

HERTFORDSHIRE COUNTY COUNCIL

**AUDIT COMMITTEE
THURSDAY 7 MARCH 2002 AT 10.00 A.M.**

Agenda Item No.

4

**CONTRACT FOR CARE SERVICES – LEONARD CHESHIRE UPDATE ON
CONTRACT PERFORMANCE**

Report of the Director of Adult Care Services

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Executive Member:- Jane Pitman

1. Purpose of Report

To update the Committee on actions taken and progress with the Leonard Cheshire Foundation, Hertfordshire contract for domiciliary care.

2. Summary

At their meeting on 12 October 2001 the Committee were given the background to the Leonard Cheshire Foundation domiciliary care contract that now operates across Hertfordshire. Members were alerted to concerns about the ability of the General Manager to improve the contract and make change and the longer-term ability to meet the full 512,093 annual hours of the contract.

Since the Panel meeting the General Manager has now resigned from the Contract and been replaced by a Regional Director who has taken an active interest in improving operational performance. A new IT system has been installed (CARAS) and work has been undertaken implementing a new staffing structure.

Operational performance has improved and by November 2001 the actual hours of contract delivery were 18 hours above the required guaranteed minimum for the month. Although the Christmas and New Year period resulted in a reduction of hours it is expected that the January to March 2002 out turn will meet the contract requirements.

Standards for the service continue to meet the necessary contract criteria in all aspects with 100% compliance of standards for attendance of care workers (ie. there are no missed visits). The price paid per hour has reduced from the April 2001 £16.81 to the current £16.40 per hour and it is anticipated that over the next financial year this will reduce further.

3. Conclusion

The previous concerns raised by the Committee have been addressed as a matter of priority by Leonard Cheshire and standards are now consistent with those achieved by other Block providers. Monthly monitoring meetings are continuing.

The Contracts Unit of Adult Care Services will continue to monitor this contract closely and maintain the liaison with the Directors of Leonard Cheshire Foundation to ensure its success.