

# Tri-borough Commissioning Adult Social Care

## Frequently asked questions

December 2011

**1. Will the tri-borough model advantage larger organisations that will be able to offer economies of scale across a three borough contract?**

It is not the intention of the tri-borough model to advantage any organisation over any other. The tri-borough commissioning unit will ensure that all tenders are conducted on the basis of a level playing field and with due probity to provide the most effective services for service users and the most efficient use of public funds. The tri-borough commissioning unit is committed to supporting a mixed economy of provider organisations as much as possible.

**2. What role will the three local CVS organisations play to support the voluntary sector organisations in the three boroughs?**

The tri-borough model would be keen to ensure that local voluntary sector organisations continue both to be represented effectively through their local Council for Voluntary Services organisation and to find ways of working together to the benefit of their local communities.

**3. Will there be more Forums as the model takes shape and then on an ongoing basis?**

Yes. We intend to hold the next Forum in February/March to let providers know the outcome of the appointment process, to describe the work that we've been doing since the last Forum and – particularly – to continue seek feedback from providers about your ideas for the model. Further consideration is being given to whether it would be a good idea to hold smaller Forums based on service user groups. We would welcome your thoughts on this option.

**4. How will the tri-borough model impact on tendering process and practice?**

While each of the three authorities will continue to retain their own Standing Orders and requirements for tendering, the actual technical and legal requirements for tendering are standard throughout England and Wales and well established in the European Union Regulations. Corporate procurement officers in each of the three local authorities are meeting together to explore different options and the contracting and procurement team in the tri-borough structure are liaising with them to develop a suitable way forward to rationalise the processes whilst continuing to ensure probity for each local authority.



**5. Please will commissioners communicate with providers at the start of a new piece of work rather than after it has begun.**

Commissioners and procurement will make every effort to ensure that they communicate with providers at the start of a commissioning project whilst ensuring that they also adhere to the procurement processes of the three local authorities and to contract law and European Union Regulations to ensure probity of procurement.

**6. What will the relationship be between the three boroughs and the West London Alliance?**

The tri-borough Directorate will consider carefully the position of the new tri-borough Adult Social Care commissioning structure and its intentions regarding Westminster City Council and the Royal Borough of Kensington and Chelsea joining Hammersmith & Fulham in the West London Alliance. At this stage we envisage that either all three local authorities will be part of the West London Alliance or none will be.

**7. How will links with Housing and other relevant stakeholders be maintained?**

Maintaining links with all stakeholders, both internal to each of the three local authorities and externally, will be a crucial element to the success and efficacy of the tri-borough commissioning model. The current relationships between internal and external stakeholders within each authority will be maintained through current ways of working and, it is envisaged, will be expanded to ensure that the opportunities of tri-borough issues are maximised.

**8. Will the model increase rather than reduce bureaucracy?**

The aim is very much that bureaucracy will not increase. We will examine ways of working with providers across the tri-borough and, where we can, rationalise both the information we require from providers and ways of collecting it.

**9. How will the model ensure that the voice of service users is heard and listened to?**

Each borough has established service user fora and programmes for developing service user involvement in the development of services. The tri-borough structure offers us an opportunity to look not only at local need for each borough but at the general needs of particular groups of service users.