

Scotland Excel

To: Chief Executive Officers Management Group

On: 19 February 2020

Directors Update Report

1. Introduction

The purpose of this report is to provide the group with an update on key developments within Scotland Excel since the last meeting of the Chief Executive Officers Management Group on 28th August 2019.

2. Summary

Since the group last met there have been a number of developments:

2.1 Digital Office update

2.1.1 Social Care Case Management System

Following the tender and evaluation process, a number of clarification questions were received during the standstill period. On review by Legal Services, it was determined that the evaluation process should have had improved clarity provided to the bidders. In light of this it was determined that the most appropriate course of action was to cancel the tender process, restructure the documentation and re-schedule the tender.

A renewed Prior Information Notice has been published on the Public Contracts Scotland website and it is intended to publish a new ITT in the current financial year.

2.1.2 Information Gathering

The information gathering tool was upgraded by South Lanarkshire technical staff and demonstrated at the Digital Office Partnership which was well received by those in attendance. At present we have around 35% of the systems and contract information uploaded in the capture tool. We continue to encourage all councils to submit information if they have not done so already. A first pass data cleansing exercise has taken place to remove duplicate systems and suppliers.

2.1.3 Market Testing for AI/Robotics Process Automation

A Prior Information Notice was issued in order to:

- understand market capabilities in relation to providing Robotics Process Automation solutions for Scottish Councils; and

- understand supplier roadmaps to support the evolution of Robotics Process Automation solutions for Scottish Councils

The information to be provided will help us better understand the market and consider any implications to existing projects and the way forward.

2.2 Scottish Government Funded projects

2.2.1 Care & Support

The tender return deadline for the new national flexible framework for Care and Support services was 12th November 2019. Scotland Excel has received a good response from providers across Scotland and the tender evaluation has progressed throughout December and January. Following an internal governance review, Scotland Excel extended the time for evaluation in order to manage the volume of insurance and legal clarifications required.

We will be taking the Framework to the February Executive Committee for approval. Once approved, the framework details will be published on the Scotland Excel website, along with user guides for councils and providers. It is important to note the supported people will remain under existing contracted arrangements until an alternative is chosen or if their care needs are reviewed.

We will be inviting new providers to join the Framework every 6 months.

The Adult Social Care team are working to the following timeline:

Activity	Target date
Provider tenders returned	12/11/2020
Evaluation process	12 /11/19 – 14/02/2020
Scotland Excel Executive Sub Committee	28/02/2020
Award process	02/03/2020 – 18/03/2020
Framework goes live	01/04/2020
Mobilise framework	April 2020 ongoing

2.2.2 Early Learning & Childcare

The guidance produced by Scotland Excel was published by Scottish Government and COSLA in April 2019. We are grateful for the many councils that provided feedback and support through reviewing the drafting of documentation to help support the implementation of this programme of work. They are now available from the Scotland Excel website.

Documents that have been published are:

- Model Terms and Conditions
- General Information and Instructions for Applicants
- Part A – Applicant Information and Contractual Requirements Form (for completion by Applicant)

- The Regional Improvement Collaborative session summary documents and an example process map

Scotland Excel has been recently commissioned by several councils to undertake a sustainable rate setting process for early years on their behalf. This will provide each council with the evidence and information that can inform the council's decision regarding a local sustainable rate to deliver the funded entitlement for parents in the local area.

2.2.3 Affordable Housing

Scotland Excel are working with Scottish Government to shape the future programme and continue to support the Procurement Commercial Improvement Programme (PCIP) requirements of the sector. The Scottish Government are in consultation with Scottish Federation of Housing Associations (SFHA) and Glasgow and West of Scotland Forum of Housing Associations (GWSF) to review member feedback about the PCIP programme. Scotland Excel is awaiting the result of the consultation ahead of a possible April 2020 project start date.

Summary highlights since the last report: -

Scotland Excel's contract for new build housing is now live and the associate team are engaging with housing associations to raise awareness of the new contract. A successful mobilisation/information event for housing associations took place in November at Scotland Excel offices. This event was open to both members and non-members with a healthy attendance on the day.

Further mobilisation events have been scheduled this month with two housing associations that are non-members interested to hear the benefits of using the framework.

Shettleston, Loreburn, Dunbritton and Parkhead Housing Associations have all recently become associate members of Scotland Excel in order to access the wider contract portfolio but keen to take advantage of the new build housing framework.

2.3 Other Care Services

2.3.1 Care Homes for Older People

Since the last report discussions on the Care Cost Model© have been completed. The sector has now agreed all Direct Care costs covering salaries, property and other supplies and services. There are two negotiation meetings scheduled, and the results of these will be reported on widely, once ratified through the existing governance approval process. We will draft and distribute a model contract variation letter which councils can adapt for their own use if the offer is agreed.

We are currently drafting terms of reference jointly with Social Work Scotland to progress the sourcing strategy for care homes. Our intention is to progress with the sourcing strategy recommendations which builds in a pre-contract award questionnaire. The exact process will be finalised within the coming weeks.

We continue to provide market intelligence through our interactive web-based suite of reports and by providing updated financial reports in relation to major providers.

2.3.2 Care Homes for Adults with Learning Disabilities Including Autism

The framework commenced on 14 Oct 2019 and will run until September 2023. Through this flexible framework, local authorities can purchase support arrangements for adults with profound and multiple learning disabilities. 24 providers and 57 care homes were appointed to the framework, although some awards have been deferred. Further details regarding this can be found within the members area of the Scotland Excel website.

The framework is designed to meet the future needs of adults with learning disabilities and local authorities by allowing the appointment of new providers and/or addition of services at specific times during the framework period.

2.3.3 Children's Residential Care and Education with Short Breaks

The Independent Care Review report was launched on 5 February 2020. Scotland Excel is currently reviewing what the impact of the Review's recommendations may mean for future service commissioning for children's services.

Scotland Excel has recently held two regional annual contract management User Intelligence Groups (UIGs) in Paisley and Dundee to discuss the framework. Key areas discussed included the recent fee review and the expected level of requested increases, a new Individual Placement Agreement template and overall usage of the framework. Slides and minutes from the UIGs are now available on the members area of the Scotland Excel website.

The closing date for new admissions to the framework was 6 December. This is currently under evaluation with new providers being awarded on 1 May 2020. In addition, the 2018/19 Annual Report for Children's Residential Care is now available on the website.

2.3.4 Secure Care Service

The current contracts for secure care expire on 31 March 2020 and extensive consultation work on the new framework has been completed. The tender for the next generation of Secure Care Services contracts is at the evaluation stage with recommendations being taken to the February Executive Committee for approval. Included with the specification for the new contracts are the National Standards of Secure Care which will be rolled out by COSLA and Scottish Government after April 2020.

2.4 The Scotland Excel Academy

The Academy continues to make good progress supporting our customers' people development and organisational development needs. The Academy is currently supporting 28 of 32 (88%) councils and 14 public / third sector organisations.

With 457 registered learners, The Academy is supporting 193 active learners engaged in accredited programmes across 16 cohorts.

9 cohorts have now been fully completed, awarding 115 qualifications, and 10 new cohorts are planned over fiscal year 2020/21.

Procurement

- 4 cohorts are active, and 2 cohorts have been completed
- 2 cohorts are scheduled

Leadership & Management

- 5 cohorts are active, and 3 cohorts have been completed
- 3 cohorts are scheduled

Project Management

- 6 cohorts are active, and 4 cohorts have been completed
- 3 cohorts are scheduled
- These programmes are co-delivered with the Improvement Service

Business Analysis, Decision Making and Innovation

- 1 cohort is active. This is the first cohort of this new programme, launched in October 2019
- 2 cohorts are scheduled
- This programme strives to address a national shortage of business analysts
- This programme is co-delivered with the Improvement Service

Chartered Manager (CMgr)

- 3 learners have been awarded Chartered Manager
- This is the highest accolade in the leadership and management profession
- Scotland is significantly under-represented within the CMgr population, and the impact these individuals have within their organisations
- Our Chartered Managers join a Scottish population of 515

Coaction

- In collaboration with the Scottish Government, Coaction strives to coact, cocreate, coproduce, co-deliver and collaborate nationally across our learning and development and organisational development community – sharing expertise and resources.
A draft national roadmap has been created and we are working towards creating a national organisational development working group and a national innovation working group.
- The first regional event is scheduled for 01 April 2020 in Inverness
- The second regional event is scheduled for 27 May 2020 in Dundee/Edinburgh
- The second annual event is scheduled for 27 August 2020 in Glasgow

SCQFP Credit Rating Body

- In collaboration with the Scottish Government, we are working towards becoming a credit rating body having submitted our application in November 2019.
- Our vision is to design and deliver bespoke nationally accredited qualifications for the Scottish public-sector, aligned to the Scottish Credit and Qualifications Framework.
- These bespoke development programmes can address the needs identified from Scottish Government's national development framework.

Non-Accredited Workshops

- Adopting a demand-led approach, we have delivered 23 non-accredited work-based-learning workshops, engaging 103 learners
- These non-accredited work-based-learning workshops address needs identified from the PCIP assessments and our wider customers' needs
- 5 non-accredited work-based-learning workshops are scheduled

2.5 New Build Housing

The recommendations for this framework were approved by the Scotland Excel Executive Sub Committee on 2 August 2019 and the contract went live on 26 August 2019.

Nineteen suppliers have been awarded to the framework, 13 of whom are SMEs, across 5 lots and the 32 geographical council areas. Alongside benchmarked savings of 2.8%, a wide range of sustainability and social benefits have been incorporated into the arrangement including: a flexible specification based on Housing for Varying Needs, carbon emission considerations, community benefits (based on employment and training to address specific gaps in the construction sector), fair work practice considerations and fair payment practices for sub-contractors. In addition, the framework also supports the use of project bank accounts. All contractors have committed to using social enterprises and supported businesses.

The framework was formally launched by Scotland Excel at an event held in Edinburgh on 8 October 2019, 'Accelerating Affordable Housing Supply in Scotland'. This event brought together contractors and purchasers who heard from speakers across the construction industry.

Scotland Excel are undertaking an extensive mobilisation of the New Build Residential Construction framework incorporating bespoke mobilisation events for individual members and have produced numerous guidance and template documents.

2.6 Update on the Contract Plan and Contracts approved since September 2019

There are 74 current frameworks in the Scotland Excel contract portfolio, with 3 of these frameworks to be renewed before 31 March 2020. It is also planned that a further 2 new frameworks will be added to the contract portfolio by 31 March 2020. One of these new frameworks is being coordinated through the operational supplies and services team.

Twenty-Three of the frameworks on the current portfolio have extension options that are likely to be exercised in 2019/2020 with 22 of these extensions already approved.

The overall efficiency across the whole portfolio for 2019/20 is running at 2.6% compared to the 2.5 % forecast range. This figure will continue to be monitored throughout 2019/2020.

The following contracts have been approved at Executive Sub Committee since September 2019:

Debt Recovery and Sheriff Officers

This framework will provide a mechanism for local authorities to procure a range of debt recovery and sheriff officer services; This includes, but is not limited to, debt collection services for council tax (including water and wastewater charges), non-domestic rates, housing benefit overpayments, enforcement and diligence in relation to current and former tenant arrears.

Security Services and Cash Collection

This framework will provide councils and other participating members with a mechanism to procure a range of security services, including guarding, stewarding, marshalling, key holding and mobile patrols. The scope of the framework also includes cash collection services

Plumbing and Heating Materials

This framework will provide councils and other participating bodies with a mechanism to procure a range of plumbing and heating materials in support of construction projects, ongoing maintenance schedules and ad hoc repairs. Key enhancements delivered in the renewal include an amended lot structure to facilitate ease of call-off and the addition of a specialist lot for adapted products. Furthermore, a revised approach to community benefits will maximise the delivery of local outcomes.

Fresh Fruit and Vegetables

This framework will provide councils and other participating bodies with a mechanism to procure a range of fresh/organic fruit and vegetables and will support councils with the introduction of the revised nutrition act that now requires a minimum of two portions of vegetables and a portion of fruit to be offered as part of a school lunch, in both primary and secondary schools.

2.7 Supplier Awards

In 2015, Scotland Excel launched the Supplier Excellence Awards, the first-ever awards programme to recognise the role of suppliers within public procurement and identify examples of innovation and good practice being delivered by suppliers for Scotland Excel members.

Following the success of the inaugural awards, the decision was taken to deliver the programme biennially. The second awards programme was launched in September 2017 and culminated in a high-profile awards ceremony which took place in Glasgow in February 2018 in conjunction with the Scotland Excel Annual Conference.

The Conference & Supplier Excellence Awards contribute to the delivery of Scotland Excel operating plan commitments relating to procurement capability, contract management, supplier engagement and business growth. The events enhance Scotland Excel's profile and reputation while providing a platform for key stakeholders to network, enhance knowledge and share best practice.

The Scotland Excel Conference & Supplier Excellence Awards 2020 will take place at the Radisson Blu hotel in Glasgow on 20-21 February 2020, with the awards ceremony held at the same venue on the evening of 20 February.

The awards programme was launched on 25 September and closed on 06 November 2019. An extensive communications campaign encompassing email, social media and web content was implemented to encourage entries. Contract owners promoted the awards during supplier calls and meetings, and council procurement teams were encouraged to highlight the awards to eligible suppliers.

The awards attracted 85 entries across eight categories focusing on key aspects of sustainable procurement, including an award for small and third sector suppliers. Entries were assessed by a panel of 12 judges from local government and the wider public sector, and the shortlisted finalists were announced on 22 November 2019.

The Scotland Excel Conference theme is 'Inclusive Growth' and will cover topics such as regional growth, economic and social wellbeing, and social business. The conference audience has been extended beyond procurement practitioners to other professionals within local government, such as economic development officers, who influence local growth strategies. Other public sector partners and associate members can also attend.

The awards ceremony has been planned around the highly successful blueprint created for the 2018 event, with broadcaster and musician, Dougie Vipond, reprising his role as host. Invitations have been sent to key stakeholders and award finalists, and tickets were also made available for purchase. Around 350 guests are expected to attend.

2.8 General update

New Associate Members

There have been seven new associate members since the last CEOMG:

- Loreburn Housing Association
- Scottish Legal Aid Board
- University of Strathclyde
- Ardenglen Housing Association
- Dunbritton Housing Association
- West College Scotland
- National Museums Scotland