

Dear Mr Williams

In response to your reply to my email sent to all Glasgow Councillors, including Councillor Gordon Mathieson, I wish to pick up on some of the points you made.

Although you reference procurement legislation and guidance, you clarify that there is no absolute legal requirement for the council to tender for carer services. You mention the EU Treaty Principles of transparency, equal treatment and proportionality. However, you fail to explain why tendering for services will result in greater adherence to these principles.

Nor do I agree with your statement that 'these latter factors sat uncomfortably alongside the above rules and the 2010 Scottish Government's Guidance on the Procurement of Care and Support Services'. As I mentioned in my previous correspondence, the guidance makes it clear that in these circumstances competitive tendering is not a requirement and that local authorities should apply the following analysis:

*'Does consideration of the impact that a change in service provision or provider will have on service users and carers, continuity of service, the quality and cost of the service, the market and the workforce suggest that the contract should be renewed without competition?'*

I remain unconvinced that such analysis has taken place. There has not been sufficient consultation with carers to conclude what the impact on carers will be to a potential change of provider and as you mention yourself 'carer centres are delivering good outcomes for increasing numbers of carers in Glasgow'. In the previous year **3,671 new carers** were supported through carers centres in Glasgow.

In fact, you have not explained in your response how tendering will result in better outcomes for carers or raised any concerns with existing service providers or the quality of service they deliver.

In terms of the consultation undertaken with carers in relation to tendering. You mention that the Carers Reference Group discussed the tender process on a number of occasions. Our understanding is that they were informed of the tendering process and raised concerns, but they were not involved in the decision making process. I have attached the paper which was tabled at that meeting and no reference is made to the decision to tender.

Similarly, the focus groups you mention where the purpose was to consult on the structure of the six core services delivered locally, did not consult on the decision to put

the services out to competitive tender. In fact some carers who attended the focus groups were not aware that this was Glasgow City Council's intention. There has therefore been no consultation on the decision to tender and no consideration of the impact this will have on current service users.

Finally, you mention the positive survey and case studies that demonstrate that carer support services are currently providing good outcomes for carers. If carers have expressed their satisfaction with current service provision, then why have the council concluded that tendering would be in their best interests? As a minimum carers who currently use the services of the existing providers should have the opportunity to have their views heard on this issue.

I understand that you as the Executive Director of Social Care Services have the authority to make this decision independently, however given the issues raised by carers I believe this decision would benefit from further discussion with the involvement of local elected representatives.

Best wishes

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