


London Borough of Hammersmith & Fulham CABINET 2 NOVEMBER 2015		
MULTIDISCIPLINARY FAMILY ASSESSMENT SERVICE - CONTRACT AWARD		
Report of the Cabinet Member for Children and Education – Councillor Sue Macmillan		
Open Report A separate report on the exempt part of the Cabinet agenda provides exempt financial information.		
Classification: For Decision Key Decision: Yes		
Wards Affected: All		
Accountable Executive Director: Andrew Christie, Executive Director of Children's Services		
Report Author: Matthew Jones, Commissioning Officer (Social Care)	Contact Details: Tel: 020 7361 2001 E-mail: matthew.jones@rbkc.gov.uk	

1. EXECUTIVE SUMMARY

- 1.1. This report describes the outcome of the tender exercise undertaken to procure a Multi-disciplinary Family Assessment Service to be delivered by a single provider. The service shall provide a range of multi-disciplinary assessments of the needs, risks, parenting capacity and potential for change in complex families in order to inform decisions by the local authority and the family courts.
- 1.2. Commissioners issued invitations to tender for the contract on 23rd June 2015, with a deadline for return of 21st July 2015. Commissioners working with Family Services colleagues have evaluated the submitted bids against the set award criteria, described in section 7 of this report.
- 1.3. This report seeks Cabinet approval for award of the contract. Commissioners are recommending the award of the contract to the Tavistock and Portman NHS Foundation Trust.

2. RECOMMENDATIONS

- 2.1. That approval be given to award the contract for a Multi-disciplinary Family Assessment Service to the Tavistock and Portman NHS Foundation Trust from 1st January 2016 to 31st December 2020 at an annual contract cost of £549,992 and a total contract cost of £2,749,960 if the full contract period of five years is utilised.
- 2.2. The London Borough of Hammersmith & Fulham will be liable for an annual contract cost of £274,996 and a total contract cost of £1,374,980 if the full contract period is utilised as its contribution to the total contract value.
- 2.3. That approval be given to enter into an Inter-Authority Agreement with Westminster City Council for the utilisation and management of the Multi-disciplinary Family Assessment Service contract. The contract award is subject to Westminster City Council approving its contribution to the contract value, which will be an annual contract cost of £274,996 and a total contract cost of £1,374,980 if the full contract period is utilised.
- 2.4. That Cabinet give prior approval to delegate to the Cabinet Member for Children and Education the decision to increase or decrease the service activity levels by up to 25% of the original specification if required following each Annual Review of the contract with a corresponding adjustment in the Contract Price up to a value of £1m, in line with 12.6.1 of the Council's Contract Standing Orders.

3. REASONS FOR DECISION

- 3.1. Family assessments focus on the needs, risk, parenting capacity and potential for change in complex families. Assessments play a key role in informing Care Proceedings and decisions by family courts on placements for children and young people. These reports also contribute to delivering timely outcomes for families and proceedings within 26 weeks as required by the Public Law Outline.
- 3.2. A Multi-disciplinary Family Assessment Service consists of specialist resource to provide a holistic, single assessment of each family's needs and functioning. The provision of a 'one stop service' will reduce the need for multiple assessments and the associated burden for families, as well as avoiding additional referrals and expenditure by the council that can be caused by lengthier Care Proceedings and placements.
- 3.3. A block contract with a single provider will ensure the local authority has dedicated access to a Multi-disciplinary Family Assessment Service for the delivery of assessments in the most efficient and effective manner.

4. CASE FOR CHANGE

- 4.1. Multi-disciplinary family assessments focus on the needs, risk, parenting capacity and potential for change in families with complex and often entrenched difficulties. Such assessments play a key role in informing decisions by family courts on long term plans for children, including advising on placements for children and young people during Care Proceedings, as well as decisions at an earlier stage by the local authority on whether to initiate Care Proceedings.
- 4.2. Policy and practice developments in recent years have led to increased pressures on the conduct and delivery of such family assessments:
- The family courts frequently require multi-disciplinary assessments, which address psychological and/or psychiatric issues within families;
 - The family courts also value the independence of such assessments;
 - The Revised Public Law Outline requires all Care Proceedings to be conducted within a 26 week timeframe, resulting in constrained timescales for the availability and completion of such assessments.
- 4.3. Until August 2013, social work-only family assessments were undertaken in-house by a social work team based at the Askham Family Centre. Due to a series of retirements and service changes, the number of assessments delivered in-house reduced significantly. In addition, most assessments now need to be multi-disciplinary, which this service could not deliver.
- 4.4. Multi-disciplinary assessments are currently spot purchased by the council from a range of providers, including health, private and charitable organisations. This spot purchasing approach involves a significant amount of spend by the council.

	LBHF
Assessment service spend, 14/15	£126,000
Spot purchase spend, 14/15	£387,719
Total assessment spend, 14/15	£513,719

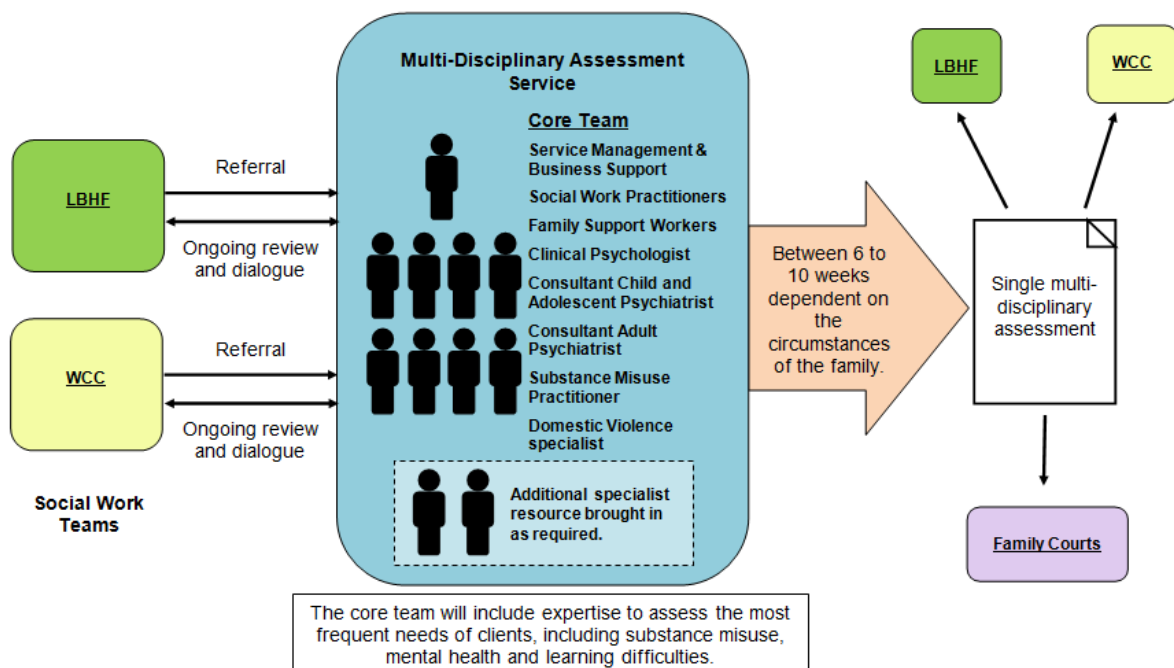
- 4.5. The use of a variety of providers for individual assessments has resulted in:
- **Higher unit costs** per assessment to the council;
 - **Inconsistency in assessment approach** and reports due to no standardised assessment report across the wide variety of providers;
 - **Longer process** for confirming arrangements and undertaking assessments impacting on the length of care proceedings and using valuable social work time to identify an assessment provider;
 - **Use of costly residential assessments;**

- **Delays to assessments** taking longer than the recommended 6 week period;
- **Lengthier Care Proceedings** result in greater Legal and Placement costs for the council.

4.6. The council also purchases a number of residential family assessments at an average unit cost of £45k due to the fact that the council does not have a robust assessment service to undertake court assessments. The experience of other local authorities through our benchmarking suggests that the provision of a multi-disciplinary family assessment service can help to avoid costs by reducing or eliminating the need for residential assessments.

4.7. A strategic review of family assessment services was conducted by Children’s Services. Key stakeholders, including service managers and commissioners, examined existing arrangements and developed proposals for future service delivery. Following the strategic review, a Multi-disciplinary Family Assessment Service to be delivered by a single external provider was recommended.

4.8. The Multi-disciplinary Family Assessment Service will consist of core social work case holders and specialist resource, including Child and Adolescent Psychiatry, Adult Psychiatry, Clinical Psychology and substance misuse and domestic violence practitioners. The service will focus on key issues identified at referral and work with the family to produce robust, independent and well-evidenced assessment reports.



4.9. Commissioners, social work service managers, legal and finance officers believe the proposals will deliver the following benefits for Hammersmith & Fulham:

- **Flexibility and access to specialists:** The service model will provide access to specialist expertise to meet the particular needs of client families as required, including mental health, substance misuse, domestic violence and learning difficulties;
- **Service to meet Family Court requirements:** External service to deliver objective and timely assessments which are well-regarded by the family courts and enable effective decision making and thus contribute to outcomes for children;
- **Development of in-house social work services:** Close links and collaborative working with a single external provider will enable the development of a partnership approach with social work teams and the cross-over development of skills and expertise;
- **Robust performance management:** More robust approach by a single service for managing varying workloads, competing timescales and relationships with social work teams and ensuring a positive relationship with the family courts. Additional performance management will also be provided by Children's Services;
- **Enhanced assessments:** The multi-disciplinary service will provide a holistic, single assessment of each family's needs and functioning, reducing the time, cost and burden on the family of multiple assessments;
- **Improved service efficiency:** Service analysis has shown that existing outsourced delivery provide more efficient services than in-house provision. The size of the service will enable economies of scale, while also ensuring greater flexibility of resource and resilience of service to meet varying service demand.

4.10. A Procurement Strategy examining the procurement options, recommending a block contract, and setting out the procurement plan was approved by the Children's Commissioning and Contracts Board on 13th May 2015.

4.11. The Cabinet Member for Children and Education approved proposals for a Multi-disciplinary Family Assessment Service at a briefing on 29th May 2015 and agreed that commissioners would proceed to run a tender exercise on the basis of the procurement strategy.

5. SOVEREIGNTY

5.1. The provision of a single Assessment Service for the London Borough of Hammersmith & Fulham and Westminster City Council provides benefits through increased economies and efficiencies due to scale, as well as service resilience and improved access to specialist resources. In order to ensure the sovereign rights of each contracting authority are protected, an Inter-Authority Agreement between the two councils will be established.

- 5.2. The Conditions of Contract and the Inter-Authority Agreement are set out so that each council is able to utilise and manage the contracted service as if it were a single borough contract.
- 5.3. The contractor shall be required to record, monitor and report service and performance data at a disaggregated borough level. Hammersmith & Fulham shall appoint an Authorised Officer responsible for the management of the contract, who shall be accountable for reporting performance to senior officers and the Cabinet Member as required.
- 5.4. The Conditions of Contract and the Inter-Authority Agreement clearly set out the options available for Hammersmith & Fulham to independently quality assure the service that it receives. In the event of unsatisfactory performance, the council can implement, separately or jointly, a range of measures to rectify issues. These measures include improvement Action Plans, Critical Performance Notices and Termination.
- 5.5. Hammersmith & Fulham has the right to terminate its allocation of the contract at any point with no less than 6 months notice. If one council opts to terminate the contract early, the contractor is obligated to start negotiations with the remaining council regarding required changes to the structure and cost of the service. If agreement cannot be reached within 90 days, the remaining council can terminate the contract from the same date as the originally terminating council.
- 5.6. Hammersmith & Fulham shall be invoiced separately on a monthly basis for its allocation of the service ('Block Purchase' amount). Hammersmith & Fulham shall be individually liable for any Additional Services that it requests from the contractor, such as assessments above the agreed service activity levels or additional specialist resource.

6. PROCUREMENT PROCESS OVERVIEW

- 6.1. The procurement has been executed in accordance with the Public Procurement Directive 2014/24/EU, the Public Contract Regulations 2015 (Regulations 74 to 76 'Light Touch Regime') and the council's Contract Standing Orders.
- 6.2. The tender sought a single provider to deliver a block contract for 5 years, with a general break clause with 6 months notice. The service would need to provide a minimum of 30 full family assessments per annum for Hammersmith & Fulham.
- 6.3. An advertisement was placed and an invitation to tender for the contract was issued to the market on 23rd June 2015. This invitation was issued via CapitalEsourcing, the council's procurement portal. Tenderers had 4 weeks to submit their bids in line with a clearly defined specification, with supporting qualification, technical and commercial criteria. The tender closed on 21st July 2015.

- 6.4. Tenderers were required to complete a three stage evaluation process as set out in Table One and the award criteria are set out Appendix 1.

TABLE ONE

1	Qualifying (pass / fail)	Tenderers were asked to demonstrate they met the qualification, skills, knowledge, experience and financial standing specified in order to pass to the next stage.
2	Technical award criteria (40%)	Tenderers were assessed on the basis of their proposed service delivery in line with the Service Specification. Tenderers submitted responses in line with questions about their service delivery, staffing, communications and collaboration, safeguarding, outcomes, and added value. Tenderers were required to score a minimum of 70% of the available marks in order to progress to the next stage.
3	Commercial award criteria (60%)	Tenderers were asked to submit a commercial workbook which was assessed against a published formula. The figure from this formula was then utilised to obtain the most economically advantageous tender (MEAT).

7. TECHNICAL ENVELOPE EVALUATION

- 7.1. Tender submissions met all the Qualification requirements, therefore passed to the evaluation of the Technical Envelope.
- 7.2. Tenderers could receive a maximum weighted score of 40% for the Technical Envelope (Quality). Tenderers could achieve scores by submitting responses to ten (10) questions as set out in Appendix 1.
- 7.3. Tender submissions have been evaluated by four assessors, as per Table Two, and consensus scores agreed by the evaluation panel at a moderation meeting.

TABLE TWO

	Evaluator 1	Evaluator 2	Evaluator 3	Evaluator 4
Role	Social Care Commissioner	LBHF Family Services Team Manager	WCC Family Services Team Manager	Care Proceedings Case Manager

8. COMMERCIAL ENVELOPE EVALUATION

- 8.1. Tenderers could receive a maximum weighted score of 60% for the Commercial Envelope (Price). The highest score would be awarded to the lowest priced tender.
- 8.2. For the Commercial Envelope, tenderers needed to complete a commercial workbook to set out details on the cost of delivering the specified service, including staffing, running costs and accommodation costs (as relevant). The workbook calculated the Tenderer's Total Contract Cost per annum and the Unit Cost per Assessment, which was used for the evaluation of price.
- 8.3. Further details on submitted commercial workbooks and the commercial evaluation are provided in the exempt part of the report.

9. EVALUATION SCORES

- 9.1. The final evaluation scores for both Technical and Commercial Envelopes are provided in the exempt part of the report.
- 9.2. In line with the tender award criteria, the Tavistock and Portman NHS Foundation Trust is the Most Economically Advantageous Tender. Commissioners are therefore recommending the Tavistock and Portman NHS Foundation Trust is awarded the contract to deliver the Multidisciplinary Family Assessment Service as per their tender bid.

10. CONTRACT MOBILISATION

- 10.1. In order to ensure a smooth mobilisation of the contract, commissioners shall follow a similar process used for the successful mobilisation of other recent children's social care contracts. This will include:
 - Agreeing a detailed contract mobilisation plan with the provider, setting out key activities and assigning responsibilities for delivery;
 - Setting up fortnightly Mobilisation Meetings with the provider and social care managers;
 - Agreeing the referrals process and co-ordinating briefings with social work teams regarding the new service provision and access to it;
 - Developing and implementing a communication strategy with service users and partner services.

11. QUALITY ASSURANCE

- 11.1. The management of this new contract will be the responsibility of the Commissioning Directorate in the Children's Services Department. The quality assurance approach shall include:
 - Oversight and monitoring of individual cases through the Referral Panel;

- Quarterly Monitoring Meetings of service performance attended by the provider and the council's Authorised Officer;
- Annual Review of service delivery to identify service development areas and service requirements for the forthcoming year.

12. CONSULTATION

- 12.1. The Children's Services Contract and Commissioning Board has been consulted and is in agreement with the recommendations set out in this report.
- 12.2. The Contract Approval Board has been consulted and is in agreement with the recommendations set out in this report.
- 12.3. Relevant social work managers have been involved throughout the tendering process, including the development of the service specification and evaluation of the tender. They have been consulted and are in agreement with the recommendations set out in this report.

13. EQUALITY IMPLICATIONS

- 13.1. An Equality Impact Assessment has been completed and is provided at Appendix 2. It is believed that the recommendations of this report will have a high positive impact. The provision of a multi-disciplinary assessment service which is able to tailor assessments and gain specialist insights will promote equality of opportunity, particularly for the protected characteristics of age, disability, pregnancy/maternity, race, religion and sex.

14. LEGAL IMPLICATIONS

- 14.1. The procurement, having been undertaken under the Light Touch Regime (Regulations 74-76), can continue to award provided that all documents are prepared and it should be noted that a standstill period of ten days should ordinarily be applied (unless there is a particular urgency to the award) and all candidates notified of the award.
- 14.2. Any notification to the Contractor should be expressed subject to the approval of Westminster City Council or should be carried out jointly with that Council.
- 14.3. All notification requirements in the Light Touch Regime should be followed and any other document necessary to establish the appointment and to protect the Council. This includes the award notice, contract terms and may include any licence agreements and any lease arrangement relating to Council property necessary for the provision of the services.
- 14.4. The recommendations in this report are accordingly endorsed by the Director of Law.

14.5. Implications completed by: Jonathan Miller, Lawyer (Contracts and Employment Team), Shared Legal Service 020 8753 2893

15. FINANCIAL AND RESOURCES IMPLICATIONS

15.1. Finance comments are contained within the exempt part of this report.

16. IMPLICATIONS FOR BUSINESS

16.1. Potential providers include a wide range of organisations with a background in children's health and social care, including charities, private companies and not-for-profit organisations. Due to the specialist nature of the services required, there is limited scope for delivery by small and medium-sized enterprises (SMEs).

16.2. The market engagement event held prior to the launch of the tender sought to promote the tender opportunity and encourage bids, including from potential local organisations. However, there are no identified local organisations delivering the specified services and commissioners believe that the recommendations of this report will not have a negative impact on business in the borough.

17. RISK MANAGEMENT

17.1. The Children's Services Department is responsible for the effective management of procurement risk. A risk register exists for the department which is periodically reviewed by the Senior Leadership Team. Market Testing, achieving best value and the best possible service at the best cost to the local taxpayer is a corporate risk on the Shared Services risk register, risk number 4. Following the review of the service, as outlined in 4.7 of the report, the recommendations positively contribute to the management of risk. 2.3 of the exempt part of the report addresses the interest of bidders in the market place.

17.2. Implications completed by Michael Sloniowski, Shared Services Risk Manager, 020 8753 2587.

18. PROCUREMENT IMPLICATIONS

18.1. The subject matter of this contract falls under Social and Other Specific Services ('the Light Touch Regime') of the Public Contract Regulations 2015 and the procurement has been executed in compliance with regulations 74-76 PCR 2015 and the Council's Contract Standing Orders.

18.2. The Director of Procurement and IT supports the recommendation to award the contract to the Tavistock and Portman NHS Foundation Trust.

18.3. Implications completed by Roger van Goethem, Corporate Procurement and Commercial Manager, 020 7361 3345

LOCAL GOVERNMENT ACT 2000
LIST OF BACKGROUND PAPERS USED IN PREPARING THIS REPORT

No.	Description of Background Papers	Name/Ext of holder of file/copy	Department/ Location
1.	Contact and Assessment Services Outline Options Paper (March 2014) - published	Matthew Jones, 020 7361 2001	Children's Services
2.	Contact and Assessment Services Final Options Paper (April 2014) - published	Matthew Jones, 020 7361 2001	Children's Services
3.	Assessment Service Procurement Strategy (May 2015) - published	Matthew Jones, 020 7361 2001	Children's Services
4.	Family Assessment Services, Cabinet Member Briefing (May 2015) - published	Matthew Jones, 020 7361 2001	Children's Services
5.	Tender Pack (exempt)	Matthew Jones, 020 7361 2001	Children's Services / Capitalesourcing
6.	Tender submission and evaluations (exempt)	Matthew Jones, 020 7361 2001	Children's Services / Capitalesourcing
7.	Procurement report (exempt)	Matthew Jones, 020 7361 2001	Children's Services

LIST OF APPENDICES:

- Appendix 1 – Contract Award Criteria
- Appendix 2 – Equality Impact Assessment

Contract Award Criteria

Ref	Criteria	Weighting
Technical Envelope		
1	Service delivery – Service model and strategy	6%
2	Service delivery – Assessment process and timescales	6%
3	Service delivery – Interventions	2%
4	Staffing – Structure	6%
5	Staffing – Qualifications, experience, training and supervision	4%
6	Communication and collaboration – Service users	2%
7	Communication and collaboration – Social work teams	2%
8	Safeguarding	4%
9	Outcomes	4%
10	Added Value	4%
11	Property (For information only)	0%
Commercial Envelope		
12	Price	60%
	Total	100%



LBHF Equality Impact Analysis Tool

Conducting an Equality Impact Analysis

An EqIA is an improvement process which helps to determine whether our policies, practices, or new proposals will impact on, or affect different groups or communities. It enables officers to assess whether the impacts are positive, negative or unlikely to have a significant impact on each of the protected characteristic groups.

The tool has been updated to reflect the new public sector equality duty (PSED). The Duty highlights three areas in which public bodies must show compliance. It states that a public authority must, in the exercise of its functions, have due regard to the need to:

- 1. Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited under this Act;**
- 2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;**
- 3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.**

Whilst working on your Equality Impact Assessment, you must analyse your proposal against the three tenets of the Equality Duty.

General points

1. In the case of matters such as service closures or reductions, considerable thought will need to be given to any potential equality impacts. Case law has established that due regard cannot be demonstrated after the decision has been taken. Your EIA should be considered at the outset and throughout the development of your proposal, it should demonstrably inform the decision, and be made available when the decision is recommended.
2. Wherever appropriate, the outcome of the EIA should be summarised in the Cabinet/Cabinet Member report and equalities issues dealt with and cross referenced as appropriate within the report.
3. Equalities duties are fertile ground for litigation and a failure to deal with them properly can result in considerable delay, expense and reputational damage.
4. Where dealing with obvious equalities issues e.g. changing services to disabled people/children, take care not to lose sight of other less obvious issues for other protected groups.
5. If you already know that your decision is likely to be of high relevance to equality and/or be of high public interest, you should contact the Equality Officer for support.
6. Further advice and guidance can be accessed from the separate guidance document (link), as well as from the Opportunities Manager: PEIA@lbhf.gov.uk or ext 3430

LBHF Equality Impact Analysis Tool

Overall Information	Details of Full Equality Impact Analysis
Financial Year and Quarter	Q2, 2015/16
Name and details of policy, strategy, function, project, activity, or programme	<p>Title of EIA: Multi-disciplinary Family Assessment Service – Contract Award</p> <p>Short summary: A tender exercise was recently undertaken to procure a Multi-disciplinary Family Assessment Service delivered by a single provider through a joint contract with Westminster City Council. The service shall provide a range of multi-disciplinary assessments of the needs, risks, parenting capacity and potential for change in complex families in order to inform decisions by the local authority and the family courts.</p>
Lead Officer	<p>Name: Matthew Jones Position: Commissioning Officer (Social Care) Email: Matthew.jones@rbkc.gov.uk Telephone No: 020 7361 2001</p>
Date of completion of final EIA	06/08/2015

Section 02	Scoping of Full EIA
Plan for completion	<p>Timing: Draft and consultation one week before report completion; Sign-off with report. Resources: Officer time</p>
Analyse the impact of the policy, strategy, function, project, activity, or programme	<p>Analyse the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic). You should use this to determine whether the policy will have a positive, neutral or negative impact on equality, giving due regard to relevance and proportionality.</p>

	Protected characteristic	Analysis	Impact: Positive, Negative, Neutral
	Age	The Assessment Service will be able to provide assessment and support for children, young people and families of all ages, although assessments are typically required for pre-adolescent children. The service provider has the specialist resources and skills to assess physical and mental health and wellbeing of children who may be at risk of neglect. In particular, the delivery of this service by the recommended provider will ensure that the needs of vulnerable young children are met.	Positive
	Disability	The majority of assessments undertaken by the service will be delivered in the community, ensuring ease of access for service users with disabilities. Where higher-risk assessments need to be undertaken in council or provider premises, it is a requirement that these locations are accessible for all service users. The specialist resource includes expertise for learning disabilities, ensuring the particular needs of these service users are considered in undertaking assessments.	Positive
	Gender reassignment	As an NHS organisation, the provider has robust equality opportunity policies and procedures in place. The provider will be able to accommodate the needs and requirements of all service users, including the protected characteristic of gender reassignment. The service will be open to all where a family assessment is required, as directed by the court or requested by the local authority, and will not discriminate in any way.	Neutral
	Marriage and Civil Partnership	The provider is able to undertake assessments for families where parents are together, separated or a single parent family. The service will be tailored to the needs of each case, including accommodating separate assessments at suitable times for individual parents where joint assessment is not possible.	Neutral

	Pregnancy and maternity	The service will be able to undertake pre-birth assessments to explore the likelihood of the parent/s having the ability to meet the needs of their unborn child given the factors that are identified at the point of referral. Such assessments will be able to provide placement and support recommendations to ensure the needs of the child are best met from birth. The provider has significant experience of engaging and working with pregnant and new mothers, ensuring a positive impact.	Positive
	Race	The provider is experienced in delivering assessment services to children, young people and families from a range of backgrounds, with understanding of cultural background enabling engagement and insightful assessments. The service is able to communicate and consult with service users in a variety of languages, including utilising interpreters as required, in order to deliver robust multi-disciplinary assessments.	Positive
	Religion/belief (including non-belief)	The provider is experienced in delivering assessment services to children, young people and families from a range of backgrounds, with understanding of religion and belief enabling engagement and insightful assessments. The service will be able to accommodate religious belief and practice when arranging and undertaking assessments, particularly when the majority of assessments will be delivered in the community.	Positive
	Sex	The service will undertake assessments for service users regardless of sex. It is believed that the provision of domestic abuse specialists within the service will have a positive impact for female service users in particular, as the majority of victims of domestic abuse are women.	Positive
	Sexual Orientation	Specialist resource within the service will be able to provide insights and support for service users who may be questioning or where there are issues related to sexual orientation. As an NHS organisation, the provider has robust equality opportunity policies and procedures in place. The provider will be able to accommodate the needs and requirements of all service users, including the protected characteristic of sexual orientation. The service will be open to all where a family assessment is required, as directed by the court or requested by	Positive

	the local authority, and will not discriminate in any way.	
	<p>Human Rights or Children's Rights If your decision has the potential to affect Human Rights or Children's Rights, please contact your Equality Lead for advice</p> <p>Will it affect Human Rights, as defined by the Human Rights Act 1998? No</p> <p>Will it affect Children's Rights, as defined by the UNCRC (1992)? No</p>	

Section 03	Analysis of relevant data Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
Documents and data reviewed	<p>Due to the complex nature and requirements for family assessments, the specific service users who will access the Assessment Service delivered by the provider is currently unknown. There is therefore little relevant data that can be analysed.</p> <p>Some data is available for 26 assessments completed in 2012/13 by the LBHF in-house service, the last full year this service was available. Domestic abuse was identified as the top needs trigger (11 assessments), which suggests that the provision of specialist resource in the new service will have a positive impact for female service users, as the majority of domestic abuse victims are women. The analysis also showed that 69% of children involved in assessments are under the age of 11, so the proposed service will have a positive impact on vulnerable young children.</p> <p>There is a link between care proceedings and assessment requirements. Of the 17 LBHF care proceedings to date in 2015/16, 59% involved children from Black British backgrounds and 35% from Caucasian backgrounds. However, the sample size is too small to draw meaningful conclusions and the connection with assessment requirements is unknown.</p>

	<p>As part of the tender submission, the provider provided an ethnic breakdown of assessments completed over the previous calendar year which demonstrated their ability to work with service users regardless of background: Asian or Asian British 4%; Black or Black British 29%; Mixed 21%; Arab 3%; Kurdish 3%; White British 17%; White European 13%; Not known/stated 10%.</p>
New research	<p>As part of the monitoring and quality assurance of the awarded contract, the provider will be required to gather and report key demographic information relating to service users. This will improve analysis of service usage and allow the ongoing development of the service to ensure a continued positive impact on equality of opportunity. Such reporting will abide by all data protection and information governance requirements.</p>
Section 04	Consultation
Consultation	<p>Consultation was undertaken with social work team managers in the development of the service specification and associated contract documentation. Key requirements regarding a non-discriminatory, open, accessible and independent service were identified and set out as part of the procurement opportunity.</p> <p>Consultation was also undertaken with the market through a market engagement event prior to the procurement being launched, where feedback on the service requirements was sought.</p> <p>As part of a question on communication and collaboration with service users, tenderers were asked to address how they would ensure diversity and effective working with BAME service users. In their response, the recommended provider identified their sensitivity to working with service users regardless of background and demonstrated the wide range of ethnicity in the assessments completed in the previous calendar year. The provider's Patient Advice and Liaison service is also available to support service users in using and engaging the service, regardless of background.</p> <p>Due to the complex and sensitive nature of family assessments, it was not possible or appropriate to consult with actual or potential service users regarding the procurement of this service.</p>
Analysis of consultation outcomes	<p>Consultation has been undertaken with the market and social work professionals, with responses supporting the assessment that the recommended contract award will have a positive impact on equalities.</p>

Section 05	Analysis of impact and outcomes
Analysis	Based on data analysis, consultation and officer knowledge, the impact of the proposed contract award has been assessed as positive across the majority of protected characteristics and no negative impact has been identified. The service has been designed to be fully accessible to all service users where a family assessment is required, as directed by the court or requested by the local authority, and will not discriminate in any way. Robust contract management will ensure that all appropriate quality assurance measures are in place and the service continues to provide a positive impact on equality of opportunity.
Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	Not applicable
Section 07	Action Plan
Action Plan	Not applicable
Section 08	Agreement, publication and monitoring
Chief Officers' sign-off	Name: Andrew Christie Position: Executive Director of Tri-borough Children's Services Email: Andrew.Christie@lbhf.gov.uk
Key Decision Report (if relevant)	Date of report to Cabinet: 02 / 11 / 2015 Key equalities issues have been included: Yes
Opportunities Manager (where involved)	Name: David Bennett Position: Head of Change Delivery (Acting) Date advice / guidance given: 10/08/15 Email: david.bennett@lbhf.gov.uk Telephone No: 0208 753 1628