

Please contact: Access to Information
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9 January 2024

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Re: Your request for information under the Freedom of Information Act 2000
Ref no: FOI-3713-LSC

Thank you for your request dated 11 December 2023. We can confirm that the ICB does hold the information you requested.

Please find our response to your questions below:

1. What are the contractual performance KPI's for this contract?

The contractual performance KPIs for the keyworker are currently being reviewed. However, as part of the original Keyworker specification the following KPIs were included:

Performance and Outcome Monitoring Framework	
Activities	
What must be reported	How often will this be reported
How much will we do?	
90% or above of CYP within the agreed age range identified as red or amber on the DSR will have a named Keyworker	Monthly & Quarterly Return
90% or above of inpatients within agreed age range will have a named Keyworker	Monthly & Quarterly Return
% reduction in re-admissions within agreed age range	Monthly & Quarterly Return
Total number of CYP who received Keyworker support	Monthly & Quarterly Return
Total number of CYP who were stepped down	Monthly & Quarterly Return
A reduction in the number of LAEP/CETRs for a child/young person and their family	Monthly & Quarterly Return
An increase in the number of Personal Budgets in place	Monthly & Quarterly Return
An increase in the number of practitioners actively fulfilling key working	Monthly & Quarterly Return
How well we do it?	
Parents/Carers report improved resilience and understanding of strategies to cope	Quarterly Return

Children/Young People report improved resilience and understanding of strategies	Quarterly Return
Number of parent/carers reporting service satisfaction	Bi Annual Return / Service user satisfaction survey
Quality and Outcomes Performance Standards	
Children and young people and their families are actively involved in and supported to make informed choices about the services they receive	Bi Annual Return / Service User Satisfaction Survey
Improved lived experience for parent/carers so they have reduced stress and uncertainty are more stable feel listened to, informed and involved.	Bi Annual Return / Service User Satisfaction Survey
Improved access which ensures timely access to the right personalised support	Bi Annual Return / Service User Satisfaction Survey
What difference did we make?	
Number and % of packages which achieve outcomes as per person centred care plan	Family Held Record / End of involvement Report / Service User Satisfaction Survey
Evidence children, young people and families are aware of and have access to coordination, advocacy, advice, information and support for health, education and social care services	Family Held Record / End of involvement Report / Service User Satisfaction Survey
Improved lived experience for children and young so they feel: - safe and happy - listened to, informed and involved - involved in their plans, care and support.	Family Held Record / End of involvement Report / Service User Satisfaction Survey
Improved lived experience for parents/carers so they feel: - safe and happy - listened to, informed and involved - involved in their child's/family's plans, care and support.	Family Held Record / End of involvement Report / Service User Satisfaction Survey

2. How was the contract commissioned? Please confirm if it was direct award or via a formal procurement process.

Keywording was commissioned with the Provider LSCFT, outside of a block contract held by the ICB. It was a direct award.

3. Suppliers who applied for the contract and who were successful & not successful at the ITT stage.

N/A.

4. The supplier of the current service.

Lancashire and South Cumbria NHS Foundation Trust (LSCFT).

5. Actual spend on this contract/framework (and any sub lots), from the start of the contract to the current date.

21/22 – pilot £315,000

Commencement of service 22/23 - £774,000 inc (21/22 underspend)

23/24 (projected expenditure not known. Budget allocation is provided for 23/24) £1,135,000

6. Start date & duration of framework/contract?

Keyworking forms part of the NHS Long Term Plan. In 21/22 initial pilot work was undertaken in 21/22, with full roll out of service in 22/23.

7. Could you please provide a copy of the service/product specification given to all bidders for when this contract was last advertised?

The service specification for Keyworking is currently under review, as part of timely reviews of all specifications. We anticipate this to be finalised by end March 2024. The initial specification would not be appropriate at this time, as it did not include the expansion of keyworking to include 18-25 by end March 2024.

8. Is there an extension clause in the contract and, if so, the duration of the extension?

The Keyworking commission was awarded by direct award and will form part of block contract arrangements with LSCFT.

9. Has a decision been made yet on whether the contract is being either extended or renewed?

No.

10. Who is the senior officer (outside of procurement) responsible for this contract?

Debbie Wardleworth, Associate Director, Learning Disability and Autism.

11. Total contract award.

Lancashire and South Cumbria ICB does not hold this information.

Right of Appeal

Should you require any further information or clarification regarding this response please do not hesitate to contact us. If you are dissatisfied with the response, you are entitled to request an internal review which should be formally requested in writing and must be within 40 working days from the date this response was issued.

To request an internal review

You can request this by contacting the FOI team by email at MLCSU.FOITeam@nhs.net or by post to Leyland House, Lancashire Business Park, Leyland, PR26 6TR, specifying why you require a review.

If you are not content with the outcome of your internal review, you may apply directly to the Information Commissioner's Office (ICO) for a decision. Generally, the ICO cannot make a decision unless you have exhausted the CCGs FOI complaints procedure. The ICO can be contacted at:

Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF
www.ico.gov.uk

Yours sincerely

**On behalf of Kevin Lavery
ICB Chief Executive**