**Procurement Journey**

## **Additional Guidance when Reviewing a Care and Support Service**

## **Additional Guidance when Reviewing a Care and Support Service**

## The purpose of a service review is to identify any improvements that need to be made to the care and support received by people who use services and their carers and/or to the service as a whole. Individual services should be reviewed at regular intervals to determine if the service is:

* + - meeting quality standards and delivering the right outcomes for people who use services and their carers;
    - responsive to current demand and potential future need;
    - in line with an organisation’s strategic objectives and those of its partners, as described in local commissioning strategies; and
    - continuing to provide value for money.

Service reviews for individual services should consider the quality of service delivery and any issues that the public body is aware of through managing the current contract. An organisation should benchmark the quality and cost of the service against similar services and consider the extent to which different arrangements could achieve the desired outcomes. It should involve the supplier and people who use the services and their carers to identify changes that would improve the way the service is delivered and the outcomes for people using the service.

An organisation should work with the supplier to agree the actions required to implement the changes identified by the service review. These should be set out in an action plan which allocates responsibility for the agreed actions and the relevant timescales for their implementation.

An organisation and the supplier should agree how information about the changes will be communicated to people who use services and their carers. If significant change is proposed, an organisation should consider if it can be delivered under the current contractual arrangement. If ‘material’ changes are made to an existing contract, such as an extension beyond the advertised scope of the contract, the effect is to establish a new contract ([Regulation 72 of the Public Contracts (Scotland) Regulations 2015](https://www.legislation.gov.uk/ssi/2015/446/regulation/72)). In this situation, an organisation should determine if the service should continue to be procured from an external supplier and, if so (and subject to the value of the contract), whether or not the contract must be advertised and subject to competition.

An organisation and supplier should consider ways in which service improvement can be incentivised. Incentives can be provided through recognition of good outcomes for people who use services and their carers and positive reviews, both of which enhance a supplier’s reputation.

## **Link to local commissioning strategies**

Contract management and service reviews should, in turn, inform the ongoing development of strategic commissioning plans. Both should encapsulate the views of an organisation, supplier and people who use services and their carers about existing arrangements for delivering the service and changes that could be made to improve outcomes for them.