

# Inaugural Meeting and Workshop

Thursday, 29<sup>th</sup> June 2006

at Nabarro Nathanson, Lacon House, Theobald's Road, London WC1X 8RW

## Present

Terry Brewer, London Fire and Emergency Planning Authority (Chair)

## Group Members

Michele Cassidy, Westminster City Council  
Kay Fisher, London Borough of Hammersmith & Fulham  
Sue McManus, London Borough of Greenwich  
Tom Pyne, London Borough of Islington and Islington Primary Care Trust  
Jim Rogan, London Borough of Richmond upon Thames  
Marian Rummer and Denise Blanchard, London Borough of Harrow  
Jackie Yates, London Borough of Ealing

## Facilitators

Mark Brangwyn, Association of London Government  
Stephen Day, London Borough of Ealing and Ealing Primary Care Trust  
Peter Ramage, Royal Borough of Kensington & Chelsea  
Victoria Glover-Ward, Cyril Sweett Limited  
Andy Davies, Project Consultant  
Karen Andrews, Nabarro Nathanson  
Steven Williams, Nabarro Nathanson (p-t)

## Action

### 1 Welcome and Introductions – Chair

TB thanked Nabarro Nathanson for their hospitality. Group members managing the seven PFI contracts gave a brief summary of their current activity.

### 2 Conclusions of the Status Review and Next Steps

AD gave a presentation on the Status Review and the next steps for the project.

### 3 Partnership Boards and Open-book Accounting

PR described how partnership boards and open-book accounting had helped him achieve better outcomes in his outsourced waste collection contract.

Concern was shared about providers asking for extra-inflationary increases because of e.g. CSCI pushing up standards. **Action:** AD to approach the Partnerships UK helpdesk to get advice on this and distribute to the group.

AD

#### 4 Living with your Payment Mechanism

VG-W described how contract managers can get the best results from their payment mechanism.

Managers in contracts with Care UK expressed concern over inconsistency of self-monitoring vs authority monitoring. **Action:** AD to arrange separate discussion for the four Care UK-served Boroughs to explore opportunities for closer working.

AD

#### 5 Provider Performance Management

MC described how she manages provider performance in a social care context.

The issue as to how quality of life can best be measured, i.e., the experience of living in a PFI care home. What about activities and outings? Can better use be made of service user satisfaction surveys? **Action:** AD to approach CSCI to find out, and how PFI performance monitoring can be better inter-woven with CSCI monitoring. Possible future meeting/workshop with CSCI and Age Concern?

AD

Questions were asked about the role of 4ps now and when the Social Care PFI Procurement Pack will be released. **Action:** TB and AD to take up with 4ps at their forthcoming meeting (date tba).

TB/AD

Managers also asked what new Social Care PFI projects were coming through? **Action:** AD to check with DCLG.

AD

#### 6 Debate: Should we link payment to performance in local authority contracts?

AD and PR led a debate on the pros and cons of linking contract payment to performance.

#### 7 Dispute Resolution in PFI Contracts

SW set out the options facing authorities when a dispute arises.

#### 8 Review, "What Next?" and Close

AD asked Group Members to remember that this is their group, to do with whatever they wished. He believed a number of managers faced similar issues, while some had ready-made solutions for others' problems, so he wanted to help set up pairings or small groups to make this happen. He offered to arrange further events and get experts in to talk with the Group on matters of mutual interest or concern.

He also asked Group Members, when they use the network, even if it's just a call to someone to query something, to drop him a quick email and tell him about it as he wanted to record what benefits were derived from the group. **Action:** ALL.

ALL

TB expressed his thanks to all the speakers and for everyone's contribution to the event.

