

OLDER PEOPLE'S AND ADULT COMMUNITY SERVICES (OPACS) CONTRACT UPDATE

Review of procurement, operation and termination of the OPACS contract published

To: Health and Wellbeing Board

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From: **Report of Jessica Bawden, Director, Corporate Affairs, Cambridgeshire and Peterborough Clinical Commissioning Group**

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1. PURPOSE

1.1 The purpose of this report is to update the Health and Wellbeing Board on the independent internal investigation on the termination of the Older People's and Adult Community Services (OPACS) contract held between Cambridgeshire and Peterborough Clinical Commissioning Group (CCG) and UnitingCare LLP.

2. BACKGROUND

2.1 The CCG commissioned an internal review following the termination of the OPACS contract. The Review was conducted by West Midlands Ambulance Service who are the CCG's internal auditors, it is an independent report, published by West Midlands Ambulance Service.

2.2 The Review looked at the circumstances that led to the termination of the older people's and adult community services (OPACS) contract. The CCG asked West Midlands Ambulance Service to identify learning points for the CCG and wider NHS. The objective of the review was to document and evaluate the CCG's systems, processes and controls used during the procurement and management of the contract with UnitingCare in order to identify any systemic weaknesses that may have contributed to termination of the contract and to identify learning points for future procurements.

2.3 The Review was conducted by reviewing documents and processes held by the CCG, as well as by interviewing members of the CCG Executive Team, Governing Body and Chair. The Review also takes into account the views of local Healthwatch.

3. KEY ISSUES

3.1 The review report was published by the CCG at 12 noon on 10 March.

3.2 The Review finds that the procurement process and financial evaluation undertaken by the CCG was robust, but that there are lessons to be learned for the CCG and for all organisations involved.

- 3.3 The Review concludes that the main reason for the early termination of the contract was a mismatch in the expectations of the CCG and the Lead Provider over the cost/value of the contract.
- 3.4 The Review makes a number of recommendations, based on its findings, for areas which should be strengthened for future procurements. These findings apply to the CCG, its advisers and other organisations involved in the procurement and evaluation. The report is intended to provide learning for the wider NHS.

4. APPENDICES

- 4.1 **Appendix 1 – Press release Review of OPACS contract published**
- 4.2 **Annex 1 – Internal Audit OPACS report**

Source Documents	Location
None – review attached as an annex.	