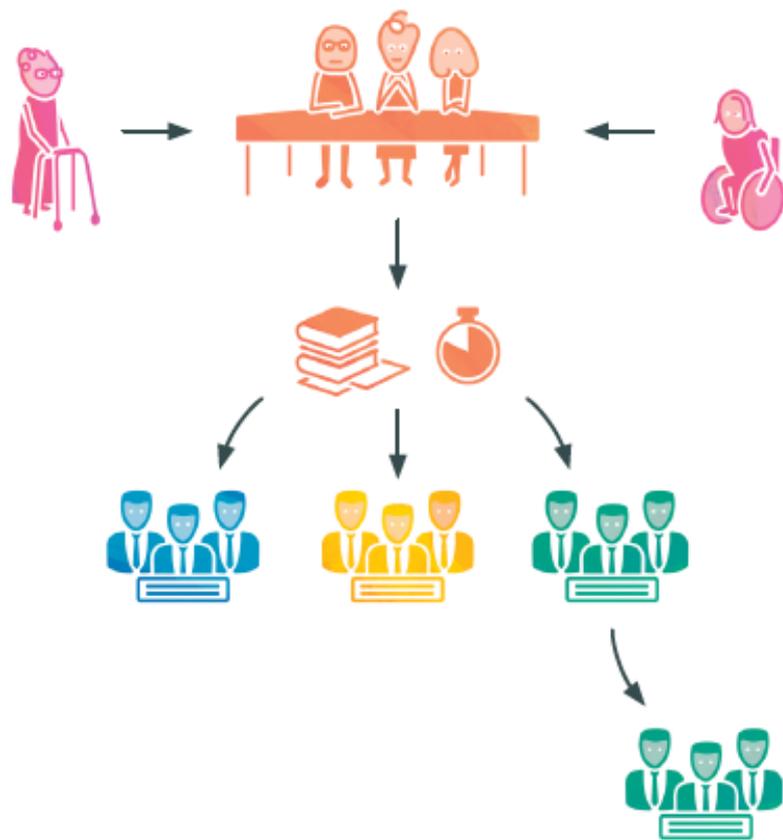# Open tendering & Open performance

Block Contracts

Local authority commissioners want to procure a social care and support service. They ask some service users what they want it to look like.

They write a very long tender specification with a tight deadline.

The service goes out to tender and organisations compete to provide it.

The commissioners decide who wins the service. No one else sees the winning tender. Usually, no one sees the specification either.
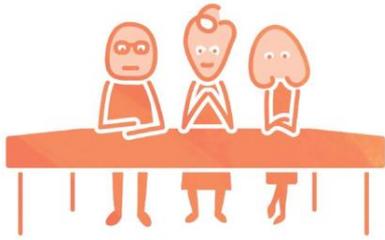
Council
Procurement Officers
Commissioning Team
Service User Representative

Provider
Service Manager
Business Development Team
Senior Management

People getting care and support

People giving care and support

Other care and support providers

Social Work Teams

Other commissioners and councils

Policy makers and central government bodies

We believe
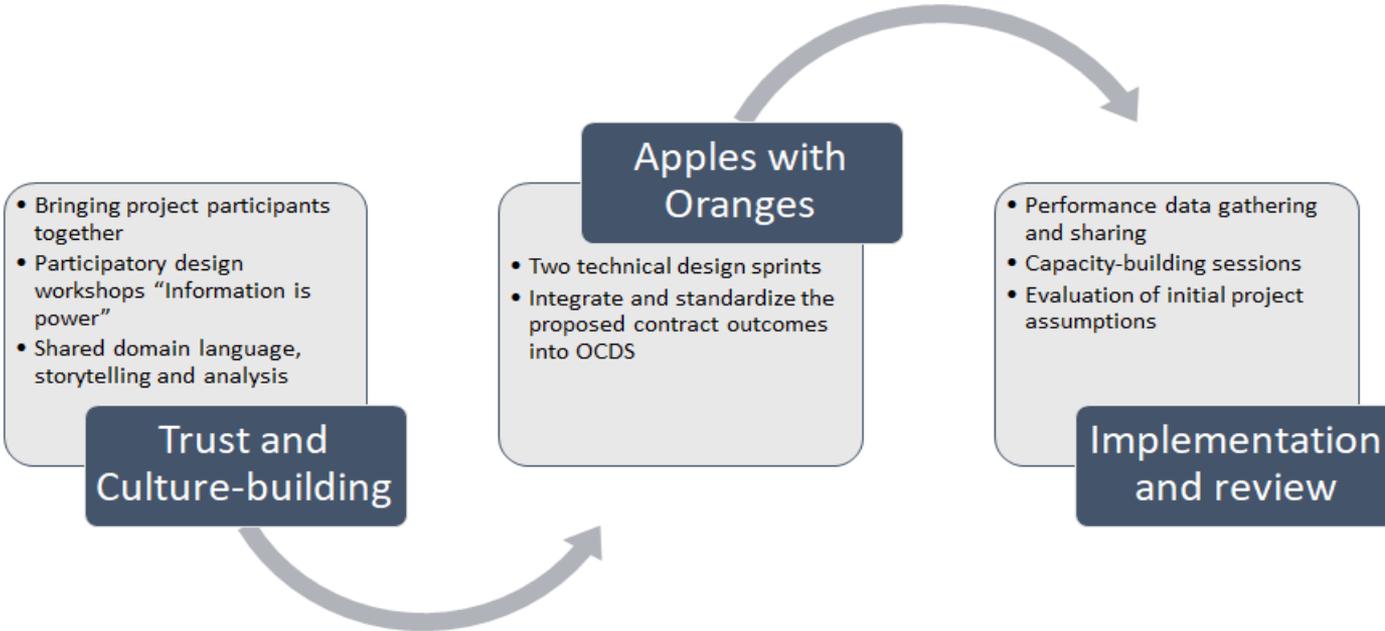
Social care tendering commitments should be:

- Accountable to the people who give and receive
- Open and transparent to our communities
- Easy to surface what works and what doesn't

The project

What's important?
What's accessible?

How do we capture?
How do we compare?

Did it work?

- Bringing project participants together
- Participatory design workshops "Information is power"
- Shared domain language, storytelling and analysis

Trust and Culture-building

Apples with Oranges

- Two technical design sprints
- Integrate and standardize the proposed contract outcomes into OCDS

- Performance data gathering and sharing
- Capacity-building sessions
- Evaluation of initial project assumptions

Implementation and review

Other commissioners and councils

Other care and support providers

Policy makers and central government bodies

People getting care and support

People giving care and support

Sharing

GitBook

GitHub

CO

Data Review Tool

think local act personal

Social Care future

Medium

Community EDUCATION

NODE ODI LEEDS

CareQuality Commission

directors of adass
adult social services

SASCI

FUTURE CARE CAPITAL

Thank you!
Emma Back - Equal Care Co-op
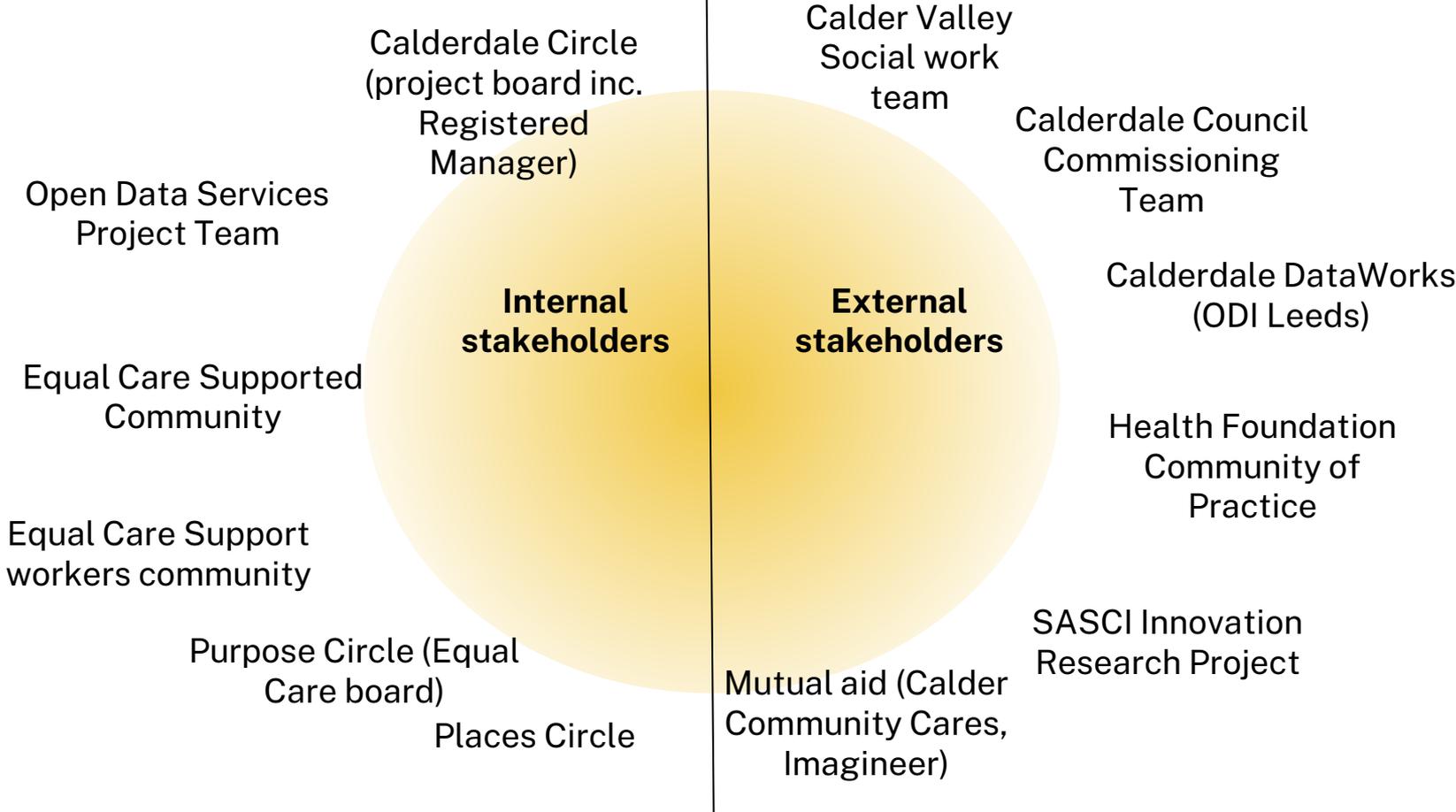Simon Whitehouse - Open Data Services Co-op

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Appendices

Open tendering stakeholder map

Internal stakeholders

External stakeholders

Calderdale Circle (project board inc. Registered Manager)

Open Data Services Project Team

Equal Care Supported Community

Equal Care Support workers community

Purpose Circle (Equal Care board)

Places Circle

Calder Valley Social work team

Calderdale Council Commissioning Team

Calderdale DataWorks (ODI Leeds)

Health Foundation Community of Practice

SASCI Innovation Research Project

Mutual aid (Calder Community Cares, Imagineer)

what is it?

We believe that people receiving and directly giving a service are in the best position to assess its true quality and effectiveness.

Services should be accountable to their direct beneficiaries (known as members and owners in Equal Care Co-op).

The aspiration of Open Tendering is for all publicly procured social care services (and beyond) to be open and accountable to their communities, including price, method statements and interim reviews of those services.

This would allow councils and policymakers to **rapidly surface what works and dispense with what doesn't.**

Ultimately, this would help unlock public money and put it into community control, with community oversight.

why do this?

- The people who receive and give care and support **cannot see the commitments** providers make to commissioners
- They don't have the information they need to **hold those providers to account**
- We **can't compare** relative success of types of contract and types of providers procured by local authorities. The data is **opaque** and is not **interoperable**.
- There are **high information barriers** for sharing both good and not-so-good practice with policymakers and commissioners. It's like 'social care groundhog day' for different parts of the UK

expected benefits

By project end we will have run a full community-led consultancy exercise in specification, outcomes, method statement and pricing for homecare in Calderdale.

We anticipate that the transparency and improved capacity to co-design and evaluate the service commitments Equal Care makes will lead to incremental, rapid improvements in the service and the outcomes themselves.

The government are now proposing that councils will start directly publishing their procurement processes using the Open Contracting Data Standard. Councils have not started doing this yet but outcomes for the project will be published in this way.

Local government social care data standards and interoperability

"People and their carers want the ability to easily understand their care options, make decisions about care for their loved ones, understand who and what care is being delivered and know that when they do receive care and support that they are in safe hands. All of this relies on shared information of good quality."

"We can only truly design approaches that are person-centred when we have information that can easily be shared, combined and consumed in different ways rather than being locked into monolithic systems."

"Councils tell us they are often held back from sharing information in this way, whether it be through the lack of data standards (or standards which are poorly defined), suppliers who are not perhaps as open as they could be, or the development and ongoing maintenance costs associated with developing APIs."

"A standards approach was welcomed but both suppliers and councils were concerned about approaches that were too nationally driven."

Find the full paper commissioned by the LGA here.