

Update for CYP Scrutiny January 2014

Subject:

**Contract Implementation -
24 Hour Residential Care Service – Children and Young
People, Queensway (Previously known as Jigsaw site)**

1. Contract Implementation

The new contract commenced with Bettercare Keys on 1st August 2013. Following the award of tender the four young people residing on the site were individually advised about the successful tenderer (Bettercare Keys) and the fact that the existing staff team would continue to support them.

Several implementation meetings were held between 1st June, 2013 to 31st July, 2013 with Bettercare Keys and the Commissioning Specialist (lead for Children in Care). These meetings ensured a smooth handover of House 2 from the incumbent provider; re-registration of House 2 with OFSTED; agreeing the schedule of works for House 3; staff recruitment, training and ensuring the project met the agreed deadlines.

House 3 had not been used as a residential home for nearly 5 years and therefore a schedule of works was needed in order to make sure that it was fit for purpose and ready for registration by OFSTED. The house was ready by 30th September, 2013 and an open day was held on 4th October, 2013 to enable Members and professionals to meet the staff and see the home before any children/young people moved in.

House 3 was registered by OFSTED on 7th October, 2013 and the first young person moved into the house on 23rd October, 2013 followed by the second young person on 28th October, 2013.

2. Contract Management

The first Contract review meeting was held on 6th November, 2013 with Bettercare Keys and the Commissioning team. At this meeting the first quarter¹ of the contract data was reviewed. During this period there had been no absences, incidents, sanctions/measures of control and each young person had received at least one reward.

The first benchmarking of young people's outcomes was reviewed and the outcomes tracker used to measure children's progress was improved and revised. Bettercare Keys have found the outcomes tracker a useful tool to aide them in updating their placement plan for each young person and planning key working sessions with the young people.

¹ The first quarter of the contract is the period 1st August 2013 to 31st October, 2013.

Future contract review meetings will be held quarterly.²

3. Finances and savings

3.1 Between 1st August, 2013 and 31st December, 2013 the contract has been utilised as follows:

August 2013- Dec 2013	nights available	nights occupied	Void nights	% Occupation
Block Beds	306	306	0	100
Spot Beds	674	441	233	65
TOTALS	980	747	192	76

3.2 Savings that have been made on the new contract are:

August 2013- Dec 2013	Current Unit cost for Residential Placement per week £'s	Queensway Placement cost per week £'s	Queensway Saving per night £'s	Savings on occupied nights £'s	Unrealised savings from unoccupied nights £'s	Overall Saving £'s
Block Beds	2,649	1,965	98	29,901	0	29,901
Spot Beds	2,649	1,900	107	47,187	24,931	72,118
TOTALS	5,298	3,865	205	77,088	24,931	102,019

Total actual savings equates to £77,088 for 5 months. If all of the spot beds had been utilised then savings would have been £102,019 for 5 months. However, the 8 beds have been utilised for 76% of the time that they have been available. The plan is to increase this utilisation to 85% over the next 6 months.

3.3 Barriers to increasing utilisation of the beds

There will always be nights when not all beds are used especially between placements. The delay in filling the beds will occur when the matching of young people is not right. We have put in a robust internal system to ensure that referrals are checked prior to sending to the provider to ensure that the matches are good and all Social Workers of each child already placed in the houses at Queensway are asked to check the match prior to the new placement starting.

² January, April, August 2014

