

SCRUTINY REPORT



MEETING: Health Scrutiny Committee

DATE: 2nd March 2021

SUBJECT: Persona care and Support Limited – Contract Renewal
1st April 2021 to 31st March 2031

REPORT FROM: Julie Gonda, Director of Community Commissioning,
(DASS)

CONTACT OFFICER: Deborah Yates, Provider Relationship Manager,
Community Commissioning Division

1.0 INTRODUCTION

- 1.1. The purpose of this briefing is to outline the proposal to renew the contract between Bury Council and Persona Care and Support Limited. The main objective is to deliver an outcome based 10 year contract from 1st April 2021. This will set out the status of existing services provided by Persona and alongside our Innovation and Savings Programme for 2021-2023 will capture our future ambition to innovate service delivery, ensure value for money and meet the changing needs of the partners and customers.
- 1.2. The full report presented to the Executive Board on 15th February 2021 was approved and is embedded at the end of this briefing. The report will be a key decision for Cabinet on 24th March 2021.

2.0 BACKGROUND

- 2.1 Persona Care and Support Limited (Persona) was incorporated as a private limited company on 10th August 2015 and officially 'stepped out' of the Local Authority on 1st October 2015 as Bury Council's arms-length trading company or Local Authority Trading Company (LATCo). Persona provides a range of adult social care services, some of which were previously in-house services of the Council, to people who are vulnerable due to age or disability. These include; Day services, Short Stay Services; Supported Living Services; Extra Care and Shared Lives.

- 2.2 Work has been ongoing between Persona and the Council and with the onset of Covid-19, the partners have come together in more innovative ways to manage the pandemic and meet the challenges faced. This has meant working in different ways and the positive outcome of this has realised a shared approach to change, develop and innovate services. What has emerged is a changing relationship and opportunities which we want to build upon for the future

3.0. FUTURE VISION

- 3.1. The main objective is to deliver an outcome based 10 year contract commencing on 1st April 2021. This will set out the status of existing services provided by Persona and alongside our Innovation and Savings programme for 2021-2023 will capture our future ambition to innovate service delivery and meet the changing needs of the partners and customers.
- 3.2. The benefit of this approach will give the Council, Persona and our wider partners a more sustainable commissioning platform on which to develop new and innovative services, sustain a quality and committed workforce and allow opportunities for external funding, broader business development and build on community assets, realising social value, which in turn will benefit the customers and the people of Bury.
- 3.3. The Contract will be flexible enough to allow for national policy change which may result in local changes in direction and/or financial restrictions that may be required in response to any such change. Together we need to be able to demonstrate value for money, quality of provision and continuous development and innovation. The overarching principles in the agreement between partners will minimise any emerging risks and provide reassurance to all parties.

4.0. 10 YEAR CONTRACT

- 4.1. A 10 year block contract will bring about an opportunistic change in the way we work together, moving away from being service specific and counting activity and instead moving towards developing an outcome based, flexible collaboration which is person centred and innovative in its approach, fostering continuous development and learning.
- 4.2. The contract will set out clear outputs, measures and accountability and provide stability to Persona, enabling them to explore other business opportunities, which over time will reduce the reliance on Council funding. We will together agree enough flexibility in the contract to respond to the changing landscape and build an environment for Persona to mobilise resources as they see fit to manage demand and move funds/assets around within the block contract to deliver the right care and support, at the right time and in the right place.
- 4.3. In addition, it is also envisaged that Persona will retain the status of provider of 'first choice and last resort', which in cases of emergency or market failure will allow the Council to fulfil its statutory duty of care.

5.0 FINANCIAL IMPLICATIONS

- 5.1 The current Persona contract is in place until 31st March 2021, with a contract value for 2019/2020 of £12,393,408. The 10 year contract would commence on 1st April 2021 to 31st March 2031. The contract value will be reviewed and set annually taking into account outcomes, performance, demand management and any further savings pressures on the Council.
- 5.2 Innovations and savings between Persona and the Council have already been set for the first two years of the new contract. Year one, 2021/22 will see a reduction in the baseline contract value of £1million and a further £1.5million in year two, 2022/2023. Subsequent years would be subject to an annual review and an agreed efficiency target by the partners.
- 5.3 Reducing the contract value will be enabled by transforming services and developing new ways of working to realise efficiencies, and in some cases it will mean the potential reduction or closure of services. This will impact on staffing levels however every possible action will be taken to minimise this impact and due process will be followed ensuring staff are appropriately engaged and consulted with. The ten year contract will help Persona develop new business opportunities which could help to minimise any staff impacts.

6.0. CONCLUSION

6.1. It is recommended that Health Scrutiny Committee:

- Receive the report presented to the Executive Board on 15th February 2021 proposing the renewal of the contract between Bury Council and Persona Care and Support Limited for a period of 10 years commencing on 1st April 2021.
- Note the Executive Board approved the proposal on 15th February 2021.
- Note the Strategic Commissioning Board received the report on 1st March 2021.
- Note the report will be presented at Cabinet on 24th March 2021

List of Background Papers:-

The full report presented to the Executive Board on the 15th February 2021 is embedded for information/detail;



Executive Team
Report - Persona Co

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Executive Director sign off Date: 10th February 2021

Executive Board Meeting Date: 15th February 2021