



Date: Wednesday, 8 February 2017

Time: 12.30 pm

Venue: Shrewsbury Room, Shirehall, Abbey Foregate, Shrewsbury, Shropshire, SY2 6ND

Contact: Jane Palmer, Senior Democratic Services Officer
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CABINET

TO FOLLOW REPORT (S)

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Lead Member – Councillor Stuart West – Portfolio Holder for Leisure and Culture.

Report from the Director of Place and Enterprise. **TO FOLLOW**

Contact: George Candler Tel: 01743 255003

15 Social Value Charter for Shropshire (Pages 15 - 44)

Lead Member – Councillor Michael Wood – Portfolio Holder for Corporate Support

Report of the Director of Place and Enterprise **TO FOLLOW**

Contact: George Candler Tel: 01743 255003

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Lead Member – Councillor Karen Calder – Portfolio Holder for Health and Wellbeing

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Contact: Prof Rod Thomson Tel: 01743 253934



Committee and Date

CABINET

Wednesday 8th February

Community Right to Challenge: Expressions of Interests for the future delivery of a library service in Church Stretton

Responsible Officer George Candler, Director - Place and Enterprise
e-mail: george.candler@shropshire.gov.uk Tel: 01743 255003

1. Summary

This report outlines the approach that Shropshire Council is taking in the redesign and commissioning of the library service in Church Stretton and the progress to date.

Cabinet approval for valid expressions of interests submitted under the Community Right to Challenge legislation is requested which will therefore enable the commencement of a procurement process to secure a new provider of a library service in Church Stretton.

2. Recommendations

- A** That Cabinet confirms and accepts the valid expressions of interest under the Community Right to Challenge legislation in relation to the redesign of Shropshire Council's library services in Church Stretton.
- B** That all future decisions on this area of work are delegated to the Director of Place and Enterprise in consultation with the Portfolio Holder for Leisure and Culture to ensure the recommended approach is delivered.

REPORT

3. Risk Assessment and Opportunities Appraisal

Work has commenced on developing a draft opportunity risk register and this will be reviewed quarterly. The main risks are in relation to implementation of the Community Right to Challenge legislation and any subsequent procurement exercise.

The main opportunity in relation to this report is the potential to improve the sustainability of a library service in Church Stretton.

4. Financial Implications

The net controllable running costs of Church Stretton Library are currently approximately £35,000-£40,000 per annum. Although Shropshire Council is able to continue to fund the

full costs of the library in the short-term, it is unlikely that the current level of funding could be sustained over the medium to long term.

During the procurement stage of the commissioning of Church Stretton Library, potential providers will be asked to outline the financial support that they require from the council in the future. Organisations should ensure that they have explored all funding options available to them and that any request for funding from Shropshire Council that is included within their proposals is kept to a sustainable level and provides good value for money.

5. Background

The Council is projected to have a funding shortfall of £27m by 2019/20, resulting in discretionary services such as leisure, libraries, museums, public open spaces and support for youth activities facing potential significant cutbacks or in the worst-case scenario cessation of funding and possible closure.

The adoption of a locality approach to commissioning is a key strand of Shropshire Council's commissioning strategy. Engagement with the voluntary sector, town and parish councils, community groups and other partners to support and retain the local delivery of a range of services and activities is a vital component of this work. There are a number of examples now across the county where this has already taken place successfully.

The Council's vision for the delivery of library services in Shropshire is to provide and support inspiring library services for learning, information and enjoyment, impacting positively on the lives of people.

Following over two years of work in the local community, the Community Right to Challenge process is the approach being taken to deliver the continuation of a library service for the town.

Community Right to Challenge

The Community Right to Challenge came into being through the Localism Act 2011 (the 'Act') and associated Regulations and gives 'relevant bodies', i.e. groups of citizens, community groups, parish councils and our employees the right to submit expressions of interest ('EOI') in taking over and running a 'relevant service', in which they must explain how they intend to run the service in a better and more efficient way. Statutory Guidance issued by the Department for Communities and Local Government sets out the information which must be provided within an EOI and the circumstances under which the Council must accept, request modification of, or reject the EOI. The Council must consider any EOI submitted to it, which is in writing and meets the criteria set out in the Guidance. If one or more EOI are accepted this means that, the Council must carry out a procurement exercise for that service.

The Statutory Guidance defines a 'relevant body' as voluntary or community body; a body of persons or a trust which is established for charitable purposes only; a parish council; or two or more employees of the 'relevant authority' (i.e. the Council). A 'relevant service' is a service provided by or on behalf of a relevant authority in the exercise of its functions in relation to England, except services which are excluded from the right in secondary legislation. The Community Right to Challenge only applies to the provision of services and does not provide for the delegation of functions of the 'relevant authority'.

Information, which must be provided in an EOI in accordance with the Statutory Guidance, is:

1. Where the relevant body proposes to deliver the relevant service as part of a consortium or to use a sub-contractor for delivery of any part of the relevant service, the information in points 2 and 3 below must be given in respect of each member of the consortium and each sub-contractor as appropriate.
2. Information about the financial resources of the relevant body submitting the expression of interest.
3. Evidence that demonstrates that by the time of any procurement exercise the relevant body submitting the expression of interest will be capable of providing or assisting in providing the relevant service.
4. Information about the relevant service sufficient to identify it and the geographical area to which the expression of interest relates.
5. Information about the outcomes to be achieved by the relevant body or, where appropriate, the consortium of which it is a part, in providing or assisting in the provision of the relevant service, in particular:
 - (a) How the provision or assistance will promote or improve the social, economic or environmental well-being of the relevant authority's area; and
 - (b) How it will meet the needs of the users of the relevant service.
6. Where the relevant body consists of employees of the relevant authority, details of how that relevant body proposes to engage other employees of the relevant authority who are affected by the expression of interest.

The Statutory Guidance also sets out the grounds under which an EOI can be rejected. These are:

1. The expression of interest does not comply with any of the requirements specified in the Localism Act or in regulations
2. The relevant body provides information in the expression of interest, which in the opinion of the relevant authority, is in a material particular inadequate or inaccurate.
3. The relevant authority considers, based on the information in the expression of interest, that the relevant body or, where applicable-
 - a. any member of the consortium of which it is a part, or
 - b. any sub-contractor referred to in the expression of interestis not suitable to provide or assist in providing the relevant service.
4. The expression of interest relates to a relevant service where a decision, evidenced in writing, has been taken by the relevant authority to stop providing that service.
5. The expression of interest relates to a relevant service -
 - a. provided, in whole or in part, by or on behalf of the relevant authority to persons who are also in receipt of a service provided or arranged by an NHS body which is integrated with the relevant service; and
 - b. the continued integration of such services is, in the opinion of the relevant authority, critical to the well-being of those persons.
6. The relevant service is already the subject of a procurement exercise.
7. The relevant authority and a third party have entered into negotiations for provision of the service, which negotiations are at least in part conducted in writing.
8. The relevant authority has published its intention to consider the provision of the relevant service by a body that two or more specified employees of that authority propose to establish.

9. The relevant authority considers that the expression of interest is frivolous or vexatious.
10. The relevant authority considers that acceptance of the expression of interest is likely to lead to contravention of an enactment or other rule of law or a breach of statutory duty.

Shropshire Council has developed and published a procedure for dealing with EOIs submitted under the Community Right to Challenge. This meets the requirements and timescales set out in the Statutory Guidance and provides for recommendations to Cabinet on whether to accept or reject an EOI based on the criteria set out above.

In accordance with the provisions of the Act, the Council can specify a defined period within which expressions of interest are invited for a particular service. The period for submitting expressions of interest to run Church Stretton Library was opened on 13th September 2016 and closed on 16th January 2017, after which no further expressions of interest may be accepted, and a formal response from the Council is required back to the applicant within 30 days. The paperwork in relation to this window of opportunity is included in **Appendix 1**.

- Shropshire Council has received two expressions of interest to run the library service in Church Stretton.
- Both expressions of interest have been reviewed and considered by Council officers to establish whether they meet the criteria for acceptance. Clarifications on certain aspects of each expression of interest have been sought and responses received. Both expressions of interest meet the criteria for acceptance.
- Shropshire Council must now run a procurement exercise in which any organisation can bid to take over the operation of the service.
- All information included in this process must be kept confidential and only for the recipient's knowledge. No information in discussions connected to this process may be disclosed to any other party without prior written authorisation.

List of Background Papers

Shropshire Council Community Right to Challenge Guidance

<https://www.shropshire.gov.uk/doing-business-with-shropshire-council/community-right-to-challenge/>

Government Community Right to Challenge Guidance:

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/5990/2168126.pdf

Cabinet Member (Portfolio Holder)

Councillor Stuart West, Portfolio holder for Leisure and Culture

Local Members

Councillor Lee Chapman and Councillor David Evans

Appendices

Appendix 1 – Shropshire Council Community Right to Challenge Expression of Interest documentation

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SUPPLEMENTARY INFORMATION FOR PARTIES INTERESTED IN SUBMITTING AN EXPRESSION OF INTEREST IN THE FUTURE DELIVERY OF CHURCH STRETTON LIBRARY SERVICE, UNDER THE COMMUNITY RIGHT TO CHALLENGE LEGISLATION

Service information – Church Stretton Library

Library Service overview

The overall vision for Shropshire Libraries is to provide and support inspiring library services for learning, information and enjoyment.

A core set of three **principles** will underpin the delivery of public library services:

- The provision of information and reading will remain fundamental to public library provision, but will take account of the shifts in society and the opportunities provided by technological developments;
- The importance of libraries as a community spaces, as a hub for people, for creativity, for the delivery of other services and for providing support to local communities and people;
- Empowering communities, providing leadership, opportunities to engage and support to local people, seeing them as co-creators and co-producers of libraries and the services delivered within them.

In taking forward our vision for a library service a number of **aims** respond to anticipated present and future library service needs:

- Provide everyone in Shropshire with access to library services
- Put customers at the heart of everything we do
- Encourage and enable access to informal learning
- Promote literacy and inspire reading
- Provide activities and information that improve health and well-being
- Provide opportunities for job creation and business development
- Provide welcoming community spaces that are open to all
- Enable access to digital information and services
- Build partnerships that place libraries at the heart of communities
- Deliver and develop targeted services for those in most need
- Provide services and activities to support children, young people and families
- Develop innovative services that reflect the changing roles of libraries

Details of current provision

Since April 2016 the Visitor Information Centre functions have temporarily been integrated into the library space and are now delivered by library staff as a combined service. Between April to June 2016 this has contributed to a rise in visits of approximately 2000. Please note that expressions of interest are being sought for the library service only and responses do not necessarily need to include the Visitor Information Centre functions.

Current opening hours

Monday Closed
Tuesday 9.30 to 7.30
Wednesday Closed
Thursday 9.30 to 5
Friday 9.30 to 5
Saturday 9.30 to 5

Total 32.5 hours per week. Opening times at other libraries have recently been subject to public consultation and proposals were made to reduce opening times during the periods of lowest use. These were generally identified as evenings and Saturday afternoons. Church Stretton Library was not included in this review.

Staffing

The library is staffed by 1 Branch Manager and 2 Library Assistants (total 38.5hrs), plus 2 Casual Library Assistants providing regular additional cover.

Occasional staff cover is also currently provided by library staff from Shrewsbury Library. The library is also supported by Team Librarians based at Shrewsbury Library, the Library Support team based in Shrewsbury, the Central Area admin officer, and the Central Area Library Manager.

It should be noted that the staffing budget detailed within this document does not provide sufficient staffing to cover the existing opening times of the library. Additional staffing of approx. £11,000 is provided from other library area budgets.

In addition there are approximately 12 Home Library Service volunteers who select and deliver books to readers who could not visit the library themselves due to disability or mobility issues, illness, or care commitments. There is also a small team of Local History volunteers who offer advice on local/family history research, as well as a volunteer who assists with shelving duties in the library.

IT Facilities

- 5 public computers with internet access and printing facility.
- Free wi-fi throughout the library.
- 1 photocopier for public use.
- 1 document scanner for public use.

Library stock

The library stocks about 13,000 items representing the full range of borrowable material, including fiction and non-fiction books for all ages, DVDs, talking books on CD and large print books. The library also includes a Health Zone featuring stock and other information resources related to health and well-being. Alterations to the layout of the children's area have resulted in easier access to junior stock and a better space for events.

The library is included in countywide stock rotation systems meaning that a large proportion of the stock will move around from branch to branch. People can also request items held in other branches within the county, which are then despatched to the branch via our library vans. The library also holds a Local History collection of reference and lending material which is available for general use and supports the work of the Local History volunteers.

Events

- Time to Listen – storytime for adults held monthly
- Rhyme time – stories, rhymes and songs for children held monthly.
- Reading Group – meet in the library monthly. There are 10 other local reading groups who access their books via Church Stretton library.
- Local History Advice – drop-in sessions run by the volunteers on a weekly basis. The library is a designated Local History Centre, set up in conjunction with Shropshire Archives.
- Author events – with a wide range of different authors, these events have grown in popularity over the past 2 years.

In addition Church Stretton Library engages with countywide/national projects and initiatives such as the Summer Reading Challenge, National Poetry Day and Dementia Awareness Week.

Statistical summary

	2011/12	2012/13	2013/14	2014/15	2015/16
Visits	46,865	38,663	36,588	38,674	35,487
Active Users	1,769	1,705	1,642	1,532	1,488
Computer Time Used (mins)	262,280	248,831	235,457	232,742	230,382
Total Loans	54,773	52,098	50,372	44,067	38,339
Requests	2,711	2,471	2,116	1,882	2,132
Event Attendance	678	499	616	946	1296
Volunteer Hours	342	562	677	668	941

	% change over 5yrs	% change from 14/15 to 15/16
Visits	-24%	-8%
Active Users	-16%	-3%
Computer Time Used (mins)	-12%	-1%
Total Loans	-30%	-13%
Requests	-21%	13%
Event Attendance	91%	37%
Volunteer Hours	175%	41%

Future provision

Any future vision for the library should build on the work that is already being done to ensure the library remains a key part of the community in Church Stretton. This would include strengthening links with all key partners within the town in a collaborative way, working towards local priorities and interests as well as wider library service aims.

The best solution would be based on Church Stretton library remaining within the overall Shropshire Libraries network, with ongoing support from Shropshire Council in the form of library IT systems, stock and professional librarian input. This would maintain the firm foundation for a quality service that meets the needs of all.

Like most other libraries, Church Stretton is facing challenges to many of its traditional functions. Future provision would recognise this and look to take advantage of the many new opportunities that are arising. This would include digital opportunities – promoting locally the expanding range of library e-services, making creative use of free Wi-Fi, tapping in to the growing demand for digital activities and events such as Code Clubs. There are also opportunities related to the growing role of libraries as a source of information and activity related to Health and Well-being. National funding for libraries from Arts Council England also presents new opportunities for creative arts projects and partnerships, to add to the already vibrant cultural offer that is driven by the library.

Financial information

Running costs

The running costs for the library total approximately £47,500 per year (this includes additional overtime / temporary hours to cover the core library and VIC opening times). A more detailed breakdown is available on request.

Funding available

Shropshire Council's maximum available contribution for the operation of a library service in Church Stretton is outlined below.

Year	Amount
2017/18	£36,090*
2018/19	£18,045
2019/20	£0

*NB this figure is for a full financial year and will be amended accordingly on a pro rata basis depending on any contract start date.

For any further details, in order to visit the site or clarification of the process, please contact Rawden Parslow on 07990085404 or rawden.parslow@shropshire.gov.uk

NOTICE OF THE OPENING OF A 18 WEEK WINDOW OF OPPORTUNITY FOR EXPRESSIONS OF INTEREST IN THE FUTURE DELIVERY OF CHURCH STRETTON LIBRARY SERVICE, UNDER THE COMMUNITY RIGHT TO CHALLENGE LEGISLATION

Introduction

This process is to allow an opportunity for expressions of interests to be made under the Community Right to Challenge legislation **and is not the commencement of a procurement process**. This notice seeks information regarding the potential interest in delivering the library service in Church Stretton, which may include the management of the existing library building on behalf of Shropshire Council.

Background

Shropshire Council is transforming and redesigning itself and the services that it commissions and delivers so that as soon as possible, everything is as efficient as it can be, with a focus on the customer, prevention and partnership

The Council is projected to have a significant and impactful funding shortfall by 2018/19, resulting in discretionary services such as leisure, libraries, museums, public open spaces and support for youth activities facing significant cutbacks or in the worst case scenario – cessation of funding and closure.

The adoption of a locality approach to commissioning is a key strand of Shropshire Council's commissioning strategy; engagement with the voluntary sector, town and parish councils and community groups to support the local delivery of a range of services and activities - such as libraries, customer service points, youth activities, amenity spaces and environmental maintenance - has already been successful in a number of areas.

To help secure a sustainable future for these services Shropshire Council wants to work with town and parish councils and other partners such as community groups, the voluntary and community sector, the education sector and the business sector to develop new service delivery models and funding streams for local services and assets. This could include the transfer of assets and services from Shropshire Council to other organisations, new partnership arrangements that are able to secure new funding streams for local services or the generation of additional income by local councils to support service delivery.

We want Shropshire's communities to be resilient, to take ownership of issues that are important to them and, with the Council's support, to develop their own resources to be able to flourish into the future.

Church Stretton library service is a trusted resource that can be maximised to achieve important strategic and local outcomes. Specifically, our vision for the delivery of library services in Shropshire is to provide and support inspiring library services for learning, information and enjoyment with the delivery of the library service impacting positively on the lives of people. Reading and the provision of information will remain fundamental to public library provision, but the shifts in society and the opportunities provided by technological developments will be taken into account.

Seeking Interest

The Council is committed to and is being proactive in seeking alternative management and delivery arrangements for Church Stretton library service through the Community Right to Challenge process.

The Community Right to Challenge gives groups of citizens, community groups, parish councils and our employees the right to submit expressions of interest in taking over and running a Council service.

Groups are able to express an interest to us in which they must explain how they intend to run the service in a more efficient way. The Council must then consider and respond by either accepting the suggestions, rejecting in certain defined circumstances, or suggest modifications and improvements to the proposals.

Interested parties should note that it is considered that the Employee 'Transfer of Undertakings (Protection of Employment) Regulations '2006 ('TUPE') would apply to any contract awarded under any subsequent procurement process.

To Respond

If you are interested in expressing an interest you should respond using the Community Right to Challenge Expression of Interest form, which can be found at <http://www.shropshire.gov.uk/doing-business-with-shropshire-council/community-right-to-challenge/>

Details about how Church Stretton library service is currently delivered, copies of the premises layout and other details of the building, future estimated budgets for the delivery of the service and other details will be made available on request.

No interested party should make contact with the services or attempt to visit the premises without prior agreement.

For any further details, in order to visit the site or clarification of the process, please contact Rawden Parslow on 07990085404 or rawden.parslow@shropshire.gov.uk

Expressions of interest using the Community Right to Challenge form should be sent in no later than noon on Monday 16th January 2017.

Confirmation of receipt will be made within 2 days and the final decision on any Expression of Interest will be communicated within 30 days after the deadline for submission.

Confidentiality

Please note all information included in this process will be confidential and only for the recipient's knowledge. No information in discussions connected to it may be disclosed to any other party without prior written authorisation.

The Community Right to Challenge process

Once we've received any Expressions of Interest we'll check to make sure they are valid and comply with the requirements of the legislation. If it is valid and compliant we'll consider it before it is submitted to our Cabinet in the month following the deadline. The Council's Cabinet will be the final decision maker on its acceptance.

If an Expression of Interest doesn't have adequate information or appears to be inaccurate we will ask for further clarification. We will not reject an expression of interest because the information is inadequate without asking for further information first.

If we consider any Expression(s) of Interest valid, we will then run a procurement process in which organisations – including those that submitted an expression of interest but also other organisations and private companies - can bid to take over the running of the service.

Disclaimer

The information in this document is solely for the purpose of enabling expressions of interest to be created and submitted and no representation, warranty, or undertaking is given by the Council as to its accuracy or completeness, and the Council accepts no liability in relation to it.

The Council reserves the right, at its discretion:

- (1) to vary the procedure for this process;
- (2) to proceed or not with a subsequent procurement process.

No expense in responding to this notice will be reimbursed by the Council

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Committee and Date

Cabinet

8th February 2017

SOCIAL VALUE CHARTER FOR SHROPSHIRE

Responsible Officer George Candler - Director of Place and Enterprise
e-mail: George.candler@shropshire.gov.uk Tel: 01743 255003

1. Summary

The Public Services (Social Value) Act 2012 (the 'Act') places a statutory duty on the Council to consider:

1. how what we propose to procure might improve social, economic and environmental wellbeing of the 'relevant area' (for the Council this is the Shropshire Council area); and
2. through procurement, how we might go about securing those improvements.

'Social Value' means social, economic and environmental benefits or outcomes that have been created. The Act does not prescribe in detail the nature of the social, economic and environmental improvements to be secured, which means that there is flexibility for local areas to define the nature of such improvements based on local needs and requirements.

During the time of implementation of the Act we recognised that, as the principles of the Act apply to all public commissioning organisations, there was benefit in setting up a Social Value Group in order to develop a common approach to securing Social Value. The Social Value Group is comprised of representatives from Shropshire Council, Shropshire CCG, local Housing Associations, West Mercia Police & Crime Commissioner and NHS Commissioning as well as voluntary sector and provider representation.

The Social Value Group has developed a Social Value Charter for Shropshire. Adopting the Social Value Charter is not a requirement of the Act but it does serve to demonstrate a commitment to 3 key, locally defined, principles to support improvements in social, economic and environmental wellbeing for Shropshire. These 3 key principles are:

1. Supporting the Shropshire economy
2. Promoting wellbeing in Shropshire
3. Shropshire is a great place to live

Public sector commissioning bodies which operate in Shropshire (Shropshire Council, Shropshire CCG, Housing Associations, Police & Crime Commissioner, NHS Commissioning) can become a signatory to the Charter through adopting the Charter via their approvals processes. Businesses, parish & town councils and community groups can also sign up to the Charter. Shropshire Council's adoption of a Social Value Charter will require a Cabinet recommendation to Council.

By adopting the Social Value Charter Shropshire Council is committing to:

- Embedding Social Value in its commissioning strategies and plans
- Incorporating appropriate and proportionate Social Value requirements which reflect the Charter in its procurement, contracts and grants documentation
- Capturing data and intelligence which demonstrates the Social Value generated through its commissioning and procurement activity

2. Recommendations

- That Cabinet recommends to Council that Shropshire Council adopts the Social Value Charter for Shropshire as set out in Appendix 1

REPORT

3. Risk Assessment and Opportunities Appraisal

An engagement exercise was carried out for a 12 week period between September and December 2016. The exercise was primarily aimed at key stakeholder groups including the Voluntary & Community Sector, business groups, parish & town councils and provider organisations.

Feedback from this exercise established that adoption of a Social Value Charter would help to improve social, economic and environmental outcomes for Shropshire. In addition, by adopting the measures suggested in Appendix 2, there will be better coordination of Social Value outcomes between the public sector bodies and a more coherent demonstration of value generated.

An Equality and Social Inclusion Impact Assessment (ESIIA) was developed alongside the engagement exercise and has now been finalised. The ESIIA has determined that there will be no negative impacts on any of the protected characteristics groupings and a medium positive impact on the social inclusion grouping. This is due to the Charter principles supporting, amongst others, initiatives to address social and rural isolation, contributions to community infrastructure and keeping people connected. The ESIIA is attached at Appendix 3.

4. Financial Implications

There are no direct financial implications arising from the adoption of the Social Value Charter. Organisations adopting the Charter will commit to the locally defined principle of supporting the Shropshire economy which includes support for the local supply chain, local jobs, skills development and inward investment. It is anticipated that there will be indirect financial benefit to the local economy arising from adoption of the Charter, although this will be difficult to quantify.

5. Background

The Public Services (Social Value) Act 2012 made it a legal requirement for any public body (councils [but not town or parish councils], Clinical Commissioning Groups, Police and Crime Commissioners, Housing Associations) to consider how it may improve social, economic and environmental outcomes in its area and how it might secure this through its procurement activity.

Social Value is a measure of additional benefits that can be generated for the local area through the way that the public sector commissions, and contractors deliver, services or works. For example a care provider may provide value through promoting care provision as a positive career choice in schools or colleges which in the longer term will assist with local recruitment to the sector; or a building contractor may commit to the creation of local employment and training opportunities and extend this into the supply chain; or an advice services provider may provide volunteering opportunities.

In Shropshire a Social Value Group was formed prior to the legislation going live in 2013 in order to consider a coordinated approach across the county's commissioners. The group is chaired by Cllr Lee Chapman and consists of representatives from:

- Shropshire Council
- Shropshire CCG
- NHS Midlands & Lancashire Commissioning Support Unit
- Office of the West Mercia Police & Crime Commissioner
- Shropshire Voluntary & Community Sector Assembly
- Housing via Severnside Housing
- Provider organisations via Shropshire Providers' Consortium

The Social Value Group developed a Social Value Commissioning and Procurement Framework in 2014. The framework is designed to guide Council officers and members on how to embed Social Value into the council's commissioning and procurement activity. The framework sets out what Social Value means to the council, how it can help us to deliver on our outcomes and priorities and how we will apply it in practice. In addition, the framework sets out how we will ensure, through our commissioning and procurement activity, that we achieve the greatest possible impact on behalf of Shropshire's residents. It identifies how customer outcomes are linked to the council's priorities and suggests measures, milestones or specific indicators by which Social Value can be demonstrated.

The Social Value Charter was developed from work undertaken with Social Enterprise UK and the Institute for Voluntary Action Research. The work identified the need for a common understanding of Social Value across the public sector partners, common outcomes and a need to raise the profile of Social Value more generally. Other local authority areas have implemented Social Value Charters as a way to achieve these aims.

6. Additional Information

The 12 week engagement exercise was publicised through the Council's website and through briefings provided to stakeholder groups including Shropshire Association of Local Councils, Shropshire Partners In Care (care providers), Shropshire Voluntary & Community Sector Assembly, Shropshire Providers' Consortium and the Business Board. Responses were invited via an online questionnaire.

Over 30 responses were received, although not all responders answered all questions. A full description of the methodology and responses received is set out in Appendix 4.

Once adopted by all parties to the Social Value Group the Social Value Charter will be launched and publicised. A logo will be developed for all signatories to display and Shropshire Council will maintain a log of signatories on its Social Value webpages.

7. Conclusions

A Social Value Charter will provide a focus for improving social, economic and environmental outcomes for Shropshire residents and communities. Measures adopted to support the Charter aims will assist with demonstrating what, and how much, Social Value is generated as a result of procurement activity undertaken by all public sector bodies in Shropshire.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Cabinet Member (Portfolio Holder)

Cllr Michael Wood – Portfolio Holder for Corporate Support

Local Member

All members

Appendices

Appendix 1 – A Social Value Charter for Shropshire

Appendix 2 – Social Value Measures

Appendix 3 – Equality and Social Inclusion Impact Assessment

Appendix 4 – Social Value Charter Engagement Methodology & Final Responses



A Social Value Charter for Shropshire

The Social Value Charter for Shropshire sets out how public sector commissioners, service providers, voluntary, community & social enterprise organisations and businesses will aim to improve the social, economic and environmental wellbeing of Shropshire.

The Social Value Charter aims to clearly communicate the Social Value priorities for Shropshire and to create a framework within which commissioners, providers and other stakeholders will operate.

These principles have been developed by the Shropshire Social Value Group which consists of representatives from the Local Authority, Health, Police & Crime Commissioner's Office, Housing and the Voluntary & Community Sector.

The Charter is aligned to the Shropshire Council Social Value Commissioning & Procurement Framework, the Cogs Shropshire Procurement Charter and other related frameworks.

Charter signatories will commit to the Charter principles and must demonstrate either how they are currently delivering Social Value in accordance with these principles or how they plan to achieve compliance in accordance with a timetabled plan.

It is our long-term aspiration that future commissioning and contracting decisions made by signatory organisations will take full account of the principles of this Charter by being formally incorporated into new contracts and procurement policies.

Commissioners will:

- Embed Social Value in their commissioning strategies and plans
- Incorporate appropriate and proportionate Social Value requirements which reflect this Charter in their procurement, contracts and grants documentation
- Capture data and intelligence which demonstrates the Social Value generated through their commissioning and procurement activity

Contracted Providers will:

- Operate in a way which maximises the Social Value generated through their activities
- Provide clear evidence and data to commissioners which demonstrate the Social Value they generate through their contracted activities

Other Charter Signatories will:

- Operate in a way which maximises the Social Value generated through their activities

By signing up to this Charter signatories commit to the following principles, either by fully adopting the Charter at the time of signature or alternatively making a commitment to full adoption within a clear timetable.

The Charter principles are as follows:

1. Supporting the Shropshire economy:
 - a. Supporting / purchasing from the local supply chain where possible
 - b. Supporting or creating the conditions for growth in the Shropshire economy
 - c. Developing education, skills and training opportunities within the Shropshire economy
 - d. Employment opportunities for local people
 - e. Good conditions of employment and fair wage rates and structures
2. Promoting wellbeing in Shropshire:
 - a. Keeping people connected and maximising use of community infrastructure
 - b. Initiatives to address social and rural isolation
 - c. Supporting people and communities to be self-reliant, resilient, safe and mutually supportive
 - d. Addressing the social, economic and environmental factors which contribute to poverty and inequality (prevention)
 - e. Residents are involved in the design and delivery of integrated and accessible quality services
3. A great place to live:
 - a. Support or contribution to community initiatives
 - b. People are able to contribute through volunteering opportunities
 - c. People have a good, decent and appropriate place to live
 - d. People are proud to live in Shropshire and have a stake in their communities
 - e. A green and sustainable county

Implementation of the Charter

Charter signatories will commit to supporting the three principles set out above. Measures to demonstrate how signatories to the Charter are delivering on their commitments will be implemented in stages linked to these three principles. Stage 1 will concentrate on the principle 'Supporting the Shropshire Economy'. Measures for principles 2 and 3 will be developed in succession over the course of the following 12 months.



A Social Value Charter for Shropshire: Metrics and Measurement

The Social Value Charter for Shropshire sets out how public sector commissioners, service providers, voluntary, community & social enterprise organisations and businesses will aim to improve the social, economic and environmental wellbeing of Shropshire.

Development of a Social Value Charter is essentially a commitment by Charter signatories (which can be the public bodies but is also designed for providers and other organisations) to deliver on a number of principles.

One of the things that we, and many other areas, are trying to get better at is demonstrating and measuring the social value that is delivered. This is crucial to the implementation of the Charter because we will need to establish measures which will demonstrate the nature of, and how much, Social Value which is being generated.

The initial focus for Social Value measures is around Economic value – the Charter principle of ‘Supporting the Shropshire Economy’ with the following specific commitments being demonstrated:

- a. Supporting / purchasing from the local supply chain where possible
- b. Supporting or creating the conditions for growth in the Shropshire economy
- c. Developing education, skills and training opportunities within the Shropshire economy
- d. Employment opportunities for local people
- e. Good conditions of employment and fair wage rates and structures

A review of the approaches to measurement taken in other areas and discussion with the council’s Economic Growth Specialist in the Performance, Intelligence and Policy team has resulted in the creation of measures to support / demonstrate the achievement of these commitments; there may well be more than one measure for each commitment.

It would not be expected or practical that all Charter signatories would report on and demonstrate achievement of all the proposed measures. Measures would be set out in contract specifications for contracted providers and non-contracted organisations would

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select measures appropriate to their activities to demonstrate the Social Value they are generating.

The measures to support demonstration of these commitments are as follows:

Supporting / purchasing from the local supply chain where possible	% supply chain spend with Shropshire-based businesses and organisations
Supporting or creating the conditions for growth in the Shropshire economy	Investment brought in to Shropshire: <ul style="list-style-type: none"> • Financial value of investment • As a % of contract value Contribution to initiatives which support local economic growth – this to be provided as a narrative
Developing education, skills and training opportunities within the Shropshire economy	During a 12 month period: <ul style="list-style-type: none"> • No. apprenticeships • No. training places offered • No. work experience places offered • % of staff offered training / continuing professional development • No. new qualifications achieved by staff / trainees
Employment opportunities for local people	No. jobs created: <ol style="list-style-type: none"> 1. In total 2. For Shropshire residents
Good conditions of employment and fair wage rates and structures	% employees who rate employment conditions favourably

Further measures will be developed by the Social Value Group to support the remaining Charter principles of Promoting Wellbeing in Shropshire and Shropshire being a great place to live.

Shropshire Council Equality and Social Inclusion Impact Assessment (ESIIA)

Name of service change: Social Value Charter for Shropshire

Contextual Notes 2016

The What and the Why:

The Shropshire Council Equality and Social Inclusion Impact Assessment (ESIIA) approach helps to identify whether or not any new or significant changes to services, including policies, procedures, functions or projects, may have an adverse impact on a particular group of people, and whether the human rights of individuals may be affected.

This assessment encompasses consideration of social inclusion. This is so that we are thinking as carefully and completely as possible about all Shropshire groups and communities, including people in rural areas and people we may describe as vulnerable, for example due to low income or to safeguarding concerns, as well as people in what are described as the nine 'protected characteristics' of groups of people in our population, eg Age. We demonstrate equal treatment to people who are in these groups and to people who are not, through having what is termed 'due regard' to their needs and views when developing and implementing policy and strategy and when commissioning, procuring, arranging or delivering services.

It is a legal requirement for local authorities to assess the equality and human rights impact of changes proposed or made to services. Carrying out ESIIAs helps us as a public authority to ensure that, as far as possible, we are taking actions to meet the general equality duty placed on us by the Equality Act 2010, and to thus demonstrate that the three equality aims are integral to our decision making processes. These are: eliminating discrimination, harassment and victimisation; advancing equality of opportunity; and fostering good relations.

The How:

The guidance and the evidence template are combined into one document for ease of access and usage, including questions that set out to act as useful prompts to service areas at each stage. The assessment comprises two parts: a screening part, and a full report part.

Screening (Part One) enables energies to be focussed on the service changes for which there are potentially important equalities and human rights implications. If screening indicates that the impact is likely to be positive overall, or is likely to have a medium or low negative or positive impact on certain groups of people, a full report is not required. Energies should instead focus on review and monitoring and ongoing evidence collection, enabling incremental improvements and adjustments that will lead to overall positive impacts for all groups in Shropshire.

A **full report (Part Two)** needs to be carried out where screening indicates that there are considered to be or likely to be significant negative impacts for certain groups of people, and/or where there are human rights implications. Where there is some uncertainty as to what decision to reach based on the evidence available, a full report is recommended, as it enables more evidence to be collected that will help the service area to reach an informed opinion.

Shropshire Council Part 1 ESIIA: initial screening and assessment

Please note: prompt questions and guidance within boxes are in italics. You are welcome to type over them when completing this form. Please extend the boxes if you need more space for your commentary.

Name of service change

Social Value Charter for Shropshire

Aims of the service change and description

The Public Services (Social Value) Act 2012 made it a legal requirement for any public body (councils [but NOT town or parish councils], Clinical Commissioning Groups, Police and Crime Commissioners, Housing Associations) to consider how it may improve social, economic and environmental outcomes in its area AND how it might secure this through its procurement activity.

In Shropshire a Social Value Group was formed prior to the legislation going live in 2013 in order to consider a coordinated approach across the county's commissioners. The group consists of representatives from:

- Shropshire Council
- Shropshire Clinical Commissioning Group
- West Mercia Police & Crime Commissioner
- Shropshire Voluntary & Community Sector
- Housing
- Provider organisations via Shropshire Providers' Consortium

Examples of Social Value which can be generated include creation of employment opportunities for local people, businesses purchasing from other Shropshire-based businesses in order to support the local supply chain, volunteering opportunities, support for community-based activities or facilities.

Through the Social Value Group we have developed a Social Value Charter for Shropshire. This is essentially a commitment by signatory organisations to strive to maximise social, economic and environmental value through the things they commission or do. The initial focus will be on the 'Economic Value' element of Social Value. The public sector commissioning bodies (council, CCG, Housing Associations, PCC) can 'sign up' through adopting the Charter via their approvals processes.

Providers and other organisations of any type (private business, social enterprise, charitable, voluntary and community) can voluntarily sign up to the Charter as a demonstration of their commitment to generating social, economic and environmental value through the way that they operate.

The Social Value Charter asks organisations to commit to:

1. Supporting the Shropshire economy through:
 - a. Supporting / purchasing from the local supply chain where possible
 - b. Supporting or creating the conditions for growth in the Shropshire economy
 - c. Developing education, skills and training opportunities within the Shropshire economy
 - d. Employment opportunities for local people
 - e. Good conditions of employment and fair wage rates and structures

- 2. Promoting wellbeing in Shropshire through:
 - a. Keeping people connected and maximising use of community infrastructure
 - b. Initiatives to address social and rural isolation
 - c. Supporting people and communities to be self-reliant, resilient, safe and mutually supportive
 - d. Addressing the social, economic and environmental factors which contribute to poverty and inequality (prevention)
 - e. Residents are involved in the design and delivery of integrated and accessible quality services

- 3. Enhancing Shropshire’s reputation as a great place to live through:
 - a. Support or contribution to community initiatives
 - b. People are able to contribute through volunteering opportunities
 - c. People have a good, decent and appropriate place to live
 - d. People are proud to live in Shropshire and have a stake in their communities
 - e. Supporting a green and sustainable county

The Social Value Charter is designed to complement existing plans and strategies such as Shropshire Council’s Corporate Plan and the Shropshire CCG Mandate Document.

Through these commitments we aim to improve social, economic and environmental outcomes generated by, and for, all people and organisations living, working or doing business in Shropshire.

Intended audiences and target groups for the service change

The Charter aims to improve social, economic and environmental outcomes generated by, and for, all people and organisations living, working or doing business in Shropshire. Where relevant, Social Value outcomes will be targeted at vulnerable groups or communities.

As such it is relevant to Shropshire’s citizens, businesses, charitable, voluntary and community sector organisations.

Adoption of the Charter will inform the way that commissioning, procurement and contracting staff operate within public sector organisations in Shropshire.

Evidence used for screening of the service change

Shropshire had support through the Health & Social Value programme to develop its approach to Social Value. This work identified the need for a common understanding of Social Value in Shropshire terms; aligned outcomes between commissioners and support to the Voluntary, Community and Social Enterprise sector. The development of a Social Value Charter came out of this work.

In addition a review was undertaken of other local authority areas which had developed and adopted a Social Value Charter, although evidence of their overall effectiveness will take time to be demonstrated.

Specific consultation and engagement with intended audiences and target groups for the service change

An online survey was developed to capture feedback on proposals from the Social Value Group to create a Social Value Charter and Charter Mark.

Potential impact on Protected Characteristic groups and on social inclusion

Using the results of evidence gathering and specific consultation and engagement, please consider how the service change as proposed may affect people within the nine Protected Characteristic groups and people at risk of social exclusion.

1. Have the intended audiences and target groups been consulted about:
 - their current needs and aspirations and what is important to them;
 - the potential impact of this service change on them, whether positive or negative, intended or unintended;
 - the potential barriers they may face.
2. If the intended audience and target groups have not been consulted directly, have their representatives or people with specialist knowledge been consulted, or has research been explored?
3. Have other stakeholder groups and secondary groups, for example carers of service users, been explored in terms of potential unintended impacts?
4. Are there systems set up to:
 - monitor the impact, positive or negative, intended or intended, for different groups;
 - enable open feedback and suggestions from a variety of audiences through a variety of methods.
5. Are there any Human Rights implications? For example, is there a breach of one or more of the human rights of an individual or group?
6. Will the service change as proposed have a positive or negative impact on:
 - fostering good relations?
 - social inclusion?

Initial assessment for each group

Please rate the impact that you perceive the service change is likely to have on a group, through inserting a tick in the relevant column. Please add any extra notes that you think might be helpful for readers.

Protected Characteristic groups and other groups in Shropshire	High negative impact <i>Part Two ESIIA required</i>	High positive impact <i>Part One ESIIA required</i>	Medium positive or negative impact <i>Part One ESIIA required</i>	Low positive or negative impact <i>Part One ESIIA required</i>
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg child for whom there are safeguarding concerns eg older person with disability)				X
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				X

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Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				X
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				X
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				X
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				X
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				X
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				X
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				X
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people for whom there are safeguarding concerns; people you consider to be vulnerable)			X	

Guidance on what a negative impact might look like

High Negative	Significant potential impact, risk of exposure, history of complaints, no mitigating measures in place or no evidence available: urgent need for consultation with customers, general public, workforce
Medium Negative	Some potential impact, some mitigating measures in place but no evidence available how effective they are: would be beneficial to consult with customers, general public, workforce
Low Negative	Almost bordering on non-relevance to the ESIIA process (heavily legislation led, very little discretion can be exercised, limited public facing aspect, national policy affecting degree of local impact possible)

Decision, review and monitoring

Decision	Yes	No
Part One ESIIA Only?	YES	
Proceed to Part Two Full Report?		NO

If Part One, please now use the boxes below and sign off at the foot of the page. If Part Two, please move on to the full report stage.

Actions to mitigate negative impact or enhance positive impact of the service change

Once the Social Value Charter has been adopted it will be marketed widely amongst stakeholders both to raise awareness and to develop the Social Value in Shropshire 'brand'

Actions to review and monitor the impact of the service change

The Social Value Group will be responsible for monitoring and reviewing the effectiveness of the Social Value Charter in improving social, economic and environmental outcomes in the county.

Scrutiny at Part One screening stage

People involved	Signatures	Date
Neil Evans		23/12/2016
<i>Any internal support*</i>		
<i>Any external support**</i>		
<i>Head of service</i>		

****This refers to other officers within the service area***

*****This refers either to support external to the service but within the Council, eg from the Rurality and Equalities Specialist, or support external to the Council, eg from a peer authority***

Sign off at Part One screening stage

Name	Signatures	Date
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Neil Evans		23/12/2016
<i>Head of service's name</i>		

Shropshire Council Part 2 ESIIA: full report

Guidance notes on how to carry out the full report

The decision that you are seeking to make, as a result of carrying out this full report, will take one of four routes:

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

The Part Two Full Report therefore starts with a forensic scrutiny of the evidence and consultation results considered during Part One Screening, and identification of gaps in data for people in any of the nine Protected Characteristic groups and people who may be at risk of social exclusion, eg rural communities. There may also be gaps identified to you independently of this process, from sources including the intended audiences and target groups themselves.

The forensic scrutiny stage enables you to assess:

- **Which gaps need to be filled right now, to help you to make a decision about the likely impact of the proposed service change?**

This could involve methods such as: one off service area focus groups; use of customer records; examination of data held elsewhere in the organisation, such as corporate customer complaints; and reference to data held by similar authorities or at national level from which reliable comparisons might be drawn, including via the Rural Services Network. Quantitative evidence could include data from NHS Foundation Trusts, community and voluntary sector bodies, and partnerships including the Local Enterprise Partnership and the Health and Well Being Board. Qualitative evidence could include commentary from stakeholders.

- **Which gaps could be filled within a timeframe that will enable you to monitor potential barriers and any positive or negative impacts on groups and individuals further along into the process?**

This could potentially be as part of wider corporate and partnership efforts to strengthen the evidence base on equalities. Examples would be: joint information sharing protocols about victims of hate crime incidents; the collection of data that will fill gaps across a number of service areas, eg needs of young people with learning disabilities as they progress through into independent living; and publicity awareness campaigns that encourage open feedback and suggestions from a variety of audiences.

Once you have identified your evidence gaps, and decided on the actions you will take right now and further into the process, please record your activity in the following boxes. Please extend the boxes as needed.

Evidence used for assessment of the service change: activity record

How did you carry out further research into the nine Protected Characteristic groups and those who may be at risk of social exclusion, about their current needs and aspirations and about the likely impacts and barriers that they face in day to day living?

And what did it tell you?

Specific consultation and engagement with intended audiences and target groups for the service change: activity record

How did you carry out further specific consultation and engagement activity with the intended audiences and with other stakeholders who may be affected by the service change?

And what did it tell you?

Further and ongoing research and consultation with intended audiences and target groups for the service change: activity record

What further research, consultation and engagement activity do you think is required to help fill gaps in our understanding about the potential or known affect that this proposed service change may have on any of the ten groupings and on the intended audiences and target groups? This could be by your service area and/or at corporate and partnership level.

Full report assessment for each group

Please rate the impact as you now perceive it, by inserting a tick. Please give brief comments for each group, to give context to your decision, including what barriers these groups or individuals may face.

Protected Characteristic groups and other groups in Shropshire	High negative impact	High positive impact	Medium positive or negative impact	Low positive or negative impact
Age (please include children, young people, people of working age, older people. Some people may belong to more than one group eg child for whom there are safeguarding concerns eg older person with disability)				
Disability (please include: mental health conditions and syndromes including autism; physical disabilities or impairments; learning disabilities; Multiple Sclerosis; cancer; HIV)				
Gender re-assignment (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Marriage and Civil Partnership (please include associated aspects: caring responsibility, potential for bullying and harassment)				
Pregnancy & Maternity (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Race (please include: ethnicity, nationality, culture, language, gypsy, traveller)				
Religion and belief (please include: Buddhism, Christianity, Hinduism, Islam, Judaism, Non conformists; Rastafarianism; Sikhism, Shinto, Taoism, Zoroastrianism, and any others)				
Sex (please include associated aspects: safety, caring responsibility, potential for bullying and harassment)				
Sexual Orientation (please include associated aspects: safety; caring responsibility; potential for bullying and harassment)				
Other: Social Inclusion (please include families and friends with caring responsibilities; people with health inequalities; households in poverty; refugees and asylum seekers; rural communities; people for whom there are safeguarding concerns; people you consider to be vulnerable)				

ESIIA Full Report decision, review and monitoring

Summary of findings and analysis - ESIIA decision

You should now be in a position to record your decision. Please highlight in bold the route that you have decided to take.

1. To make changes to satisfy any concerns raised through the specific consultation and engagement process and through your further analysis of the evidence to hand;
2. To make changes that will remove or reduce the potential of the service change to adversely affect any of the Protected Characteristic groups and those who may be at risk of social exclusion;
3. To adopt the service change as it stands, with evidence to justify your decision even though it could adversely affect some groups;
4. To find alternative means to achieve the aims of the service change.

Please add any brief overall comments to explain your choice.

You will then need to create an action plan and attach it to this report, to set out what further activity is taking place or is programmed that will:

- *mitigate negative impact or enhance positive impact of the service change,*
- AND*
- *review and monitor the impact of the service change*

Please try to ensure that:

- *Your decision is based on the aims of the service change, the evidence collected, consultation and engagement results, relative merits of alternative approaches and compliance with legislation, and that records are kept;*
- *The action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.*

Scrutiny at Part Two full report stage

People involved	Signatures	Date
<i>Lead officer</i>		
<i>Any internal support</i>		
<i>Any external support</i>		
<i>Head of service</i>		

Sign off at Part Two full report stage

Signature (Lead Officer)	Signature (Head of Service)
Date:	Date:

Appendix: ESIIA Part Two Full Report: Guidance Notes on Action Plan

Please base your action plan on the evidence you find to support your decisions, and the challenges and opportunities you have identified. It could include arrangements for:

- continuing engagement and involvement with intended audiences, target groups and stakeholders;
- monitoring and evaluating the service change for its impact on different groups throughout the process and as the service change is carried out;
- ensuring that any pilot projects are evaluated and take account of issues described in the assessment, and that they are assessed to make sure they are having intended impact;
- ensuring that relevant colleagues are made aware of the assessment;
- disseminating information about the assessment to all relevant stakeholders who will be implementing the service change;
- strengthening the evidence base on equalities.

Please also consider:

- resource implications for in-house and external delivery of the service;
- arrangements for ensuring that external providers of the service are monitored for compliance with the Council's commitments to equality, diversity and social inclusion, and legal requirements including duties under the Equality Act 2010.

And finally, please also ensure that the action plan shows clear links to corporate actions the Council is taking to meet the general equality duty placed on us by the Equality Act 2010, to have due regard to the three equality aims in our decision making processes.

These are:

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

Note: Shropshire Council has referred to good practice elsewhere in refreshing previous equality impact assessment material in 2014 and replacing it with this ESIIA material. The Council is grateful in particular to Leicestershire County Council, for graciously allowing use to be made of their Equality and Human Rights Impact Assessments (EHRIAs) material and associated documentation.

For further information on the use of ESIIAs: please contact your head of service or contact Mrs Lois Dale, Rurality and Equalities Specialist and Council policy support on equality, via telephone 01743 255684, or email lois.dale@shropshire.gov.uk.

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Social Value Charter – Engagement Methodology and Final Responses

Background

The Public Services (Social Value) Act 2012 made it a legal requirement for any public body (councils [but NOT town or parish councils], Clinical Commissioning Groups, Police and Crime Commissioners, Housing Associations) to consider how it may improve social, economic and environmental outcomes in its area AND how it might secure this through its procurement activity.

In Shropshire a Social Value Group was formed prior to the legislation going live in 2013 in order to consider a coordinated approach across the county's commissioners. The group is chaired by Lee Chapman and consists of representatives from:

- Shropshire Council
- Shropshire CCG
- West Mercia PCC
- Shropshire VCS
- Housing
- Provider organisations via Shropshire Providers' Consortium

What is a Social Value Charter and why are we doing this?

Through the Social Value Group we are developing a Social Value Charter for Shropshire. This is essentially a commitment by signatory organisations to strive to maximise social, economic and environmental value through the things they commission or do. The initial focus will be on the 'Economic Value' element of Social Value. The public sector commissioning bodies (council, CCG, Housing Associations, PCC) can 'sign up' through adopting the Charter via their approvals processes. Shropshire Council's adoption of a Social Value Charter will require a Cabinet recommendation to Council.

The Social Value Group wished to engage with stakeholders around two proposals in connection with the Charter:

1. Whether adoption of a Social Value Charter would help to improve social, economic and environmental outcomes for Shropshire, and
2. Whether adoption of a 'Charter Mark' award would further help to improve social, economic and environmental outcomes

It is intended that providers and other organisations can voluntarily sign up to the Social Value Charter as a demonstration of their commitment to improving social, economic and environmental outcomes. It was further proposed that, once an organisation is a signatory, they will have the opportunity to be awarded a Charter Mark if they can demonstrate achievement in a range of measures.

A draft Social Value Charter and measures in respect of ‘Economic Value’ have been developed and responses / comments sought from stakeholders.

The Engagement Exercise

An engagement exercise commenced on 26th September 2016 for a 12 week period and closed for responses on 18th December. An online survey was developed which asked a number of direct questions with multiple-choice answers and with the opportunity to add free-text comments to some answers.

In addition respondents were given the opportunity to describe in their own words any additional resources or support that their organisation may need in order to be able to maximise Social Value.

The online survey questions were as follows:

Q1	Name and contact details (not compulsory)	
Q2	What size is your business or organisation (number of employees)?	<ul style="list-style-type: none"> • Micro (0-9) • Small (10-49) • Medium (50-249) • Large (250+)
Q3	Which of the following best describes the sector your business or organisation operates in?	<ul style="list-style-type: none"> • Private Sector • Public Sector • Parish or Town Council • Voluntary / Third Sector • Social Enterprise • Other
Q4	Which of the following best describes the area of activity your organisation operates in?	<ul style="list-style-type: none"> • Health • Social care • Education • Training & employability • Leisure, recreation and sports • Transport • Manufacturing • Retail • Construction and property • Admin & support • Professional services • Other
Q5	Which of the following stakeholder groups best describes you or your organisation?	<ul style="list-style-type: none"> • Provider / supplier with current or past local public sector contracts • Provider / supplier with no local public sector

		<p>contracts</p> <ul style="list-style-type: none"> • Elected councillor • Commissioner • Member of the public • Service user • Public body • Member of staff of public body
Q6	Are you, or do you commission, an organisation or service that is run by or for a particular group with protected characteristics?	<ul style="list-style-type: none"> • Young people • Older people • Disability • Ethnicity • Gender • Pregnancy & maternity • Religion & belief • Sexual orientation • Transgender • None
Q7	<p>To what extent do you agree with the following statements:</p> <ol style="list-style-type: none"> A social value charter will help to improve social, economic & environmental outcomes for Shropshire The award of a Social Value Charter Mark will encourage organisations to improve social, economic and environmental outcomes for Shropshire The charter principles as set out in the Social Value Charter are the correct ones for Shropshire (Organisations only) You would be, or would consider being, a Social Value Charter signatory 	Strongly agree / Tend to agree / Neither agree nor disagree / Tend to disagree / Strongly disagree
Proposed Social Value Measures – State to what extent you agree or disagree with the following proposed measures:		Strongly agree / Tend to agree / Neither agree nor disagree / Tend to disagree / Strongly disagree
Q8	<p>Supporting the local supply chain:</p> <ul style="list-style-type: none"> • % supply chain spend with Shropshire-based businesses and organisations 	
Q9	<p>Supporting or creating the conditions for growth in the Shropshire economy:</p> <ul style="list-style-type: none"> • Investment brought into Shropshire – financial value • Investment brought into Shropshire – as a % of any contract value • Contribution to initiatives which support local economic growth – narrative or case study 	
Q10	<p>Developing education, skills and training opportunities within the Shropshire economy:</p> <ul style="list-style-type: none"> • Number of apprenticeships created • Number of training places offered • Number of work experience places offered 	

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	<ul style="list-style-type: none"> • % staff offered training / CPD • Number of new qualifications achieved by staff / trainees 	
Q11	<p>Employment opportunities for local people:</p> <ul style="list-style-type: none"> • Number of jobs created in total • Number of jobs created which are taken up by Shropshire residents 	
Q12	<p>Good conditions of employment and fair wage rates and structures:</p> <ul style="list-style-type: none"> • % employees who rate employment conditions favourably • Sickness rates • Staff turnover • Other (please state) 	
Q13	If you think there are any other measures we should consider please describe them	Comments
Q14	<p>Under which circumstances should we award a Social Value Charter Mark:</p> <ul style="list-style-type: none"> • Option 1 – Set a minimum number of measures to be achieved. With each signatory agree which measures and minimum performance targets for each measure • Option 2 - with each signatory agree how many measures and which measures but with fixed minimum performance targets for all signatories • Option 3 – with each signatory agree a combination of measures and performance targets proportionate to the organisation's size 	Option 1 / Option 2 / Option 3 / Comments
Q15	How many measures is it reasonable for us to specify as a minimum in order to be awarded a Social Value Charter Mark?	1 – 14
Q16	Are you responding as an organisation?	Yes / No
Q17	Please describe any resources or support you or your organisation may need in order to be able to maximise the Social Value you are able to create	Free text

The invitation to participate in the engagement exercise was sent directly to members of the Social Value Group, key stakeholders and representative groups and was also distributed to Shropshire Council Members and through the Council's internal communications system. Key stakeholders included:

- Shropshire Clinical Commissioning Group
- West Mercia Police & Crime Commissioner's Office
- Voluntary & Community Sector Assembly
- Association of Local Councils
- Business Board
- Shropshire Providers in Care
- Shropshire Providers Consortium
- COGS – Shropshire and Telford & Wrekin procurement group

In addition, this has been raised at various regular meetings and fora including the VCSA Board, Health and Social Care Forum, Cogs business briefing. Organisations have been encouraged to respond to the online questionnaire.

Responses Received

In total the Council has received 31 individual responses, although not every response answered every question. All responses were received online.

The largest number of responses was received from VCS organisations (8 responses) and public sector bodies (7 responses), followed by private sector organisations (4). 10 organisations describe themselves as a micro-organisation (up to 9 employees) and 9 organisations describe themselves as large (500+ employees).

Organisations who have responded cover a wide range of activities including social care (6), transport (3), health (2), leisure, recreation and sport (2). 9 responders described themselves as a current provider, 4 as members of staff of a public body and 2 commissioners.

With regard to the general principles of having a Social Value Charter and Charter Mark responses were broadly in favour of both, although there was a stronger consensus for just the Charter than for the implementation of a Charter Mark. Of those who answered the question 90% indicated that they would consider being a signatory to a Social Value Charter. Nearly all responders felt that the principles proposed in the Social Value Charter were the correct ones for Shropshire:

Answer Options	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree
A Social Value Charter will help to improve social, economic and environmental outcomes for Shropshire	5	6	2	0	1
The award of a Social Value Charter Mark will encourage organisations to improve social, economic and environmental outcomes for Shropshire	3	4	5	1	1
The Charter Principles as set out in the Social Value Charter are the correct ones for Shropshire	5	7	2	0	0
(For organisations only) You would be, or would consider being, a Social Value Charter signatory	6	3	0	1	0

Further comments received in respect of the Charter and its principles included:

- “Whilst I support the principles of the charter and the concept of working together for the benefit of Shropshire people the resources to deliver are limited for all organisations.”
- “Having a social value charter with clear priorities will provide guidance and assist VSC groups in understanding 'good' local impact and assist us in knowing what to measure to in advance to support the county agenda.”
- “I fully support the principles of the charter, particularly the focus on purchasing within Shropshire and supporting the local economy in every way possible”
- “Anything which promotes Shropshire and encourages businesses and the public sector & voluntary sector to look for local solutions - whether for goods or services, and encourages volunteering and more community interaction is good. What I would not want to see is any arbitrary targets set as part of this initiative that would make it harder to do business within the county.”

APPENDIX 4

- “The initial focus around economic value is good but perhaps the scope could be widened to include all three areas from the outset, starting as it means to go on. This could avoid the potential for confusion in the future as to what it is all about.”
- “Charters are just window-dressing - no-one even thinks about them day-to-day. No good making policies voluntary, they need to be legally enforceable.”

And comments regarding the Charter Mark included:

- “I believe most organisations are striving for this anyway, but it can only help.”
- “I think the Mark itself will serve as a quick prompt / flag to make people think "oh that organisation's into social value stuff, I like that way of thinking, maybe I'll do something in my organisation along those lines". Having the Mark only comes after you've demonstrated you are doing things to improve social, economic, environ outcomes etc. There may be a risk that kind of activity may tail off once the Mark's been awarded and it's not 'fashionable' anymore.”
- “Personally I'm not a fan of charter marks, unless there is going to be effort made into ensuring that impact is actually being made, which can take up a lot of capacity. I think it would be better to connect local services better than can support organisations in understanding how to create real impact in the best way possible for each individual organisation, without creating a lot of extra work.”
- “Awards have little effect in encouraging social value policies to be adopted by organisations unless backed up with substantial financial benefit.”
- “Organisations will do and say all the right things to get the Mark but then do nothing with it.”

Social Value Measures

With regard to the proposed measures of Social Value respondents were asked to state how strongly they agreed or disagreed with each measure. Responses were as follows:

Proposed Measure	Strongly agree	Tend to agree	Neither agree or disagree	Tend to disagree	Strongly disagree
% supply chain spend with Shropshire-based businesses and organisations	8	2	1	0	0
Investment brought into Shropshire - financial value	5	5	1	0	0
Investment brought into Shropshire - as a % of any contract value	3	5	2	1	0
Contribution to initiatives which support local economic growth - narrative or case study	4	4	2	0	1
Number of apprenticeships created	6	2	2	1	0
Number of training places offered	6	2	3	0	0
Number of work experience places offered	5	2	3	1	0
% of staff offered training or CPD	4	5	2	0	0
Number of new qualifications achieved by staff / trainees	4	3	3	1	0
Number of jobs created in total	6	4	0	0	0
Number of jobs created taken up by Shropshire residents	7	2	1	1	0
% employees who rate employment conditions favourably	7	3	1	1	0
Sickness rates	4	2	1	2	3
Staff turnover	5	2	3	2	0

Other measures proposed by responders included staff progression, pay rises, opportunities for promotion, volunteering opportunities and people leaving to work in another county.

Comments regarding these measures related in the main to the staff turnover measure – one saying that a high turnover can be an indicator of the success of an organisation in training and developing its staff. However, others said that this figure on its own does not tell the full story and needs to be backed up by case studies. Other comments included that using sick days as a measure may have a detrimental effect on employees who are genuinely sick but are put under pressure due to a contractual requirement; and also that many small organisations in Shropshire are unable to offer work experience or apprenticeships.

With regard to how and in what combination we use the proposed measures to award the Charter Mark there was a mixed response. 7 people expressed a preference of which 3 selected Option 1 - set a minimum number of measures to be achieved; and then with each signatory agree which measures and minimum performance targets for each measure. 3 respondents also selected Option 3 - with each signatory agree a combination of measures and performance targets proportionate to the organisation's size.

In terms of the minimum number of measures we should be asking organisations to achieve in order to be awarded a Charter Mark, again this was very mixed with only 10 respondents stating a preference and answers fairly evenly distributed between 1 and 14.

Other comments on using the proposed measures to achieve the Charter Mark included:

- “The range of organisations who would wish to sign up for this charter is going to be so vast in size and also in the nature of what they do that I am unsure if it is possible to set a minimum level of requirement. That said, if it is possible to have a minimum level which would be fair and achievable for all then I agree that is a more equitable way to do things and would then support option 1.”
- “I feel that the size and scale of the organisation means that a tailor made approach will ensure that the organisation is going the extra mile and that each organisation is making the best impact possible to achieve this recognition. It's down to the quality of each measure - not how many measures there are?”
- “We are a small organisation working with a targeted group achieving a lot with limited resources. Our success in this area should be in relation to the resources we have.”
- “For this to work you need to be able to resource the checking..... and if this makes the Charter expensive you will penalise the smaller businesses”
- “In the voluntary sector we, as volunteers, cannot be guided by 'performance targets'. It simply cannot be. In the voluntary sector it happens when and if the volunteers decide to get involved. Value for money will always be an overriding issue for charities whether spend is local or not.”
- “Option 3 allows us to set - in consultation with people who are expert in their own fields - challenging and 'high enough' targets to be worthy of the Mark, and reward (with accreditation) that achievement even if it's only in one particular thing/measure. I'm in favour of recognising all efforts, certainly in the early days, every little helps, targets can be stretched or increased later in future years.”
- “I think it's important, however, for charter mark holders to continue to demonstrate they are 'worthy holders”
- “It doesn't matter which approach you take - organisations are canny enough to make it look as if they qualify. It needs to be legally binding not a voluntary charter.”

Additional Support

Finally, we asked what resources or support your organisation may need in order to be able to maximise Social Value. Responses included:

- “We need to be more connected and part of a bigger voice shouting out about Social Value. Shropshire is an area thriving with social businesses ... but we can’t help noticing that we get asked to go to other places around the country more to network, share best practice and learn more about Social Value and social enterprise than in Shropshire.”
- “Any process needed to achieve the Charter Mark needs to be accessible to all sizes of organisations and not overly bureaucratic.”
- “A list of businesses that are engaged with Social Value by way of offering substantial discounts for their goods and services to the voluntary and charity sector.”
- “The council should be leading the way. This will require strong direction from senior management as to the approach to be followed.”
- “An employee dedicated to fiddling the figures so that we look good enough to get the Mark – then reassign them”

Social Value Group Recommendations

Based on responses received during this engagement exercise the Social Value Group makes the following recommendations:

1. That a Social Value Charter for Shropshire is adopted by members of the Social Value Group
2. That organisations operating in Shropshire are given the opportunity to sign up to the Social Value Charter
3. That the implementation of a Charter Mark is not adopted for the time being
4. That the economic measures set out in this exercise be adopted except for the measures around sickness rates and staff turnover. Additional economic measures may be proposed and adopted in future. Social and environmental measures will be developed through the Social Value Group.
5. That a ‘logo’ is developed and adopted for the Social Value Charter for Shropshire and is available to be used by signatories
6. That the launch of the Social Value Charter for Shropshire is widely publicised using appropriate media



Committee and Date

Cabinet

8th February 2017

Procurement of New Contract for 0-25 Public Health Nursing Services (encompassing Health Visiting, Family Nurse Partnership and School Nursing Services)

Responsible Officer: Professor Rod Thomson

e-mail: rod.thomson@shropshire.gov.uk

1. Summary

- 1.1 This report sets out the proposed redesign, commissioning and procurement of a new 0-25's Public Health (PH) Nursing Service, which will work, with partners, to achieve the best health outcomes for our children, young people and their families and support their health and wellbeing needs.
- 1.2 The new service will encompass a 'universal service' covering health reviews at key stages during pregnancy, the early years of a baby's life, during school years and into further education or training for young people with disabilities. Where children, young people or families require targeted support, the PH nursing service will complement and interface with appropriate other services such as maternity services, GPs, child and adolescent mental health services, early years' settings and schools, the Early Help pathway (including access to information, advice, direct support, parenting support) etc. The service will also provide specialist health input to the multi-agency early help triage hub (COMPASS) and undertake, as a minimum, all Local Authority looked after children health assessments.
- 1.3 In 2013, all local authorities were required to take responsibility for commissioning school nursing services through their Public Health teams, under the terms of the Health and Social Care Act 2012. Subsequently, local authorities, through Public Health, were required to commission 0-5's health services (encompassing Health Visiting services and Family Nurse Partnership services). Together, all of these services implement the Healthy Child Programme, which covers health needs for children and young people aged 0-19 (and up to 25 for young people with disabilities and/or additional needs)
- 1.4 There is an opportunity now to move away from commissioning the two separate services that currently deliver the Healthy Child Programme, to commissioning one service which covers the whole 0-25 Healthy Child Programme age range, which is more flexible in its approach and uses a greater skill mix of staff delivering services in homes, community settings, schools and FE colleges.

The previous/current contract specifications for the various services covered by the existing contract agreement were in large part based on national models developed by NHS England. The specification for a new contract will:

- provide an opportunity to tailor services to what is needed within localities and communities across the county;
- focus on improving accessibility of services,
- enable continuity through transition points for children and young people,
- deliver improved child health outcomes in Shropshire.

2. Recommendations

- 2.1 To approve procurement of a new “0-25 integrated Public Health Nursing Service” as outlined in this report for an initial period of three years commencing 1st October 2017 with the option to extend, exercisable by the Council, for up to four further 12 month periods.
- 2.2 To approve delegated authority to the Director of Public Health in consultation with the Cabinet Portfolio Holder for Health and Wellbeing, to progress the procurement process up to preferred bidder stage, prior to seeking further Cabinet approval to award the contract in June 2017.

REPORT

3. Risk Assessment and Opportunities Appraisal

- 3.1 An opportunity and risk analysis has been undertaken which identifies fourteen key opportunities and fifteen associated risks. Of these fifteen risks, ten are below our tolerance levels (i.e. very low or low risks). The opportunity and risk register is a live document and therefore for the duration of the project additional risks are likely to be identified, added to the register and mitigated appropriately.
- 3.2 If required a detailed Equality and Social Inclusion Impact Assessment (ESIIA) will be undertaken which will be reviewed for the duration of the project.

4. Financial Implications

- 4.1 The current 2016-17 contract value for 0-5's is £3,729,425 and for School Nursing is £762,511. This gives a total current cost to Shropshire Council of £4,491,936, paid for from the Public Health grant. Additional funds of £60,000 per annum have been secured through the strengthening families programme to support young people, vulnerable pregnant/new mothers in developing social and independence skills up to September 2020.
- 4.2 Due to cuts in the Public Health grant and the needs of Shropshire Council to reduce budgets, the proposed new integrated contract is designed to ensure efficiency savings of £500,000 over three years through co-location, greater skill mix of staff, better co-ordination and information sharing.
- 4.3 The ring-fenced Public Health grant is confirmed until 2017-18. Future funds will be met from the allocated public health budget.

5. Background

5.1 The School Nursing Services, covering 5-19 year olds, Health Visitor and Family Nurse Partnership services were originally commissioned by NHS England. The commissioning responsibility for School Nursing Services transferred to Local Authority Public Health services on 1st April 2013. The commissioning responsibility for 0-5yr olds transferred to Local Authority Public Health services in October 2015. The service must offer universal support to all children and young people 0-19 and up to 25 where additional needs are identified eg young people with disabilities.

Together, the 0-5 and 5-19 services support children, young people and families/carers in the home, early years' settings, schools and the community environment.

5.2 The aim of this new procurement process is to commission a service which will focus on outcomes for health and ensure robust measures by which to identify progress, for example, in relation to:

- reducing health inequalities;
- improving public health outcomes, including 'readiness to learn at 2' and 'readiness for school at 4 years and six months'; dental health; childhood obesity and childhood accidents;
- providing children with the best start in life;
- supporting improved emotional health and well-being for children and young people;
- enhancing the skills of parents and carers to be able to responsively parent their children and forge strong bonds;
- providing a universal offer of support to all children, young people and their families;
- providing health assessments and screening at appropriate times in the child's life;
- promoting and supporting healthy family lifestyles;
- developing community-based support and networks;
- establishing/maintaining effective links with partners and voluntary sector agencies;
- improving perinatal mental health;
- encouraging care that keeps children healthy and safe;
- protecting children from serious disease, through screening and immunisation;
- reducing childhood obesity by promoting healthy eating and physical activity;
- identifying health issues early so support and/or referrals can be provided in a timely manner;
- making sure children are prepared for and supported in all child care, early years and education settings and support school readiness.

The new contract will be driven by the need to achieve measurable outcomes in relation to the above.

6. The Proposal

6.1 The new contract will:

- redefine and procure a comprehensive 0-25's service for a period of five years on a three + one + one basis (2017/2022), together with an option, exercisable by the Council, to extend for a further one plus one years);
- maintain the nature of support, which has proven to be effective, but place greater emphasis on direct support for families;
- provide a seamless universal preventative service for 0-19 (25) year olds;
- work with partners, stakeholders and communities, and in particular Children's Centres, in order to avoid duplication and ensure that there are no gaps in support or service provision.

6.2 The new contract will work to specified national and local strategy frameworks, action plans, policies and guidance, including the following:

- Public Health Outcomes Framework
- Healthy Child Programme
- Best Start in Life
- "1001 critical days"
- Shropshire Health & Wellbeing Strategy
- Shropshire JSNA
- Shropshire Council Corporate Vision
- Corporate Parenting
- Early Help Strategy
- Shropshire's Safeguarding Children Board

6.3 The new contract will ensure the following service specific outcomes:

- children and young people have an appropriate understanding and develop better self-management skills, including resilience; being ready to learn and ready for school;
- parents and carers have improved knowledge, understanding and behaviours to develop better parenting skills and resilience;
- an improved understanding by professional, voluntary and community sector workers of their respective roles in developing comprehensive support for children and young people;
- safeguarding of children and young people and mandated health reviews are prioritised.

6.4 Proposed Indicative Procurement Timeline

Invitation to Tender issued	Monday 27th February 2017
Deadline for submission bids	Friday 7th April 2017
Evaluation panel interviews	Friday 12th May and/or Friday 19th May 2017
Recommendations to Cabinet	Wednesday 21st June 2017
Award of Contract	Friday 30th June 2017

7. Legal context

7.1 Under the terms of the Health and Social Care Act 2012, upper-tier local authorities are now responsible for improving the health of their local population. Local authorities are key commissioners and hold many statutory duties for children, including:

- establishing arrangements to reduce child poverty
- promoting the interests of children in the development of **health & wellbeing** strategies (joining up commissioning plans for clinical and public health services with social care and education to address identified local health & wellbeing needs),
- leading partners/public to ensure children are **safeguarded** and welfare promoted
- leading, promoting and creating opportunities for co-operation with partners to improve the **wellbeing** of young people

7.2 The mandated, core public health offer for all children must include:

- child health surveillance (including infant physical examination) and development review
- child health protection, immunisation and screening
- information, advice and targeted support for families with additional needs
- health promotion and prevention by the multidisciplinary team
- defined support in the early years and education settings for children with additional and complex health needs
- additional or targeted public health nursing support as identified in the JSNA, eg support for looked after children, young carers or children of military families.

7.3 A new, integrated and locality-focussed service will create greater opportunities for delivering a more coherent universal service that covers 0-25 year olds in Shropshire and ensure that those children, young people and families that need greater support can be identified and provided with continuity of care and support, where and when it is needed.

8 Alternative Options and Appraisal

8.1 Rather than seeking tenders for a new combined service, the alternative option of continuing with the current service provider was considered in the event that there was no demonstrable market for provision of these services. In order to test the market, a market engagement event was held on 9th December 2016, at which 9 potential provider organisations attended. The attendance of the potential providers demonstrated that a new integrated and locality focused approach (which forms the basis of the proposed new contract) is a viable proposition and it would appear that there is sufficient market interest to pursue a tender process for the proposed combined service.

9. Additional Information

9.1 An internal project group, comprising finance, HR, legal, risk management, procurement, children's services and public health colleagues, has been driving this work forward and developed the Business Case for the contract tender. The

Business Case contains confidential information which is available for Cabinet Members.

9.2 The current service providers were consulted in early 2016 and they identified potential for increased efficiency and effectiveness through an integrated service approach, for example, co-location, shared use of IT systems, better communication between services and reassessment of skill mix.

9.3 Consultation events were also been undertaken with children's centre workers, stakeholders, including parents and young people and an online survey questionnaire. These events took place over the course of 2016 and feedback from the current providers presented in overview to the wider stakeholder groups.

A report on the stakeholder consultations is in draft, but in summary:

- a wide range of disciplines and professional groups were represented including teachers, pharmacists, dentists, community enablement officers, the fire service, probation services, the police, nursery workers and Shropshire Council colleagues;
- the response to the draft proposals were overwhelmingly positive;
- there was a desire to see more integrated working and for those who currently do not have close relationships with health visitors or school nurses to be much better engaged.

10. Conclusions

10.1 Shropshire Council has a duty of responsibility for commissioning health services for 0-19 year olds (and up to 25 years for young people with a disability and/or special health needs). Having consulted with current provider services, service users and key stakeholders, it is an opportune time to redesign the 0-25 services to both realise cost efficiencies and ensure that the mandated health reviews are achieving real outcomes for our children, young people and their families.

10.2 The previous/current contract specifications for the various services covered by the existing contract agreement were in large part based on national models developed by NHS England. The specification for a new contract will:

- provide an opportunity to tailor services to what is needed within localities and communities across the county;
- focus on improving accessibility of services,
- enable continuity through transition points for children and young people,
- improve child health outcomes in Shropshire.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

“Best Start in Life and Beyond: improving public health outcomes for children, young people and families. Guidance to support the commissioning of the Health Child Programme; Health Visiting and School Nursing services” (Public Health England 2016.)
https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/554499/Service_specification_0-19_commissioning_guide_1.pdf

Cabinet Member (Portfolio Holder)

Councillor Karen Calder

Local Member

Conflicts of interest declared by members

None

Appendices

None

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