

PROCUREMENT OPTIONS TEMPLATE

Name of Service: Community Centre and associated activities for Deaf Adults – Nottinghamshire Deaf Society. The community centre provides a ‘deaf friendly’ space where deaf people can meet, socialise, participate in a range of activities and access specialist training and services run by positive Deaf role models. The centre offers a signposting service which operates drop-in service and out of hours services to help with tasks such as accessing public services, and an older persons’ worker who supports older deaf people to retain independence. These activities receive around 2,500 attendances each year.

<u>CURRENT SERVICE</u>	<u>LEAD</u>	<u>EVIDENCE</u>
<p>STRATEGIC FIT What is the model of provision that is required within the review area?</p>	<p>LL</p>	<p>The Equality Act 2010 recognises that some people with protected characteristics are disadvantaged in some areas of life, or have particular needs linked to their characteristic, and may need extra help if they are to have the same chances as everyone else. The Act enables public sector organisations to take proportionate steps to help people overcome their disadvantages or to meet their needs.</p> <p>Fits with The Nottingham Plan to 2020 Strategic Lever 3. Strengthening communities, improving services - work with communities and the voluntary sector to improve the range and quality of amenities, and community facilities.</p>
<p>To what extent does the current service accord with the new model of provision? If it is not an exact fit to what alterations to the service specification would be required (i.e. minor, moderate, substantial)</p>	<p>LL</p>	<p>The service fits with the above aims in the following ways –</p> <ul style="list-style-type: none"> • Improving health and well-being via contact with the Deaf peer group • Improved quality of life as service users are “socially included” by attending the group. • Improved choice and control as service users can access a range of services that are linguistically and culturally appropriate to them. • Freedom from discrimination or harassment as service users’ communication needs are met fully within the environment. • Support to improve economic well-being from the worker and liaison with other agencies and services to ensure that their income is maximized.

<p>Is the service difficult to specify or quantify?</p>	<p>LL</p>	<p>No - the overarching aim is to provide a necessary and valuable community function for deaf people to reduce isolation and support independence and choice. This includes:</p> <ul style="list-style-type: none"> • Equity of access to primary health and social care services for those citizens who are profoundly deaf and who live, or are registered with a GP within Nottingham City and Nottinghamshire County. • Deaf people to live independently and to actively engage in the community • Early intervention to services in order to prevent health and social care needs from escalating • Better access to information providing choice and control to improve life outcomes for people from the deaf community • Effective engagement in consultation about local services and issues <p>The service does this through:</p> <ol style="list-style-type: none"> 1. Providing a community space for profoundly deaf people and those hard of hearing. 2. Providing activities within the space for the Deaf community as identified through consultation with the deaf community. These can include the provision of an older person's worker and the continuation of current activities. 3. Providing each service user with a robust needs assessment. 4. Providing each service user where appropriate with a support plan which is developed from the needs assessment. 5. Undertaking robust consultation with service users to enable the service to deliver required activities as would a commercially viable organisation.
<p>PROPERTY & LOCATION CONSIDERATIONS Is the current location of service (area and property) appropriate for the service/client group?</p>	<p>LL</p>	<p>Yes, the location of the Deaf Society community centre is relatively central, and accessible by public transport. The centre is well known by, and has long-standing associations with, the deaf community of Nottinghamshire since 1930s. This is especially important given the older average age of service user group.</p>

<p>Is it likely that there are alternative buildings readily available within the City where the service could be delivered? What would be the implications of relocation? E.g. capital investment, impact on service users?</p>	<p>LL</p>	<p>Yes the provider has considered re-location, and has identified that this may potentially result in some long term cost savings to the provider. Due to the historic significance of the community centre to the deaf community, the provider has consulted with the service users and taken the strategic direction to remain in the current building and make commercial use of it. The business/management team is co-located with the service users.</p>																						
<p>What are the neighbourhood considerations? What is the evidence of impact (or lack of) in the current neighbourhood? What are the potential implications of relocation?</p>	<p>LL</p>	<p>No noted impact on current neighbourhood. The location of Deaf Society community centre includes other offices and businesses. If relocated, provider would need to ensure that any alternative location would need to be suitable for both management, and service users passing through, and that this would not be disruptive to residents.</p>																						
<p>What arrangements are in place with the landlord regarding provision of support by another organisation? What is the potential for achieving agreement with the landlord to secure the property for the purpose of tendering the support service?</p>	<p>LL</p>	<p>In line with the historic link between the Nottinghamshire Deaf Society and their premises, the provider is undertaking a long term programme of maintenance and re-investment in the building. The premises are a source of identity and pride to both the provider and the deaf community. Therefore it would not be viable to ask NDS to give up their location to an alternative provider to deliver this service.</p>																						
<p>CURRENT PERFORMANCE Assessment of the performance under the current contract. Is performance good or could it be improved to acceptable level through contract management? (Include particular reference to: comparative number of citizens accommodated and the level of positive outcomes delivered): benchmarking should be undertaken with both City and other LA's where possible; findings of any quality assessment undertaken.</p>	<p>LL</p>	<p>There are no issues with the performance of the service. Quarterly monitoring has shown that the service meets the needs of the service users. The following table is a summary of performance against the targets in the contract during 2014/15.</p> <table border="1" data-bbox="996 1038 1944 1394"> <thead> <tr> <th rowspan="3">Performance Indicator</th> <th colspan="3">2014/15</th> </tr> <tr> <th colspan="3">Total</th> </tr> <tr> <th>Target</th> <th>Actual</th> <th>Perf</th> </tr> </thead> <tbody> <tr> <td>Number of sessions of appropriate activity provided per year</td> <td>360</td> <td>452</td> <td>126%</td> </tr> <tr> <td>Number of individuals attending sessions per year</td> <td>360</td> <td>586</td> <td>163%</td> </tr> <tr> <td>Number of attendances in total per year</td> <td>1120</td> <td>2545</td> <td>227%</td> </tr> </tbody> </table>	Performance Indicator	2014/15			Total			Target	Actual	Perf	Number of sessions of appropriate activity provided per year	360	452	126%	Number of individuals attending sessions per year	360	586	163%	Number of attendances in total per year	1120	2545	227%
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Sessions provided include Lunch Club, Deaf Church, Deaf Social Club, 50+ Group, Signing Café, Under 5's Group, Lip-reading Classes, and BSL Classes.

Funding provides support to run a long-standing voluntary sector organisation with historic links to the city. As such, no meaningful comparison can be made to funding provided by other local authorities to other voluntary sector services.

VALUE FOR MONEY

Does current service offer value for money based on hourly rate and weekly unit price in relation to relevant benchmarking comparisons and considering quality and performance issues? If not what is the prospect of renegotiating the service cost?

LL

Quality of service is high and it meets the outcomes required. Hourly costs below assume the maximum number of hours per session for face to face sessions.

Sessions per year 2014/15	Annual contract value
452	£15,557
Average cost £34.42 per session	

The provider continues to focus on securing funding from existing sources, and identifying new income streams, including reviewing room hire costs in-line with market forces and implementing a price increase to come into line with competitors.

There is added value in having the provider co-located with the service users. The premises are a long-standing hub for the deaf community, and the provider is integral to, and highly responsive to the needs of the community.

Recent discussions with Nottinghamshire Deaf Society have made it clear that their unit costs cannot be reduced at this time, therefore re-negotiated a lower service cost would mean reducing the volume of work required. Given the current low amount of funding provided, it's unlikely that further reductions could be made without significantly impacting on the provider's ability to sustain activities.

<p>How likely is it that the cost of the service may increase as a result of tendering – how is this evidenced?</p>	<p>LL</p>	<p>The service costs are not likely to change significantly. Given that funding is specifically to provide services in a local community centre for the local deaf community, there is no other appropriate provider.</p>
<p>DEGREE OF COMPETITON & MARKET MATURITY Is the market sufficiently developed with enough providers to guarantee true competition?</p>	<p>LL</p>	<p>No – funding is specifically to provide services in a local community centre for the local deaf community, there is no other appropriate provider. Therefore it is unlikely that there would be any benefit in a procurement process.</p>
<p>Business / Best Value reasons for requesting Exemption from NCC Contract Regulations to allow for service to be delivered by a particular provider</p>	<p>LL</p>	<p>This is a unique contract with no other appropriate provider. In combination with the low contract value, it is unlikely that there would be any benefit in a procurement process.</p>
<p>LEGAL, REGULATORY & RISK EU/NCC financial regs & TUPE, NCC provision. What are the risks of tendering/not tendering including: citizens, landlord issues, capacity/resources for tendering</p>	<p>KL/AJ</p>	<p>There is no other appropriate provider, and the value of the contract is well below over the EU procurement threshold, however the value of the extension itself is below the EU procurement threshold. Therefore the risk of a legal challenge is perceived to be very low.</p>
<p>CONCLUSION: COSTS AND BENEFITS OF TENDERING Does the recommendation relating to other service provision within the review area have a bearing/impact on the proposed recommendation relating to this service?</p>	<p>LL</p>	<p>There is limited other relevant service provision – there is one other much larger contract to deliver a Sign Language Interpreting Service. The service provides BSL sign language interpreters to facilitate communication between deaf people in Nottinghamshire, and health professionals and council staff. This is a joint contract between Nottingham City Council, Notts County Council, and Nottingham City CCG on behalf of all Notts County CCGs. This contract is also held by Nottinghamshire Deaf Society. The contract is due to end, and approval is being sought to extend the contract for a further 2 years.</p>
<p>In view of all the factors considered, are the anticipated costs & risks of tendering disproportionate to the anticipated benefits?</p>	<p>LL</p>	<p><u>Yes. Recommend extending the contract for a further 2 years.</u></p>