



North East and North Cumbria

Our Reference North East and North Cumbria
ICB\FOI ICB665

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09 January 2024

By Email

Dear Applicant

Freedom of Information Act 2000 – Request for Information – NHS North East and North Cumbria Integrated Care Board (NENC ICB)

Thank you for your request received by North of England Commissioning Support (NECS) on 11 December 2023 for information held by NHS North East and North Cumbria Integrated Care Board (NENC ICB) under the provisions of the Freedom of Information Act 2000.

NENC ICB covers the areas of County Durham, Gateshead, Newcastle, North Cumbria, North Tyneside, Northumberland, South Tyneside, Sunderland, and Tees Valley (which covers the 5 councils that make it up – Darlington, Hartlepool, Middlesbrough, Redcar & Cleveland and Stockton-on-Tees).

Please find the information you requested on behalf of the ICB as follows.

Your Request

I would be most grateful if you would provide me, under the Freedom of Information Act, details in respect to Key Worker Scheme contracts.

Key worker contracts have been developed as a response to the NHS England & NHS Improvement Long Term Plan (LTP) commitment that by 2023/24, children and young people with a learning disability, autism or both, with the most complex needs will have a designated Keyworker.

The details we require are:

1. What are the contractual performance KPI's for this contract?

2. How was the contract commissioned? Please confirm if it was direct award or via a formal procurement process.
3. Suppliers who applied for the contract and who were successful & not successful at the ITT stage.
4. The supplier of the current service.
5. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date.
6. Start date & duration of framework/contract?
7. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?
8. Is there an extension clause in the contract and, if so, the duration of the extension?
9. Has a decision been made yet on whether the contract is being either extended or renewed?
10. Who is the senior officer (outside of procurement) responsible for this contract?
11. Total contract award.

Our Response

We can confirm, as per Section 1(1) of the Freedom of Information Act 2000, the ICB does hold the information requested.

This part of the response applies to Northumberland, North Tyneside, Newcastle, Gateshead, South Tyneside, Sunderland and North Cumbria.

1. *Contractual KPIs were developmental for this “pilot” period and are being refined as part of the pilot for inclusion in any future contract. The current service level agreement states:*

<p>Schedule 2</p> <p style="text-align: center;">Reporting Requirements</p> <p>Skills for People will provide reports to the monthly Performance Review meetings. These reports should be in writing (unless agreed otherwise by CNTW Lead Operational Member). The reports should include an update on outputs and outcomes including</p> <ul style="list-style-type: none"> • The numbers of young people and families supported and the nature of the support provided • Description of any referrals made to other agencies/workers • Activity in relation to linking appropriate community supports • Data to inform the evaluation of the service • Examples of best practice • Any conferences or meetings attended and any learning

It should be noted that the key reporting measure defined by NHS England for this pilot was the percentage of eligible people that have a named keyworker. The eligibility criteria evolved at a rate set by NHS England, and at this current time would be anyone up to the age of 25 with a learning disability or autism who is noted to have support needs that are red, amber or “blue” on the Dynamic Support Register, where “blue” signifies that the person is currently admitted to a mental health inpatient unit.

2. *For the period of the pilot this was a direct award. The reasons for this were that it a) had an urgency of timescale that precluded a full procurement process and b) built on an existing arrangement that was in place with this provider.*
3. *Not applicable*
4. *Skills for People (a third sector organisation) provide the Family Support keyworking element of the service offer, with CNTW providing the Strategic Lead function and associated project management of the keyworking pilot. The CNTW*

provided component is for the whole of the NENC ICB and not just the “places” listed above.

5. The keyworking pilot as described above commenced in 2021 and is described below in financial years:

Year	Spend	Notes
21/22	£425,654	<i>This spend relates only to the activity listed above which is provided by CNTW and Skills for People. At this time, the County Durham and Tees Valley places also had a service but this was run and commissioned separately by Tees Valley CCG (ICB). The keyworker status of N Cumbria prior to this is unknown, and sat with N Cumbria CCG.</i>
22/23	£1,166,234	<i>This figure includes all Keyworker spend, with the inclusion of the Daisy Chain service for County Durham and Tees Valley. The keyworking project is now managed as one to promote equality of service across NENC.</i>
23/24	£1,166,234	<i>As in 22/23, this is the actual spend for the whole year of keyworking. The FOI request asks for spend to date, which would be a pro-rata figure or would involve detailed financial review across multiple organisations which could not easily be achieved in the timescales for response.</i>
Total	£2,758,122	<i>This is the three year spend on keyworking to the 31st March 2024, but does not include whatever Tees Valley CCG spend on the County Durham and Tees Valley provision in 21/22</i>

6. There was not one single start date. The sub-contracting arrangement through the Provider Collaborative commenced on 1st June 2021. The contract to expand the existing offer with Skills for People was November 2021. The initial contract with Skills for People was to 31st March 2023.
7. The contract was not advertised to bidders (see response line 2 above).
8. The contract could be extended, by mutual agreement, by up to 24 months.
9. The contract was extended to continue what was always a three year pilot to 31st March 2024. During 23/24, the ICB have declared their intention to repatriate the commissioning and contracting arrangements for keyworking in house. Work is now underway to cease the Skills for People contract with the Provider Collaborative with the ICB taking responsibility for 24/25 and beyond.
10. The Provider Collaborative contract with Skills for People is managed by the Provider Collaborative Contract Manager and operational leadership to the contract through the Pathway Manager for the Intensive Positive Behaviour Support Service.
11. Total contract award as per the table in response line 5 above, and with those caveats and additional context. The contract value for Keyworking in County Durham and Tees Valley in 21/22 needs to be added to this to show a true picture for NENC.

Tees Valley and County Durham

Please Note the below answers only relate to Daisy Chain who only partly provides the Keyworker Service.

1. What are the contractual performance KPI's for this contract?

The Keyworker scheme is a regional service, funded by NHS England, passing through the costs to the NENC ICB to commission and contract manage. Multiple providers deliver the Keyworker service across the region. The below responses are based only on information relating to Daisy Chain, who provide the keyworker service for the Tees Valley and County Durham places. The contract contains other services in addition to the Keyworker service, therefore the information in this FOI doesn't relate to the entire contract, just the keyworker service.

Attached are the KPI's provided by Daisy Chain for their Keyworker service.

2. How was the contract commissioned? Please confirm if it was direct award or via a formal procurement process.

The service was delivered, at pace, under a pilot scheme and varied into an existing contract with the current provider.

3. Suppliers who applied for the contract and who were successful & not successful at the ITT stage.

As above – see question 2

4. The supplier of the current service.

Daisy Chain for the Tees Valley and County Durham Area

5. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date.

Please see response to question 11

6. Start date & duration of framework/contract?

Please see response to question 11

7. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

Attached is the service specification relating only to the service delivered by Daisy Chain.

8. Is there an extension clause in the contract and, if so, the duration of the extension?

Please see response to question 2. There is no extension period built into the contract.

9. Has a decision been made yet on whether the contract is being either extended or renewed?

No

10. Who is the senior officer (outside of procurement) responsible for this contract?

Jo Heaney – Head of Commissioning, Strategy and Delivery (Children, Young People and Maternity – Tees Valley), North East and North Cumbria Integrated Care Board

11. Total contract award.

Please see the response to question 2.

Daisy Chain's Keyworker allocation to date is provided below. Please note 2023/24 funding hasn't been confirmed to action a new contract at the time of completing this FOI:

NHSE Keyworker Pilot Funding Allocation	Year 1 01/07/2021- 30/06/2022	Year 2 01/07/2022- 30/06/2023	Total
NHSE Allocation to North East ICB	£123,998	£330,380	£454,378
NHSE Allocation to North East ICB	£41,333	0.00	£41,333
Overall Total	£165,331	£330,380.	£495,711

Table 4 – (Funding paid via a grant agreement in 21/22)

Keyworker Pilot Training Funding Allocation	Year 1 Start date 30/03/2022 – 30/06/2023	Year 2 Start date 01/07/2022- 30/07/2023	Total
CCG non Recurring 21/22 funding	£24,016	0.00	£24,016

In accordance with the Information Commissioner's directive on the disclosure of information under the Freedom of Information Act 2000 your request will form part of our disclosure log. Therefore, a version of our response which will protect your anonymity will be posted on the NHS ICB website <https://northeastnorthcumbria.nhs.uk/>.

If you have any queries or wish to discuss the information supplied, please do not hesitate to contact me on the above telephone number or at the above address.

If you are unhappy with the service you have received in relation to your request and wish to request a review of our decision, you should write to the Senior Governance Manager using the contact details at the top of this letter quoting the appropriate reference number.

If you are not content with the outcome your review, you do have the right of complaint to the Information Commissioner as established by section 50 of the Freedom of Information Act 2000. Generally, the Information Commissioner cannot make a decision unless you have exhausted the complaints procedure provided by the North of England Commissioning Support Unit.

The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

www.ico.org.uk

Any information we provide following your request under the Freedom of Information Act will not confer an automatic right for you to re-use that information, for example to publish it. If you wish to re-use the information that we provide and you do not specify this in your initial application for information then you must make a further request for its re-use as per the Re-Use of Public Sector Information Regulations 2015 www.legislation.gov.uk . This will not affect your initial information request.

Yours sincerely

Pamela Coxon

Pamela Coxon
Information Governance Officer