

## **Appendix 1: Project update on the transfer of Community Resource Centres (CRCs) and Extra Care Services (ECHS)**

This update provides further information on the progress made against key areas of the project to bring CRCs and ECHS back into the control of the Council. The agreed transfer date is now 01 October 2020.

**Financial service model:** The current annual contract value is £6.776m. Financial due diligence work has been completed to ensure the transfer costs remain within the current contract value and that we have a full appreciation of the financial risks. However, ongoing operating pressures mean that the budget will remain a challenge. However, in balance to this the Council will benefit from its tax status particularly in relation to VAT, greater purchasing power, procurement capacity and skills, and direct responsibility for maintaining occupancy.

**Bank worker system:** The council does not currently operate a bank worker system. To have an in-house bank system presents a real opportunity for council. Once established this could offer a wider role as an alternative or additional avenue to manage temporary staff within the council. It has been agreed that Sirona will provide the system for up to six months from transfer. This will allow time for the council to create or contract a bank system operational from April 2021, ensuring minimal disruption at the point of transfer. An option appraisal is underway, to assess whether an inhouse model is the appropriate longer-term model or whether a strategic partner could operate a bank more efficiently.

**Clinical governance / client safety:** Registration with the Care Quality Commission (CQC) is mandatory and requires that the council demonstrates good clinical governance arrangements, including Quality Assurance (incorporating safeguarding). The council is working with Sirona to ensure that all client information and management information is transferred securely with the relevant permissions with GDPR rules. As a priority the Council will develop its governance to incorporate the management and oversight of the direct provision of services inherent in running care services.

### **Community Engagement:**

- **Engagement with staff group:** We have engaged with staff using face to face, and recently teleconferencing, meetings with union representatives and staff. They have used dedicated email boxes for questions from staff, residents and carers and other stakeholders. Staff have received regular briefings giving an update on the transfer and answering any questions. The formal Transfer of Undertakings (Protection of Employment) Regulations (TUPE) for staff consultation commenced on 15 June for 30 days. Staff are in the main positive about transferring to the council.
- **Engagement with residents:** All residents received a letter in January informing them of the decision to transfer the services in house and offering meetings including relatives and carers. Further communications will be shared by letter and newsletter to update them in July 2020.
- **Engagement with stakeholders and wider community:** Regular updates have been facilitated for the Registered Social Landlords (who own the Extra Care Housing Services) and providers who operate Day Services within the CRCs. The council's website has displayed news on the project for the wider community. Future development of services will have wider engagement including on the use of CRCs and expansion of Extra Care Housing services.

A full Equalities Impact has been regularly updated through the life of the project.

## Next steps / Timeline

Key actions 23 June 2020 to transfer 01 October 2020	
June 15 2020	Formal staff Consultation commences (30 days)
June 23 2020	Demand and Financial modelling to be completed Agree bank system specification and resource
July 15 2020	Submit council CQC registration documentation
July 2020	Update letters to service users and stakeholders
Aug 31 2020	Soft close: All equipment, safeguarding check and IT software to be in place
Sept 30 2020	New contracts in place for all supply arrangements, insurances and extra care arrangements as required
Sept 30 2020	Sirona contract ceases
Oct 01 2020	Hard close - New Service, governance, contracts and monitoring Staff transfer to B&NES council. Auto enrolment into Avon Pension scheme for all staff (except nurses)
Key actions from transfer 01 October 2020	
October 2020	Staff onto all council systems including payroll
October 2020	IT / internal systems all functional for new service
November 2020	Finance: final reconciliation
October 2020	Sirona runs bank system until 31 March 2021
Oct – Dec 2020	Work on self-funders in extra care and CRCs
April 2021	Council run bank system from April 2021

## Conclusions

Whilst there will be significant work post safe transfer to ensure a break-even position for 2021/22, running the CRCs and ECHS directly presents the council with several major opportunities. Primarily, the ability to deliver high quality services within its direct responsibility, getting closer to the daily running of homes. There are also opportunities to rejuvenate both the working/residential environment and the services and to develop them into a significant community resource. These we believe, will be to the benefit of residents within the CRCs and ECHS provision. The transfer will also facilitate broader discussions with the wider market and enable the CRCs to become a beacon for change as we seek to meet the changing needs of older people living in Bath & North East Somerset.