



**CABINET**

**13 DECEMBER 2016**

**REPORT BY STRATEGIC DIRECTOR FOR ADULTS COMMISSIONING: ANNA  
EARNSHAW**

**CABINET MEMBER WITH RESPONSIBILITY FOR ADULT CARE DELIVERY –  
COUNCILLOR BILL PARKER &  
CABINET MEMBER FOR PUBLIC HEALTH & WELLBEING COUNCILLOR SYLVIA  
HUGHES**

<b>Subject:</b>	Commissioning of wellbeing and social care information, advice, goods and services portal “Brolly”
<b>Recommendations:</b>	<p>Cabinet area asked to note and approve:</p> <ol style="list-style-type: none"> <li>1. To formalise contractual arrangements for the development of the e-market place portal “Brolly” as part of the joint venture for delivery of wellbeing and social care information, advice, goods and services;</li> <li>2. Note the on-going development of the joint venture;</li> <li>3. Delegate to the Strategic Director of Adults Commissioning and Transformation the authority to enter into all necessary legal agreements with the Joint Venture Vehicle for the development and implementation of the joint venture, subject to approval for the required development investment by the Major Projects Board;</li> <li>4. Delegate to the Strategic Director of Adults Commissioning and Transformation the authority to enter into the commissioning and procurement arrangements with the Joint Venture Vehicle for the purchase of the portal for use by Council Services and service users across Northamptonshire and;</li> <li>5. Further reports will be made to Cabinet as and when required.</li> </ol>

**1. Purpose of Report**

To recommend to Cabinet that the Council enters into a contract for the development and delivery of an NCC portal for wellbeing and social care information, advice, goods and services in line with the Next Generation Model.

**2. How this decision contributes to the Council Plan**

The Council’s vision is to make Northamptonshire a great place to live and work. This is achieved through increasing the wellbeing of your county’s communities and/or safeguarding the county’s communities.

<p>This initiative specifically delivers increased wellbeing and/or safeguarding by:</p> <ul style="list-style-type: none"> <li>• Provision of the personalisation agenda</li> <li>• Access to information</li> </ul>
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| <ul style="list-style-type: none"><li>• Providing choice and self-service</li></ul> |
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### **3. Background**

- 3.1 Full Council approved the Council Plan 2016-20 which included an on-line Information, advice and market place as part of the Next Generation Model. It is envisaged that this will transform how people access wellbeing goods and services and help more people to help themselves with regard to finding out what services are available and purchasing services to meet their need. Appendix 1 to the report sets out the business case to do this.
- 3.2 NCC has worked for the last two years on developing a solution for the people of Northamptonshire and following agreement from Cabinet in April 2016, Grass Roots was appointed (following a procurement process) as the Council's Partner to form a Joint Venture for the delivery of the required services. The portal is to be delivered under a brand named 'Brolly'.
- 3.3 Following the appointment of Grass Roots work has commenced on the legal agreements and contractual documentation that the Council will enter into with the Joint Venture Vehicle in order for the Joint Venture to operate and for the development of the new portal.
- 3.4 Distinct from the legal agreements that the Council is developing to enter into with the Joint Venture Vehicle as set out in paragraph 3.3 above, the Council will be entering into a contract for services with the Joint Venture Vehicle as a commissioner for the provision of the Portal to the Council by the Joint Venture Vehicle, for use by Council Services and service users across Northamptonshire.
- 3.5 Investment by NCC and Grass Roots will be required to develop the Brolly product and to support the Joint Venture by providing both services and financial assistance which is subject to a full financial business case that will be presented to the Major Projects Board on 21st December 2016.
- 3.6 There are benefits to NCC, ASC and the citizens of Northamptonshire in using the Brolly portal including:
- Improving the quality of information and advice to a wider audience than those people who approach social care.
  - Reducing the resource required to support the research and placement of customers with suitable care providers following assessment.
  - Reducing the ability for customers to accumulate any debt to the authority related to client contributions or third party top ups by automating the processes to secure payment before care is placed.
  - To reduce the overhead and resource required to recover overpayments of personal budgets or unspent allocations following a change in circumstances.
  - Improving customer service by safeguarding the wider population who procure care services, rather than just those people known to ASC.

- To generate income for NCC through the development of commercial model for services purchased through the portal which the Joint Venture Vehicle can sell to other local authorities.

#### 4. Consultation and Scrutiny

4.1 Over the last two years a large amount of detailed research has been undertaken, to identify the market, the needs of consumers and the views of suppliers including the voluntary sector in order to make sure that we commission exactly the right partner and solution. These have included:

- Meetings with voluntary sector organisations to understand how the solution could meet their needs and those of the people who use their services.
- Research with customers, service providers and local authorities to understand their needs and how they could best benefit from the solution
- Reports to Scrutiny to keep them informed of developments
- Soft market testing

#### 5. Alternative Options Considered

5.1 Market testing has shown there are no providers in the market that provide the end to end required solution set out in the Council’s specification and in line with the Next Generation Council model aspirations. A new service and IT solution is therefore required to deliver the Council’s objectives.

#### 6. Financial Implications

6.1 A loan investment is required to meet the Council’s objectives and the full financial case will be submitted to the Capital Investment Board on 21<sup>st</sup> December, following which a further report will be submitted to Cabinet for approval to enter into the contract.

6.2 The estimated loan requirement from NCC over a three year period is £1.404m. The investment outlay over the three years are £260k, £723k and £421k starting from 2016-17. This is to be funded by Council Borrowing and forecast to be paid back by end of 2018-19 from the Commission fee income.

<p>What benefits will the proposal deliver?</p>	<ol style="list-style-type: none"> <li>1) Greater consumer choice</li> <li>2) Better understanding of purchasing behaviours, choice and spend to inform commissioning</li> <li>3) Deliver key components of Next Generation Model</li> <li>4) Help deliver Council’s Financial strategy and mitigate risk B1 (Corporate Risk Register)</li> <li>5) Helps to mitigate risk C8 (Corporate Risk Register)</li> <li>6) Efficiency savings (cashable and non-cashable) over 5yrs</li> </ol>
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## 7. Risk and Business Continuity Management

### a) Risk(s) associated with the proposal

Risk	Mitigation	Residual Risk
That the Joint Venture Agreements providing the overall contract framework are not put in place or are delayed creating delays in the development of the portal.	Legal advisers are developing the required documentation between the parties in parallel to this request for the development of the Joint Venture  The portal services agreement between the Council and the Joint Venture Vehicle can contain appropriate contractual safeguards such as the requirement for the portal to be fit for purpose and operating satisfactorily before the Council will commit to it as a commissioner.	Amber.
The portal does not deliver the required benefit for NCC	The business case has been robustly tested over the last 24 months and full investment case will be subject to CIB scrutiny.	Amber
That NCC does not gain the benefits of the automation and throughput on the portal leading to a reduced return on investment	NCC has the ability to mandate the throughput on the portal and a phased plan of implementation will be agreed with the Director of Adult Social services and set as policy.	Green
That the portal is delayed leading to a reduced return on investment.	The proposed services agreement will include appropriate consequences for any delays	Green
That the portal will not be fit for purpose.	The proposed services agreement will include a specification setting out the key business, technical and usability requirements of the portal to be delivered to NCC	Green
That the portal provides access to providers who are not of the required quality	The proposed services agreement will include requirements around the vetting of all providers on the portal and processes to suspend or remove any provider where there is an identifiable quality or safeguarding concern as agreed with the quality and safeguarding team,	Green

### b) Risk(s) associated with not undertaking the proposal

Risk	Risk Rating
The Council will continue to incur the overhead and resource effort	Red

Risk	Risk Rating
required to manually search for and place customers with providers following assessment.	
People of Northamptonshire do not have access to good quality information, advice and market place (requirement of the Care Act 2014)	Red
Internal processes cannot be streamlined	Amber
The Council will design and commission services that do not reflect fully service users or self-funders requirements and preferences leading to over or under supply in the market in meeting future needs	Red
The Council does not benefit from the economies of scale afforded by having sight of all spend with the independent sector for care and wellbeing services.	Amber
The Council does not fully utilise community solutions for care and wellbeing services as there is no single source of information for service users.	Amber

## 8. List of Appendices

### APPENDIX 1 – Business Case for the use of Brolly in NCC Adult Social Care

Author:	Anna Earnshaw, Strategic Director of Adults Commissioning and Transformation
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Background Papers:	
Does the report propose a key decision is taken?	Yes
If yes, is the decision in the Forward Plan?	No
Will further decisions be required? If so, please outline the timetable here	No
Is this report proposing an amendment to the budget and/or policy framework?	No
Have the financial implications been cleared by the Strategic Finance Manager (SFM)? Have any capital spend implications been cleared by the Capital Investment Board (CIB)	YES Name of SFM: Damon Lawrence
Has the report been cleared by the relevant Director?	YES Chief Executive: Paul Blantern:
Has the relevant Cabinet Member been consulted?	YES Cllr Bill Parker
Has the relevant scrutiny committee been consulted?	YES Scrutiny Committee:
Has the report been cleared by Legal Services?	YES Name of solicitor: Allis Karim
Have any communications issues been cleared by Communications and	No

Marketing?	
Have any property issues been cleared by Property and Asset Management?	N/A
Has an Equalities Impact Assessment been carried out in relation to this report?	NO as this provides greater opportunity for all
Are there any community safety implications?	NO
Are there any environmental implications:	NO
Are there any Health & Safety Implications:	NO
Are there any Human Resources Implications:	NO
Are there any human rights implications:	NO
Constituency Interest:	none specific