

Office of the Director of Public Health

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Please ask for: Gary Wallace

1 February 2018

Dear

Re: Contract number for the provision of

As you are aware, we have been in the pre-procurement phase for the Support Services for Adults with Complex Lives procurement for the last twelve months and would like to thank you for your patience during this time.

We would like to take this opportunity to re-confirm our commissioning intentions, scope, preferred contracting approach and anticipated timescales.

Commissioning Intentions

As you are aware, locally we have four integrated strategies which drive all commissioning activity. The Community Strategy approved by Cabinet sets out the future for people with complex lives (using the MEAM definition <http://meam.org.uk/>), which includes homelessness, mental health, substance misuse and offender services.

In considering the future shape of provision, a redesign of existing service provision has been recommended as one where:

“Commissioners responsible for existing different service elements will work together to commission a joined up ‘whole system approach’ to support people with multiple needs. This will ensure services are integrated around the needs of the person, improving individual outcomes whilst also ensuring best use of resources.”

Scope

Following the specification consultation process we can confirm that the following service areas are within scope of the procurement and will be redesigned through the process:

- Single homeless accommodation and housing related support services (including ex-offenders and mental health supported accommodation)
- Young People’s accommodation and housing related support services (including supported lodgings)
- Substance misuse community services (excluding inpatient provision and residential settings).

Preferred Contracting Approach

Plymouth City Council, in conjunction with partners and people who use services, have co-designed the future complex needs system as one which will enable people to be supported flexibly, receiving the right care, at the right time, in the right place.

Using an Alliance model, the focus will be on creating systemic change: changes to culture, funding structures, commissioning and policy which support a new way of working. Together we will create a contractual environment where suppliers share responsibility for achieving outcomes and are mutually supportive, making decisions based on the best outcome for the service user.

The following Alliance principles are an example of those that may be adopted in the future model:

- to assume collective responsibility for all of the risks involved in providing services;
- to make decisions on a ‘Best for People using Services’ basis;
- to commit to unanimous, principle and value based-decision making on all key issues;
- to adopt a culture of ‘no fault, no blame’ between the Alliance Participants and to seek to avoid all disputes and litigation (except in very limited cases of wilful default);
- to adopt open book accounting and transparency in all matters;
- to appoint and select key roles on a best person basis; and
- to act in accordance with the Alliance Values and Behaviours at all times.

Early in the procurement phase we will be holding a market engagement event where you can learn in more detail about the Alliance Approach and how this differs from a traditional contract.

Commissioning Timescales

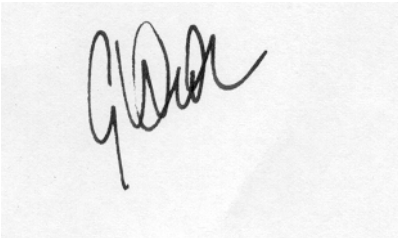
This contract falls within scope of this redesign process for the new Alliance for people with complex needs and as such, will be extended until 31st March 2019 whilst a competitive procurement process takes place. High level timescales are as follows:

High level activity	Start	Finish
Procurement activity	February 2018	October 2018

New contract implementation phase	November 2018	March 2019
New contract start date	1 st April 2019	

If you have any questions regarding the above please do not hesitate to contact me.

Yours sincerely,

A handwritten signature in black ink, appearing to read 'G Wallace', is written on a light-colored, slightly textured background.

Gary Wallace
Public Health Specialist
Office of the Director of Public Health