

Tyson Rupert

27 January 2014

Our ref: 596963

Dear Sir/Madam

Thank you for your request for information received on 25 November 2013.

This request is being handled under the Freedom of Information Act 2000.

I can confirm that the information requested is held by Harrow Council. I have detailed below the information that is being released to you.

Childrens

1. Who is the main contact/contacts for commissioning services within Childrens social care?

Sumil Simon, Peter Tolley & Richard Selwyn

2. Do you currently use an IT system to support your strategic commissioning and contract management? If yes to either please name the system(s) and details of costs?

Up until the end of last year it was E-Bravo. We now use Due North.

3. How many providers do you contract with for Childrens services and are they internal/external?

We contract with 1,108 providers across Children & Families Services

4. Do you have a performance management framework to monitor the performance of providers?

Yes Commissioners monitor performance of providers on a quarterly basis.

Adults

1. Who is the main contact/contacts for commissioning services within Adults social care?

Paul Young

2. Do you currently use an IT system to support your strategic commissioning and contract management? If yes to either please name the system(s) and details of costs?

There is no system at present, however there are current plans to specify a new contracts database

3. How many providers do you contract with for Adult's services and are they internal/external?

There are 77 Residential and Nursing Providers in Harrow of which 5 are internal. There are also contracts with 8 spot providers for commissioned and reablement services.

4. Do you have a performance management framework to monitor the performance of providers?

Providers are managed against a quality framework and risk matrix.

5. Do you currently use micro procurement (also known as micro commissioning or mini tendering) to arrange services?

There are mini tenders but are moving away from traditional procurement to individuals utilising their PB's to purchase care.

6. Do you use brokerage or commissioning teams or do social workers/care managers contact providers direct?

There is a brokerage team who undertake all commissioned services.

If you have any questions, please contact me on **020 8424 1101** or xxxxx.xxxxxx@xxxxxx.xxx.xx.

If you are dissatisfied with the way your request for information has been handled, you can request an internal review of Harrow Council's decision by writing to:

Isabella Uzodike
Harrow Council
Civic Centre,
[Building 1](#)
Station Road
Harrow
HA1 2XF

Email: xxxxxxxx.xxxxxx@xxxxxx.xxx.xx

If you remain dissatisfied with the handling of your request or complaint, you have a right to appeal to the Information Commissioner at:

The Information Commissioner's Office, Wycliffe House,
Water Lane, Wilmslow, Cheshire, SK9 5AF

Telephone: 0303 123 1113

Website: <http://www.ico.org.uk/complaints/handling/complain>

There is no charge for making an appeal.

Yours faithfully

Sonia Mashru
xxxxx.xxxxxx@xxxxxx.xxx.xx