



Information Governance Team

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22 May 2023

Dear Sir/Madam

Freedom of Information Act 2000 (FOIA)

Request ID: FOI517002258

Thank you for your request for information relating to drug and alcohol services.

You have requested the following information:

1. A comprehensive list of the organisations commissioned by the council to provide drug and alcohol services.

CHANGE, GROW, LIVE
ACORN RECOVERY PROJECTS
ANA TREATMENT CENTRES LTD
BOSENCE FARM COMMUNITY LTD
BROADWAY LODGE LIMITED
DRUGLINK LTD
HEBRON TRUST
KALEIDOSCOPE PROJECT
MERCIA CARE HOMES LIMITED T/A SEFTON PARK REHAB
PHOENIX HOUSE (T/A PHOENIX FUTURES)
SHARDALE ST.ANNES LTD
SOMEWHERE HOUSE LTD
THE BAC O'CONNOR CENTRE
THE NELSON TRUST
TOM HARRISON HOUSE
TURNING POINT SERVICES LTD
WE ARE WITH YOU

WESTERN COUNSELLING SERVICES LIMITED
 WESTMINSTER DRUG PROJECT
 WILLOWDENE REHABILITATION LTD

2. For each organisation, from the service specification between the council and the provider, please provide the following:

a. Start and end dates of the contract.

PROVIDER	SERVICE	CONTRACT TYPE	START DATE	END DATE
CHANGE, GROW, LIVE	Adult Treatment Service	Block	1 Nov 2017	31 Mar 2025
CHANGE, GROW, LIVE	YP risky behaviour service	Block	1 Aug 2018	31 Mar 2025
ACORN RECOVERY PROJECTS	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
ANA TREATMENT CENTRES LTD	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
BOSENCE FARM COMMUNITY LTD	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
BROADWAY LODGE LIMITED	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
DRUGLINK LTD	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
HEBRON TRUST	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
KALEIDOSCOPE PROJECT	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
MERCIA CARE HOMES LIMITED T/A SEFTON PARK REHAB	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
PHOENIX HOUSE (T/A PHOENIX FUTURES)	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
SHARDALE ST.ANNES LTD	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024

SOMEWHERE HOUSE LTD	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
THE BAC O'CONNOR CENTRE	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
THE NELSON TRUST	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
TOM HARRISON HOUSE	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
TURNING POINT SERVICES LTD	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
WE ARE WITH YOU	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
WESTERN COUNSELLING SERVICES LIMITED	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
WESTMINSTER DRUG PROJECT	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024
WILLOWDENE REHABILITATION LTD	Rehab	Framework Agreement	1 Jan 2022	31 Dec 2024

b. A comprehensive list of the services that each organisation is commissioned by the council to provide.

Service	Provision
Adult Treatment Service	<ul style="list-style-type: none"> • Tier 2 drug and alcohol treatment services – community-based unstructured treatment • Tier 3 drug and alcohol treatment services – community based structured treatment • Tier 4 (inpatient detox) <p>(Tiers as defined by Models of Care 2006)</p>

YP risky behaviour service	<ul style="list-style-type: none"> • Tier 2 – substance misuse support – community based unstructured treatment • Tier 3 substance misuse support – community based structured treatment • Sexual Health – support to young people around contraception, safe sex, teenage pregnancy • Healthy peer relationships including online safety and sexual exploitation • Emerging risk child exploitation • Young people affected by parental substance misuse
Rehab	<ul style="list-style-type: none"> • Tier 4 (residential rehabilitation) <p>(Tiers as defined by Models of Care 2006)</p>

3. For the listed services above, which of these has associated KPIs? If so, what are they?

Targets for the Adult Treatment Service:

Outcomes	Reporting measure
Outcome 0 - Successful completion of implementation delivery plan (i.e. in alignment to milestones) - year one only	Achieved milestones set in implementation plan
Outcome 1 - Increase the number of people who successfully complete and sustain it	% Successful completion as a proportion of all in treatment opiate
	% Successful completion as a proportion of all in treatment non-opiate
	% Successful completion as a proportion of all in treatment alcohol
	% Successful completion as a proportion of all in treatment alcohol and non -opiate
	% who successfully complete and represent within 6 months- opiate
	% who successfully complete and represent within 6 months- non-opiate
	% who successfully complete and represent within 6 months- alcohol
	% who successfully completed and represent within 6 months - alcohol and non-opiate
	proportion of all in treatment who successfully completed and did not represent within 6 months - - opiate (PHOF 2.15 i/ii)

	proportion of all in treatment who successfully completed and did not represent within 6 months - non-opiate (PHOF 2.15 i/ii)
	% of service users in treatment for under two years - opiates
	% of service users in treatment for six years + - opiates
	% of service users in treatment two years + - non opiates
	average years in treatment % of service users - opiates
	average number or years in treatment % of service users - non-opiates
	% of residential rehabilitation placements successfully completed
	% of people who return to the service following a residential rehabilitation placement
Outcome 2 - Increase the numbers accessing services	% of clients waiting 3 weeks or more to start first intervention - opiates
	% of clients waiting 3 weeks or more to start first intervention - non-opiates
	% of clients waiting 3 weeks or more to start first intervention - alcohol
	% of eligible new presentations who are offered HBV vaccination
	Completion of HBV vaccinations as a proportion of eligible clients in treatment
	Percentage of clients testing positive for Hep B / Hep C / HIV or having active TB who are supported to engage with treatment and are engaging with treatment
	Increase the number of injecting drug users who have stopped injecting at 6 months review
	Increase the number of people accessing services who have not accessed substance misuse services in the last six months
	Number of people accessing services in a community setting
	Number of people accessing treatment following identification by the service
	Increase in the number of people accessing services
Outcome 3 - Reduce substance misuse related crime and re/offending	% of successful completions as a proportion of criminal justice clients in treatment - opiates
	% of successful completions as a proportion of criminal justice clients in treatment - non-opiates
	% of successful completions as a proportion of criminal justice clients in treatment - alcohol

	% representation rates from successful completions of criminal justice clients in treatment within 6 months - (opiates)
	% picked up within 21 days from prison treatment to criminal justice treatment
	No of drug rehabilitation requirements (DDRs) commenced
	No of DDRs successfully completed
	No of Alcohol Treatment (ATR) requirements commenced
	No of ATRs successfully completed
Outcome 5. Support drug and alcohol users to maintain suitable accommodation	% of service users with planned exit in stable / suitable accommodation (opiates)
	% of service users with planned exit in stable / suitable accommodation (non-opiates)
Outcome 8. Promote safeguarding to reduce the impact of parental substance misuse on CYP	Parental status asked for and recorded at treatment commencement (opiates)
	Parental status asked for and recorded at treatment commencement (non-opiates)
	Parental status asked for and recorded at treatment commencement (alcohol)
	Referral to children's services where a service user is a parent and / or lives with a child under 18 and is not already known to children's services
Outcome 9 - Prevent the escalation of substance misuse and harm	% return from needle exchange
	% of prescribing budget spent on drugs not directly related to substance misuse treatment
	Number of service users, family members and carers trained in use of and provided with naloxone
	Number of successful completions of inpatient detox
Outcome 10 - Develop the Coventry population wide understanding of substance misuse	Complete all national (NDTMS) data set returns (as these are prescribed at any given time) and quarterly monitoring reports)

Targets for YP risky behaviour service:

Key Performance Indicators

- 85% of service users to demonstrate a measurable overall positive change in their behaviours and attitudes between engagement and discharge.
- 90% of comprehensive assessments completed within 10 working days of referral into the service (indicate the number of cases not comprehensively assessed due to an external issue, i.e. service user on holiday).
- 90% of the designated vulnerable children and young people to have an initial assessment within 2 working days of referral (indicate the number of cases not initially assessed due to an external

issue, i.e. service user on holiday)

- 90% of messages seeking support from a professional, parent/carer or child/young person to be answered within one working day.
- 90% of young people to have commenced transition planning into the Adult Treatment Service at least 6 months prior to their 18th birthday.
- 90% of service users supported for over 20 weeks to have a discharge plan.

Targets for rehab providers:

Fully comply with National Drug Treatment Monitoring System (NDTMS) reporting requirements
The number of safe, successful withdrawal completions.
Offer of and admission to Residential Detoxification placement
Collaborative discharge plans with key stakeholders such as a social care, housing support, employment support services, drug and alcohol services, GPs, rehabilitation services, support groups must be in place for individuals prior to them leaving the service
The proportion of service users rating their satisfaction as good or excellent as a proportion of all exits.
Number of formal complaints (verbal or written) about the service and the main theme of the complaint.
Service User Case Studies
Provider to demonstrate that all functions and policies are equality impact assessed.
Service Level Equality Monitoring in line with Warwickshire County Council contract reporting requirements.

4. For the listed services above, are there payment by results outcomes for any of them? If so, what are they?

Yes. An incentive scheme that rewards a mix of outcomes and/or actions completed by the provider.

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For information, we publish a variety of information such as: [FOI/EIR Disclosure Log](#), [Publication Scheme](#), [Facts about Coventry](#) and [Open Data](#) that you may find of useful if you are looking for information in the future.

If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: infogov@coventry.gov.uk

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner’s Office, Wycliffe House, Water Lane,

Wilmslow, Cheshire, SK9 5AF or email icocasework@ico.org.uk.

Please remember to quote the reference number above in your response.

Yours faithfully

Information Governance