

WOLVERHAMPTON CITY COUNCIL

Supporting recovery – drug and alcohol
re-commissioning (2012 – 2013)

THE BRIEF

Wolverhampton wished to reconfigure and re-commission its drug and alcohol recovery services, incorporating outcome-based performance management and payment by results (PbR). It aimed to improve quality and value for money in light of a changing policy agenda.

WHAT WE DELIVERED

CPI won a competitive tender and immediately advised on a range of possible system configurations, one of which was selected by the Council's Joint Commissioning Group. This introduced limited PrB for certain key performance targets. To help introduce this, CPI:

- Conducted specialist consultation with current drug and alcohol users, to complement wider community and stakeholder research
- Chaired procurement steering groups
- Wrote outcome-based service specifications
- Managed the risk log
- Ran a bidders briefing event
- Supported Council officers in the re-tendering exercise

Throughout this period we were able to draw on our experience of helping other public sector bodies to re-procure key services and implement PbR. The project was delivered on time and our work provided the Council with insights that helped to inform the proposals and implement a recovery-oriented treatment system. It now has a single point of access recovery-based system, with a clear and unambiguous performance management criteria and reporting structures.

WHAT THEY SAID

"CPI provided Wolverhampton with a range of skills and expertise during the process of a year-long procurement programme involving all drug and alcohol services in the city. An excellent service user consultation was undertaken with a detailed report providing helpful and innovative insights into our user needs from the perspective of different groups.

We were facilitated to map out proposals for a revised recovery-orientated treatment system that we then took out to consultation. Following this, CPI worked with us to draft a comprehensive service specification, undertaking research and benchmarking in other areas. CPI also ran a bidders briefing event, incorporating a workshop on outcome-based tendering, which got some excellent feedback. Their work was very high quality and their consultants were accessible, flexible and knowledgeable; I would recommend CPI to anyone looking to undertake a similar exercise anywhere in the country."

Juliet Grainger, Joint Commissioning Manager,
Wolverhampton City Council



CPI exists to help public and third sector organisations improve the lives of their clients.