health of the local community

#### **9 EQUALITY IMPACT ASSESSMENT (EIA)**

- 9.1 Has the equality impact of the proposals in this report been assessed?

No



An EIA is not required because this report does not relate to any new service provision.

**10 LIST OF BACKGROUND PAPERS RELIED UPON IN WRITING THIS REPORT (NOT INCLUDING PUBLISHED DOCUMENTS OR CONFIDENTIAL OR EXEMPT INFORMATION)**

10.1 None

**11 PUBLISHED DOCUMENTS REFERRED TO IN THIS REPORT**

11.1 Public Services (Social Value) Act 2012

**12 OTHER COLLEAGUES WHO HAVE PROVIDED INPUT**

12.1 Christine Oliver: Head of Commissioning, Nottingham City Council  
Tel: 0115 8765731

12.2 Ciara Stuart: Assistant Director for Out of Hospital Care, NHS Nottingham City Clinical Commissioning Group

**NCC Commissioning Plan 2018/19**

Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
1. People in Nottingham adopt and maintain Healthy Lifestyles					
<b><u>Continuing</u></b>					
<p><b>1a. Review Drug and Alcohol Inpatient Services</b></p> <p><b><u>New review based on current situation</u></b></p>	<p>Nottinghamshire Healthcare Foundation Trust announced that they were to close down the Woodlands In-patient detoxification service.</p> <p>This decision requires commissioning an alternative provision.</p> <p>In the interim, a contract has been awarded for the use of Edwin House for the next 10 months</p> <p>Without provision we would potentially put service users at risk of serious illness or death</p>	<p>Review undertaken</p> <p>Recommendations and decisions</p> <p>Implementation of the new Service</p>	<p>May – August 2018</p> <p>September 2018</p> <p>March 2019</p>	<p>KB CO</p>	<p>Public Health (PH)</p> <p>CCG</p>
2. People in Nottingham will have positive Mental Wellbeing and those with serious mental illness will have good physical health					
<p>All activity relating to improving mental health is within the joint plan</p>					

Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
3. There will be a Healthy Culture in Nottingham in which citizens are supported and empowered to live healthy lives and manage ill-health					
<b><u>New</u></b>					
<b>3a. Review of Extra Care Services</b>  <u>Review</u>	<p>Extra Care is a cost effective alternative to residential care.</p> <p>Extra Care is specialist accommodation for older people with onsite care provision. The provision of wrap around care and the early identification of developing needs can prevent care needs from escalating and increase independence.</p> <p>The new model will contain reablement apartments and potentially night care in the community to support the homecare framework.</p> <p>Night care is to be put in place at Albany House</p>	<p>Review undertaken</p> <p>Recommendations and Decision</p> <p>Implementation of the new services</p>	<p>January - March 2018</p> <p>April 2018</p> <p>June – December 2018</p>	HJ	Adult Social Care
<b>3b. Review of Sheltered Alarms provision</b>  <u>Small scale Review</u>	<p>Current contracts will end in the financial year giving an opportunity to review existing provision.</p> <p>The objective is to ensure a consistent service across alarm provisions and align to the dispersed alarm service. There are opportunities for financial savings. .</p>	<p>Review undertaken</p> <p>Recommendations and Decision</p> <p>Implementation of the new services</p>	<p>April – June 2018</p> <p>August 2018</p> <p>September 2018 – April 2019</p>	HJ	Adult Social Care



Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
<b><u>Continuing</u></b>					
<b>3c. Support Adult Social Care to implement the Better Lives Better Outcomes Strategy</b>	This programme supports vulnerable citizens to live as independently as possible in the community and deliver efficiencies through a Recovery and Progression approach	On-going support to Adult Social Care in relation to Big Ticket projects, in particular for older people and those with mental health needs or learning difficulties	April 2018-March 2019	HJ	
<b>3d. Implement the new Care, Support and Enablement contract(CSE) Provision</b>  <b><u>Implementation of new service model</u></b>	CSE provides supported living for citizens in their own tenancies as well as outreach support to enable participation within the community.  There is a strong policy drive to place citizens into 'settled tenancies' rather than residential care.  This forms part of a wider review of all residential provision	Implement the contract to deliver the new service.  Convert residential homes into CSE Provision  Pilot the process of moving people from residential homes to CSE Provision  Provide ongoing commissioning support in relation to de-registration and placement of citizens	February- July 2018  February- April 2018  February- May 2018  April 2018 – March 2019	HJ	Adult Social Care
<b>3e.Homelessness</b>  <b>Implement the new contracts and model of provision</b>  <b><u>Implementation of new service model</u></b>	Contracts providing assistance to prevent or resolve homelessness retendered due to expiry of existing contracts.  Review of provision as increase in people experiencing financial difficulty.  Potential need to reduce budget. .  Review ensured the Council's response to Homelessness was in line with the new Homelessness Reduction Act 2017	Contracts commence  Implement the new arrangements / model of provision:  Negotiate and implement Winter Measures for 2018/19  Support for B&B reduction (TBD)	April 2018  February-June 2018  March - December 2018  Ongoing – 2018/19	KB CH	HRS  Development & Growth  HRS

Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
		Work on savings requirements for 2018/19:	Mar-Apr 2018		
<p><b>3f. Commissioning of Domestic and Sexual Violence Services</b></p> <p><u>Commissioning of new services</u></p>	<p>DSV contracts expire at the end of the financial year.</p> <p>Associated contracts have an end date of March 2019</p>	<p>Proposal to procure DSV services in two separate stages.</p> <p>Review undertaken</p> <p>Recommendations and decisions</p> <p>Implement new services</p>	<p>April – June 2018</p> <p>July 2018</p> <p>September 2018 – March 2019</p>	<p>AE/TS</p> <p>CO</p>	<p>NCC</p> <p>Mainstream CDP</p> <p>Priority Families</p> <p>OPCC</p> <p>Public Health</p> <p>PH Reinvestment</p> <p>DCLG</p> <p>CCG</p>
<p><b>3g. Review of Criminal Justice Treatment Service</b></p> <p><u>Review</u></p>	<p>The contract is due to end in September 2018.</p> <p>The review will focus on how the service has been impacted by changes in the criminal</p>	<p>Review undertaken (to include PCC review which may require an alternative course of action)</p> <p>Recommendations and Decisions</p>	<p>October 2017 – April 2018</p> <p>March 2018</p>	<p>KB /AE</p> <p>CO</p>	<p>OPCC</p> <p>PH</p>

Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
	justice system such as the split in the probation service and the re-alignment of Integrated Offender Management	Implement new service	April – August 2018		
<b>3h. Financial Vulnerability Review</b>	<p>The review will focus on advice services for people who are vulnerable to financial difficulty. Indebtedness is increasing in the city.</p> <p>The aim is to have a joined up city model with good reach and impact</p>	<p>Review undertaken</p> <p>Recommendations and Decision</p> <p>Implement new services</p>	<p>February-May 2018</p> <p>June 2018</p> <p>October 2018</p>	KB	<p>PH</p> <p>Commissioning Budget</p>
<b>3i. Independent Living Support Services (ILSS) Social Care Review</b>  <u>Small scale Review</u>	<p>The review will consider the fit and model for the future delivery of ASC orientated ILSS services, including</p> <ul style="list-style-type: none"> <li>• 60+ Service</li> <li>• Mental Health and Forensic ILSS</li> <li>• Physical, Sensory impairment and HIV</li> <li>• Learning Disability – Include</li> </ul> <p>This review will seek to ensure ILSS work efficiently and support the interface between housing and ASC in order to promote independent living and reduce unwarranted dependency on ASC provision.</p>	<p>Review undertaken</p> <p>Recommendations and Decision</p> <p>Implement new services</p>	<p>February – September 2018</p> <p>October 2018</p> <p>November 2018 – June 2019</p>	KB/HJ	HRS

## Appendix 1

### Name abbreviations:

#### **NCC Colleagues**

HJ – Helen Jones

KB – Katy Ball (Christine Oliver covering)

CH – Chris Henning

AE – Andrew Errington

TS – Tim Spink

**NCC and CCG Joint Commissioning Plan 2018/19**

Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
<b>1. People in Nottingham adopt and maintain Healthy Lifestyles</b>					
No reviews					
<b>2. People in Nottingham will have positive Mental Wellbeing and those with serious mental illness will have good physical health</b>					
<b><u>New</u></b>					
<b>2a. Develop an Integrated Mental Health Accommodation Pathway</b>  <b><u>Strategic Review</u></b>	Recent agreement by NCC, CCG and Notts Healthcare Trust to review current provision for people with mental ill health and explore a more integrated and cost effective approach to the health and care delivery system. Detailed scope of work to be determined	To be determined.	April 2018-March 2019	HJ CF(CCG)	Adult Social Care(ASC), Housing-Related Support (HRS)  Better Care Fund (BCF)  CCG
<b><u>Continuing</u></b>					
<b>2b. Support 'Future in Mind' Transformation Plan (including CAMHS work)</b>  <b><u>Implementation of National Guidance</u></b>	Future in Mind is Government Guidance on promoting, protecting and improving children and young people's mental health and wellbeing. The Nottingham and Nottinghamshire Local Transformation Plan 2015-20 focuses on 5 key areas <ul style="list-style-type: none"> <li>• Promoting Resilience, Prevention and Early Intervention</li> <li>• Improving Access to Effective Support</li> <li>• Accountability and transparency</li> <li>• Developing the workforce</li> </ul>	Focus areas for 2018-19 include:-  Further embedding whole school approaches to Academic Resilience and independently evaluating the programmes in Nottingham.  Further developing joint working between Targeted and Specialist/Community CAMHS in Nottingham City, prioritising the joint workforce development, joint working in the SPA and developing care bundles and reducing waiting times.  Continuing to develop ways to support	April 18-March 19	KB HD SS (CCG)	National funding received by CCG  Section 75= NCC and CCG

Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
		universal services in supporting children and young people's mental health, and knowing how and when to refer to CAMH Services and other local support services, with the aim of reducing waiting times			
<b>3. There will be a Healthy Culture in Nottingham in which citizens are supported and empowered to live healthy lives and manage ill-health</b>					
<b><u>New</u></b>					
<b>3a. Review Residential Provision including Nursing Care</b>  <b><u>Strategic Review</u></b>	A full scoping of activity in relation to residential provision is required in light of the following: <ul style="list-style-type: none"> <li>Recent work on a fair pricing structure</li> <li>A focus on a Care, Support and Enablement approach</li> <li>Developing outcomes for residential provision</li> <li>The need for capacity considerations for Nursing homes</li> <li>Development of more outcome based contracts</li> </ul>	Review undertaken  Recommendations will determine future direction	March – June 2018	HJ JG (CCG)	Adult Social Care
<b>3b. Review of Reablement Provision</b>  <b><u>Strategic Review</u></b>	Reablement Services commissioned by health and social care are currently aligned but are not fully integrated. Reablement is a key mechanism for reducing Delayed Transfer of Care (DTOC). A fully integrated pathway should create efficiencies and improve system flow.	Develop milestones once the recommendations from the Newton Europe report are received.		HJ CS (CCG)	Adult Social Care
<b><u>Continuing</u></b>					
<b>3c. Implement the new 0-19s Children's Public Health Contract.</b>	Amalgamating five contracts incorporating Health Visitors, Family Nurse Partnership, Breast Feeding Peer Supporters, Children's Nutrition Team and Public Health Nurses into one	Implementing the new service and working towards full integration will include:  Establishing Governance arrangements	March 2018 – March 2020	KB HD SS (CCG)	Public Health

Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
<p><b>Start the process of integrating the 0-5s workforce through the development of 8 area teams</b></p> <p><u><b>Implementation of new service</b></u></p>	<p>overarching contract to maximize efficiencies.</p> <p>This Integrated Children’s Public Health Service (ICPHS) will work with our internal Early Help Service 0-5s in an increasingly integrated way with a shared outcomes framework and indicator set.</p>	<p>to align with SSBC System Change Programme</p> <p>Establishing a Joint Operational Group between the ICPHS and the Early Help Team to develop and implement a fully integrated service by April 2019</p>			
<p><b>3d. Implement the new Homecare model to increase efficiencies</b></p> <p><u><b>Implementation of new service</b></u></p>	<p>The previous system:</p> <ol style="list-style-type: none"> <li>1. Did not have sufficient capacity to support the increased demand</li> <li>2. There were pricing issues</li> <li>3. The Framework of Accredited Providers expired in December 2017.</li> </ol>	<p>A new Lead Provider contract is in place</p> <p>Invitation to Tender for Accredited Providers</p> <p>Issue New Contracts to Accredited Providers</p> <p>Provide commissioning support to Adult Social Care to meet ongoing homecare pressures</p>	<p>April 18</p> <p>May 18</p> <p>July 18</p> <p>Ongoing</p> <p>Ongoing</p>	<p>HJ CS and JG(CCG)</p>	<p>Adult Social Care</p>
<p><b>3e. Integrate the Commissioning of Health and Social Care Adult Provision through the Better Care Fund (BCF)</b></p>	<p>The BCF supports integrated provision between Health and Social Care with a particular focus on Delayed Transfers of Care (DToc) from hospital to the community</p>	<p>Input to the development and implementation of the revised 18/19 Plan</p> <p>Consider how the BCF will fit as part of the future Integrated Care System</p> <p>Each organisation to performance manage the services it provides or commissions</p>	<p>April 2018 – March 2019</p>	<p>KB/HJ/CS</p>	
<p><b>3f. Implement the new Advice and Support Services contract (including</b></p>	<p>The new service rationalises a number of contracts into one over-arching contract to meet the statutory requirements within the SEND reforms and ensures support</p>	<p>Due to procurement/TUPE issues, the new service is now unlikely to be in place from April 2018</p> <p>Considering options to extend the</p>	<p>New services expected to be in place by July 2018</p>	<p>JW CR (CCG)</p>	

Commissioning Activity and Scope	Rationale	Key Milestones	Date	Director /Sponsor	Funding Source
<b>Keyworker Service, SEND Engagement and link with the LiON Directory)</b>  <u><i>Implementation of new service</i></u>	for the Education and Health Care Plan process is sustainable.	existing services until at least the end of June 2018 to allow for the implementation of the new service.			
<b>3g. Implement the revised service model for Assistive Technology</b>  <u><i>Implementation of new model</i></u>	Implement the revised service delivery models within Telecare, Telehealth and Dispersed Alarms.  Realign the service provision to achieve Adult Social Care priorities.  To deliver within reduced budget envelope.	Develop a process to promote self-funding to retain an alarm service  New staffing structure and service provision in place  Promote the new service model within ASC and with other stakeholders  Monitor and evaluate the impact of the revised model	April – August 2018  June 2018  April 2018 – March 19	HJ KB	Better Care Fund
<b>3h Support the Transforming Care Partnership</b>	The partnership between NCC, the County and the CCGs is working to minimise the number of citizens with learning disabilities and/or autism who are inappropriately in secure accommodation and to ensure appropriate community provision is in place to meet the needs of this cohort.	Develop a pooled budget  Provide strategic input to the Transforming Care Board Workstreams 1,3 & 4  Progress proposals within the Capital Grant Bid  Support the submission of the Life Chances Bid for Forensic Services.	April 18 - March 2019	HJ SS (CCG)	NHS Funding  CCG CHC Funding  ASC Purchasing Budget

Name abbreviations:



## Appendix 2

### **NCC Colleagues**

HJ – Helen Jones

KB – Katy Ball (Christine Oliver covering)

HD – Helen Denness

JW – Janine Walker

### **CCG Colleagues**

CF – Clare Fox

SS – Sally Seeley

JG – Jane Godden

CS – Ciara Stuart

CR – Charlotte Reading

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Agenda Item 8

**COMMISSIONING AND PROCUREMENT SUB-COMMITTEE – 12/06/18**

<b>Subject:</b>	Sign Language Interpretation Service for Deaf citizens		
<b>Corporate Director(s)/ Director(s):</b>	Candida Brudenell, Assistant Chief Executive/Corporate Director Strategy & Recourses Alison Michalska, Corporate Director Children & Adults		
<b>Portfolio Holder(s):</b>	Councillor Sam Webster, Portfolio Holder for Adults Social Care and Health		
<b>Report author and contact details:</b>	<b>Lisa Lopez, Commissioning Manager</b> <b>Email: <a href="mailto:lisa.lopez@nottinghamcity.gov.uk">lisa.lopez@nottinghamcity.gov.uk</a></b> <b>Tel: 0115 87 62746</b>		
<b>Key Decision</b>	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No	<b>Subject to call-in</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>Reasons:</b> <input type="checkbox"/> Expenditure <input type="checkbox"/> Income <input type="checkbox"/> Savings of £1,000,000 or more taking account of the overall impact of the decision	<input type="checkbox"/> Revenue <input type="checkbox"/> Capital		
Significant impact on communities living or working in two or more wards in the City	<input type="checkbox"/> Yes <input type="checkbox"/> No		
<b>Total value of the decision:</b> £165,225.00			
<b>Wards affected:</b> All	<b>Date of consultation with Portfolio Holder(s):</b> 30 May 2018		
<b>Relevant Council Plan Key Theme:</b>			
Strategic Regeneration and Development	<input type="checkbox"/>		
Schools	<input type="checkbox"/>		
Planning and Housing	<input type="checkbox"/>		
Community Services	<input type="checkbox"/>		
Energy, Sustainability and Customer	<input type="checkbox"/>		
Jobs, Growth and Transport	<input type="checkbox"/>		
Adults, Health and Community Sector	<input checked="" type="checkbox"/>		
Children, Early Intervention and Early Years	<input type="checkbox"/>		
Leisure and Culture	<input type="checkbox"/>		
Resources and Neighbourhood Regeneration	<input type="checkbox"/>		
<b>Summary of issues (including benefits to citizens/service users):</b>			
<p>There are approximately 1,500 – 2,000 profoundly Deaf citizens living in Nottingham and Nottinghamshire. British Sign Language (BSL)-using Deaf citizens tend to have BSL as their first language, rather than English or another written/spoken language. This can have a significant impact on their experience of using Health and Social Care services.</p> <p>Nottingham City Council has a legal duty to offer services that are accessible and appropriate to all sectors of the community under the Equality Act 2010 and Human Rights Act 1998.</p> <p>To address this need, Nottingham City Council commissions a Sign Language Interpretation Service (SLIS), jointly with other public sector partners to maximise efficiency. This contract is due to end 30<sup>th</sup> November 2018. This report recommends that Nottingham City Council jointly re-commissions the SLIS, adjusting the proportions paid by each partner to more accurately reflect the demands of the service and maximise efficiency.</p>			
<b>Exempt information:</b>			
None			
<b>Recommendation(s):</b>			
<b>1</b> Approve the expenditure of £165,225 (for NCC's service element of the contract) over the entirety of the contract term for the provision of the Sign Language Interpretation Service (SLIS) detailed in Appendix 1.			

<p><b>2</b> Approve the procurement of the Sign Language Interpretation Service detailed in <b>Appendix 1</b>, jointly with Nottinghamshire County Council, NHS Nottingham City Clinical Commissioning Group (CCG), Nottinghamshire County CCGs (x5), and Nottingham University Hospital (NUH) through an appropriate procurement process, and to award the contract for the services based on the outcomes of the procurement process. The approved contract would commence on 1<sup>st</sup> December 2018, for a three year period with an option to extend on an annual basis for a further two years (i.e. 3+1+1), to a maximum of 5 years in total.</p>
<p><b>3</b> Delegate authority to the Head of Service for Contracting and Procurement to approve the outcome of the procurement processes and award the contract to the provider that is deemed most suitable to provide these services.</p>
<p><b>4</b> Delegate authority to the Provider Performance and Development Manager to sign the final contract and agree annual extensions on the basis of performance and budget availability.</p>

## 1 REASONS FOR RECOMMENDATIONS

- 1.1 To provide a single consistent signing interpretation service for Deaf citizens for access to Health and Social Care services across Nottingham City and Nottinghamshire County. Consistency in interpreters reduces the need for the citizen to repeat history for each appointment, reducing time required in appointments and allowing citizens a greater degree of privacy by limiting the number of people they disclose personal information to. A single service supports ease of booking and direct access for both citizens and service providers, and avoids confusion regarding which service to engage.
- 1.2 To ensure a high level of citizen and organisational satisfaction with the service. Having a single block contract increases the reliability of the service, and reduces the likelihood of appointments being unfulfilled/cancelled, and reduces time wasted for Social Care and Health services. (This is evidenced by feedback from other authorities who spot purchase services). The contract will include drop-in access, which is important to Deaf citizens, especially older Deaf adults who may be less familiar with technology, and which is unlikely to be viable as a standalone service.
- 1.3 To support the fulfilment of statutory duties towards Deaf citizens. The Equality Act 2010 requires all City Council services to ensure that 'reasonable adjustments' are made to enable deaf people to use their services. This includes communication support, such as sign language interpreters, to enable Deaf citizens to access services.
- 1.4 To improve efficiency and value for money in the services we commission. The new contract will include an element of out of hours support – this is particularly important for Health partners, and will also be valuable to the local authorities with regard to Social Care duty teams. Using a block contract will ensure that this activity is not charged at a higher rate. The new contract will also require the provider to utilise modern technology where appropriate, to maximise efficiency in their own operations and ensure that Deaf citizens are empowered to make the most of technological advances where they wish to do so.

## **2 BACKGROUND (INCLUDING OUTCOMES OF CONSULTATION)**

### **2.1 Key local and national drivers**

**The Equality Act 2010**, and **The Human Rights Act 1998** require public bodies (such as local authorities) to provide services that are non-discriminatory; actively promote equality and respect the needs of seldom heard or underserved people. The Equality Act 2010 requires all City Council services to ensure that 'reasonable adjustments' are made to enable deaf people to use their services. Under the Equality Act, Deaf people are included in the protected characteristic of Disability. Communication support, such as sign language interpreters for people with hearing loss, is likely to be considered a 'reasonable adjustment' as required under the Equality Act.

### **Nottinghamshire Sustainability and Transformation Plan (STP)**

The Nottinghamshire STP feedback report (published June 2017) highlighted that access to services could be improved with more provision of BSL for Deaf people. There is also acknowledgement of a lack of consultation with Deaf service users in the development of the plan, along with a commitment at STP Board level to take forward ideas for improving the experience of Deaf people.

### **BSL Charter**

Nottingham City Council has signed the BSL Charter and has committed to improving access for Deaf people to the services it commissions. The BSL Charter contains key pledges including ensuring access to information and services for Deaf people, ensuring staff working with Deaf people can communicate effectively using BSL, and consulting regularly with the Deaf community.

### **2.2 Current service**

A Sign Language Interpretation Service is currently being provided by Nottinghamshire Deaf Society. Details of the commissioned service is shown in **Appendix 1**.

### **2.3 Risks**

The overall value of the contract is high due to the number of partners involved, and the significantly higher funding contribution from Health partners due to far higher demand for the SLIS in Health services. This increases the complexity of the procurement process. However, there is significant benefit to Deaf citizens in having a single reliable, high quality sign language interpretation service which is consistent across Nottingham City and Nottinghamshire County local authorities, schools, GPs, dentists, opticians, pharmacies, Nottingham Emergency Medical Service (NEMS) and Nottingham University Hospitals. These partners are all currently commissioning services which are being delivered by a single provider.

### **2.4 Consultations**

Consultations with Deaf citizens took place face-to-face in May 2018, and online via Survey Monkey over a period of 6 weeks in May and early June 2018. Online surveys are currently live, and include video clips of the signed questions and answers.

Key themes from consultations to date are –

- Whilst some Deaf citizens are confident in using technology such as Skype and video relay to assist them in communicating, many lack the confidence and skills to make the most of this technology. However, many of those

consulted would value the opportunity to learn and familiarise themselves with communication technology.

- Deaf citizens value being able to book a specific individual interpreter through a local service. This allows them to choose the same interpreter for repeat appointments if they prefer, rather than repeat their personal history to a number of individuals. It also increases the interpreter's understanding of the Deaf citizen's needs, reducing the likelihood of misunderstandings and reducing the time spent on clarifications and explanations during appointments.
- Many Deaf citizens book appointments by physically attending Nottinghamshire Deaf Society for support. This has become common practice, and is regarded as more reliable, especially by older Deaf citizens. There's concern that frail elderly Deaf citizens will become increasingly isolated as they become less physically able to do so. Deaf citizens want to be able to choose how they book Health and Social Care appointments, e.g. by text messaging, video relay and Skype, as well as attending in person. There is an identified training need to address use of technology, which could be incorporated into the SLIS contract.

### **3 OTHER OPTIONS CONSIDERED IN MAKING RECOMMENDATIONS**

- 3.1 Make no changes to the service - re-commission the service at 2017/18 costs. Analysis of performance indicates that the proportion of funding agreed previously by partners is not reflected by current usage levels. Proposed costs for all partners have been recalculated for the 2018 procurement, in line with current usage levels. The new proposed values represent a saving to Nottingham City Council of £20,758 per year. If we re-commission the service at 2017/18 costs the funding split will not be equitable and the saving will not be realised. Therefore this option has been rejected.
- 3.2 Tender the Service solely as NCC and do not undertake a joint process. The economies of scale that present themselves through a joint procurement process enable the Council to achieve best value for money, and create a more robust contract offer for the successful provider. It's unlikely that the same value for money could be achieved by commissioning a separate service. Such a model would also fail to deliver an integrated service for the Deaf citizen and would lead to unnecessary confusion and duplication. Therefore this option has been rejected.
- 3.3 Do nothing - allow contracts to end and not re-commission services, removing support for Deaf citizens outside personal budgets. All services have a statutory obligation under the Equality Act 2010 to ensure that 'reasonable adjustments' are made to enable Deaf people to use services. Not providing an adequate signing/interpretation service could be deemed to be in breach of the Equality Act 2010. Alternative sign language interpretation can be purchased individually as required. This is likely to result in a more expensive, less reliable service (see 1.4 above). This is a politically sensitive area which is likely to give rise to public challenge by the Deaf Community. Therefore this option has been rejected.

### **4 FINANCE COLLEAGUE COMMENTS (INCLUDING IMPLICATIONS AND VALUE FOR MONEY/VAT)**

- 4.1 As detailed in the recommendations within this report and Appendix 1, the contract value to Nottingham City Council will be to a maximum of £33,045 per annum and

5 years (3 years with an option to extend for a further +1 +1 years), a total value of £165,225.

- 4.2 Whilst Nottingham City Council will lead the procurement on behalf of partner organisations, contract arrangements will define partner payment arrangements and therefore the value of this decision has been determined as the value to the Council.
- 4.3 The proposed contract value will result in an annual saving to the local authority of £20,758 (£103,790 over the life of the contract) as detailed in Appendix 1 and contribute towards savings included in the Council's Medium Term Financial Plan (MTFP). Any savings in excess of the value above will be captured pending the outcome of the tender process.
- 4.4 The re-procurement of this service will deliver value for money as detailed by the report author through:
- Jointly procuring with partner organisations to achieve economies of scale.
  - A competitive tender process delivering best value in cost, service quality and outcomes.
  - A contract term that will ensure continuity of delivery and allow sufficient timescales to achieve service improvements and efficiencies.
  - Commissioning services that meets the needs of the people of Nottingham including out of hours support and the utilisation of modern technology.

Darren Revill, Senior Commercial Business Partner. 19/05/2018

## **5 LEGAL AND PROCUREMENT COLLEAGUE COMMENTS (INCLUDING RISK MANAGEMENT ISSUES, AND INCLUDING LEGAL, CRIME AND DISORDER ACT AND PROCUREMENT IMPLICATIONS)**

### **Procurement Comments**

- 5.1 The proposed procurement of the Sign Language Interpretation Service will be conducted by the Council's Procurement Team as lead on behalf of the joint commissioning partners. The contract will be subject to the EU Public Contracts Directive and UK Public Contracts Regulations (Light Regime) and will be procured through a compliant open process in accordance with the Council's Contract Procedure Rules and the EU and UK regulations. The tender will secure best value in terms of cost, service quality and outcomes for citizens and will seek to maximise the wider social value benefits delivered. The joint contract should clearly set out the financial arrangements between the commissioning partners and the liabilities of all parties.

Jo Pettifor, Category Manager – Strategy and People. 14/05/2018

### **5.2 Legal Comments**

The current contract for Sign Language Interpretation Service for Deaf citizens is due to expire later this year and the Council is required to re-tender the services to continue its commitment of supporting and improving access to services for Deaf citizens within the city.

- 5.3 The report seeks approval to undertake a tender process to establish a contract with other commissioning partners for a combined service going forward. Nottingham City Council will lead on the procurement with input from the other

partners and this is hoped to achieve a more streamlined, consistent service to citizens across Nottingham City and County.

- 5.4 The report proposes an initial term of 3 years with 2 further options to extend for up to 1 year each time at the Council's sole discretion (3 +1+1) which is hoped will allow the Council to manage the contract efficiently, ensuring value for money and flexibility in delivery of the service.
- 5.5 Legal services will continue to work with the service area and procurement colleagues during the tender process to ensure that the requirements are accurately developed within the contractual arrangements with the other partners and the chosen provider.

Dionne Screamon, Solicitor, Contracts and Commercial 15/05/2018

**6 STRATEGIC ASSETS & PROPERTY COLLEAGUE COMMENTS (FOR DECISIONS RELATING TO ALL PROPERTY ASSETS AND ASSOCIATED INFRASTRUCTURE (STRATEGIC REGENERATION COMMITTEE REPORTS ONLY)**

6.1 N/A

**7 SOCIAL VALUE CONSIDERATIONS**

- 7.1 The service will require a local base in a central location in Nottingham City, from which to deliver face-to-face support. As such the service is likely to provide employment opportunities for Nottingham citizens, and this is likely to include citizens from the Deaf community.
- 7.2 The service will support Deaf citizens to access information on services, support and opportunities such as training and post-education opportunities, which are available to them. In doing so, the service is likely to support and enable some Deaf citizens to access/return to the workplace, or take part in activities in their local community, where they previously may have felt unable to do so, raising aspirations and supporting Deaf citizens to make appropriate and productive contributions to society, in line with their aspirations and abilities.

**8 REGARD TO THE NHS CONSTITUTION**

8.1 N/A

**9 EQUALITY IMPACT ASSESSMENT (EIA)**

9.1 Has the equality impact of the proposals in this report been assessed?

No

An EIA is not required because:  
(Please explain why an EIA is not necessary)

Yes

Attached as **Appendix 2**, and due regard will be given to any implications identified in it.



## **10 LIST OF BACKGROUND PAPERS RELIED UPON IN WRITING THIS REPORT (NOT INCLUDING PUBLISHED DOCUMENTS OR CONFIDENTIAL OR EXEMPT INFORMATION)**

10.1 NDS BSL Interpreting Service, GNET (J. Mather) April 2018

## **11 PUBLISHED DOCUMENTS REFERRED TO IN THIS REPORT**

### **11.1 Legislation, Policies and Strategies**

- The Equality Act 2010
- The Human Rights Act 1998
- Nottinghamshire Sustainability and Transformation Plan (STP) 2017
- BSL Charter 2003

### **11.2 Documents**

- Delegated Decision - Sign Language Interpretation Service (SLIS), May 2018
- Adults with Physical and Sensory Impairments JSNA, Nottingham City, Jan 2018
- Not Equal: Experiences of Deaf people accessing Social Care in Sheffield, Healthwatch report, Jan 2018
- Standards For Interpreting Service Providers, Association of Sign Language Interpreters (ASLI), 2017
- BSL Charter report, British Deaf Association, April 2017
- Research into the Deaf audience in the UK, Final report to the British Sign Language Broadcasting Trust, OPM, Dec. 2015
- National Registers of Communication Professionals working with Deaf and Deafblind People (NCRPD) Code of Conduct, NRCPPD Nov. 2015
- Accessing Public Services: Issues for Deaf People, British Deaf Association, Dec 2014

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## SIGN LANGUAGE INTERPRETATION SERVICE (SLIS)

The table below sets out details of the proposed contract for the Sign Language Interpretation Service for Deaf citizens. Services are funded as follows:

- Nottingham City Council - **£33,045** per year (**£165,225** over whole life of contract)
- Nottinghamshire County Council - £19,715 per year (£98,575 over whole life of contract)
- Nottingham and Nottinghamshire CCGs – £90,740 per year (£453,700 over whole life of contract)
- Nottingham University Hospitals - £93,600 per year (£468,000 over whole life of contract)

Partner	Current funding contribution	Proposed Maximum Contract Value	Expected saving against previous contract value	Proposed Period of Award	Value for Money
Nottingham City Council	<b>£53,803 p.a.</b> <b>(£295,917 over whole life of contract - 5.5 years)</b>	<b>£33,045 p.a.</b> <b>(£165,225 over whole life of contract)</b>	<b>£20,758 p.a.</b> <b>(£103,790 over whole life of contract)</b>	3 years with a +1 +1 year option to extend.  (Maximum 5 years 01/12/2018 - 31/11/2023)	It is envisaged that the re-commissioning and procurement of the services will provide value for money as follows: <ul style="list-style-type: none"> <li>• It is proposed that the service be re-procured jointly between Nottingham City and Nottinghamshire County Council, Nottingham and Nottinghamshire CCGs, and Nottingham University Hospitals, in order to provide economies of scale.</li> <li>• The proposed costs of the SLIS have been recalculated for the 2018 procurement, in line with usage levels. The new proposed values represent a saving to Nottingham City Council of £20,758 per year. A competitive tender process may deliver additional savings.</li> <li>• Offering a 5 year contract will ensure continuity of delivery and allow time to develop and implement service improvements and efficiencies. Feedback from providers through market testing has strongly indicated that a short contract length has a significant impact on service prices and is a barrier to developing and investing in service improvements.</li> </ul>
Nottinghamshire County Council	£40,000 p.a. (£220,000 over whole life of contract)	£19,715 p.a. (£98,575 over whole life of contract)	£20,285 p.a. (£101,425 over whole life of contract)		
Nottingham and Nottinghamshire CCGs	£76,197 p.a. (£419,084 over whole life of contract)	£90,740 p.a. (£453,700 over whole life of contract)	N/A		
Nottingham University Hospitals	N/A	£93,600 p.a. (£468,000 over whole life of contract)	N/A		
Total annual value	£170,000	£237,100			
Total lifetime value (5 years)	£935,000	£1,185,500		Of which <b>£165,225</b> is City Council funding contribution	

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## Equality Impact Assessment Form (Page 1 of 2)

G

### screenip-sectionA

**Title of EIA/ DDM:** Sign Language Interpretation Service for Deaf citizens

**Name of Author:** Lisa Lopez

**Department:** Strategy and Resources

**Director:** Christine Oliver & Steve Oakley, Acting Directors - Commissioning & Procurement

**Service Area:** Strategic Commissioning

**Strategic Budget EIA Y/N (please underline)**

### screenip-sectionB

#### **Brief description of proposal / policy / service being assessed:**

Nottingham City Council commissions a Sign Language Interpretation Service (SLIS), jointly with other public sector partners to maximise efficiency. This contract is due to end 30th November 2018. This EIA pertains to the recommendation for Nottingham City Council to jointly re-commission the SLIS, including an additional public sector partner. This would provide a single consistent signing interpretation service for Deaf citizens for access to Health and Social Care services across Nottingham City and Nottinghamshire County. Consistency in interpreters reduces the need for the citizen to repeat history for each appointment, reducing time required in appointments and allowing citizens a greater degree of privacy by limiting the number of people they disclose personal information to. A single service supports ease of booking and direct access for both citizens and service providers, and avoids confusion regarding which service to engage. The new SLIS will take the form of a block contract, which increases the reliability of the service, and reduces the likelihood of appointments being unfulfilled/cancelled, and reduces time wasted for Social Care and Health services. (This is evidenced by feedback from other authorities who spot purchase services). The contract will include drop-in access, which is important to Deaf citizens, especially older Deaf adults who may be less familiar with technology, and which is unlikely to be viable as a standalone service. The new contract will also require the provider to utilise modern technology where appropriate, to maximise efficiency in their own operations and ensure that Deaf citizens are empowered to make the most of technological advances where they wish to do so – this was a training need identified by the Deaf community in recent consultations.

This service supports the fulfilment of Nottingham City Council's statutory duties towards Deaf citizens.

### screenip-sectionC

#### **Information used to analyse the effects on equality:**

Consultations with stakeholders took place in April and May 2018, and included Nottinghamshire Deaf Society, Anne Darby, Social Work Learning Advisor and Student Supporter of Deaf students at Nottingham Trent University, and Nottingham City Council's Sensory Team. Feedback regarding the service has been positive, and identified that Deaf citizens value having a provider who is able to understand local dialect and is familiar with local terms, place names etc.

Consultations with Deaf citizens took place face-to-face in May 2018, and online via Survey Monkey during May and June 2018. Online surveys are currently live, and include video clips of the signed questions and answers.

Key themes from consultations to date are –

- Whilst some Deaf citizens are confident in using technology such as Skype and video relay to assist them in communicating, many lack the confidence and skills to make the most of this technology. However, many of those consulted would value the opportunity to learn and familiarise themselves with communication technology.
- Deaf citizens value being able to book a specific individual interpreter through a local service. This allows them to choose the same interpreter for repeat appointments if they prefer, rather than repeat their personal history to a number of individuals. It also increases the interpreter's understanding of the Deaf citizen's needs, reducing the likelihood of misunderstandings and reducing the time spent on clarifications and explanations during appointments.

- Many Deaf citizens book appointments by physically attending Nottinghamshire Deaf Society for support. This has become common practice, and is regarded as more reliable, especially by older Deaf citizens. There's concern that frail elderly Deaf citizens will become increasingly isolated as they become less physically able to do so. Deaf citizens want to be able to choose how they book Health and Social Care appointments, e.g. by text messaging, video relay and Skype, as well as attending in person. There is an identified training need to address use of technology, which will be incorporated into the SLIS contract.

<a href="#">screentip-sectionD</a>	Could particularly benefit X	May adversely impact X
People from different ethnic groups.	<input type="checkbox"/>	<input type="checkbox"/>
Men	<input type="checkbox"/>	<input type="checkbox"/>
Women	<input type="checkbox"/>	<input type="checkbox"/>
Trans	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Disabled people (Deaf citizens)</u></b> or carers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy/ Maternity	<input type="checkbox"/>	<input type="checkbox"/>
People of different faiths/ beliefs and those with none.	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, gay or bisexual people.	<input type="checkbox"/>	<input type="checkbox"/>
<b><u>Older (Older Deaf citizens)</u></b>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Younger	<input type="checkbox"/>	<input type="checkbox"/>
Other (e.g. marriage/ civil partnership, looked after children, cohesion/ good relations, vulnerable children/ adults).	<input type="checkbox"/>	<input type="checkbox"/>
<b><i>Please underline the group(s) /issue more adversely affected or which benefits.</i></b>		

<a href="#">screentip-sectionE</a>	<a href="#">screentip-sectionF</a>
<b>How different groups could be affected</b> (Summary of impacts)	<b>Details of actions to reduce negative or increase positive impact</b> (or why action isn't possible)
<b><u>Deaf citizens</u></b> It's recognised that many Deaf citizens have BSL as their first language,	<b>1 Actions will need to be uploaded on Pentana.</b>

rather than English or another written/spoken language. This can have a significant impact on their experience of using Health and Social Care services. The SLIS benefits Deaf citizens by providing a single reliable, high quality sign language interpretation service for access to Health and Social Care services, which is consistent across Nottingham City and Nottinghamshire County local authorities, schools, GPs, dentists, opticians, pharmacies, Nottingham Emergency Medical Service (NEMS) and Nottingham University Hospitals. Having a single service supports ease of booking for both citizens and service providers, and avoids confusion regarding which service to engage, thereby increasing citizen satisfaction. Being able to book a specific individual interpreter through a local service allows them to choose the same interpreter for repeat appointments if they prefer to do so, rather than repeat their personal history to a number of individuals. This increases the interpreter's understanding of the Deaf citizen's needs, reducing the likelihood of misunderstandings and reducing the time spent on clarifications and explanations during appointments.

The new contract will include out of hours support, which will be particularly important for Health partners, and will also be valuable to the local authorities with regard to Social Care duty teams.

The new contract will require the provider to utilise modern technology where appropriate, to allow a greater degree of choice in accessing and booking interpretation services, increasing equality of access to Health and Social Care services.

### Older Deaf citizens

It's recognised that older Deaf citizens are likely to have BSL as their first language, and limited written communication skills. Whilst some Deaf citizens are confident in using technology such as Skype and video relay to assist them in communicating, many lack the confidence and skills to make the most of this technology – this is often common to older Deaf citizens. However, many of the citizens consulted identified that they would value the opportunity to learn and familiarise themselves with communication technology.

The SLIS contract will include the requirement to support development of skills in the Deaf community by offering regular face-to-face opportunities for simple training and updating of skills. This will support Deaf citizens to be empowered to make the most of technological advances where they wish to do so.

- Work in partnership with Public Sector partners to commission a single consistent service (Jan 2018 and ongoing through the commissioning, procurement and contract management process).
- Incorporate feedback from consultations with Deaf citizens into service development (June 2018).
- Include Deaf citizens in developing the service, including taking part in developing the service specification and scoring the bids in the tender process (June – Oct. 2018).
- Work with the successful provider to ensure maximisation of opportunities to use technology to improve Deaf citizen's access to, and choices for, communication (December 2018 and ongoing throughout the contract).
- Contract management to ensure expected positive outcomes for Deaf citizens are met (December 2018 and ongoing throughout the contract).
- Promote the SLIS to Nottingham City Council colleagues to ensure awareness of contact details and booking arrangements for the new service (December 2018 – Jan. 2019).

**Has consultation been done or planned for this proposal?** •Completed  •Planned

[screentip-sectionG](#)

Consultations with Deaf citizens took place face-to-face in May 2018, and online via Survey Monkey during May and June 2018. Online surveys are currently live, and include video clips of the signed questions and answers.

Key themes from consultations to date are included in Section C of this document.

**Has human rights legislation been considered in this proposal?** •Yes  •No

[screentip-sectionH](#)

The service supports Deaf citizens' rights under the Human Rights Act 1998, including the right to freedom of speech/expression, equality of access to services, social, cultural and economic rights.

**Outcome(s) of equality impact assessment:**

- No major change needed  •Adjust the policy/proposal  •Adverse impact but continue
- Stop and remove the policy/proposal

**Arrangements for future monitoring of equality impact of this proposal / policy / service:**

The contract for the proposed new service will include the requirement to report equalities information as part of the quarterly monitoring returns. This information will be submitted to the Contracts team. The information will be reviewed as part of the 'Review' phase of the commissioning process after the service has been in place for one year, and then on an annual basis by the Contracts team as part of standard contract monitoring processes. This EIA will be refreshed in the event of any further changes to services.

**Approved by (manager signature):**

The assessment must be approved by the manager responsible for the service/proposal. Include a contact tel & email to allow citizen/stakeholder feedback on proposals.

**Date sent to equality team for publishing:**

11/05/2018

Send document or link to:

equalityanddiversityteam@nottinghamcity.gov.uk

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**Before you send your EIA to the Equality and Community Relations Team for scrutiny, have you:**

1. Read the guidance and good practice EIA's  
<http://gossweb.nottinghamcity.gov.uk/nccextranet/index.aspx?articleid=9770>
2. Clearly summarised your proposal/ policy/ service to be assessed.
3. Hyperlinked to the appropriate documents.
4. Written in clear user friendly language, free from all jargon (spelling out acronyms).
5. Included appropriate data.
6. Consulted the relevant groups or citizens or stated clearly when this is going to happen.
7. Clearly cross referenced your impacts with SMART actions.