

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care
Date:	19 March 2013
Title:	To seek approval to go out to tender for county wide carer support services (carers support and information services, carers emergency planning services and mental health carer services)
Reference:	4675
Report From:	Director of Adult Services

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1. Executive Summary

1.1. The purpose of this paper is to seek permission from Executive Member to go out to tender for county wide carer support services (carers support and information services, carers emergency planning services and mental health carers services) for new services to be operational from 1 April 2014. The contracts would run for a period of up to five years on a two years plus one year plus one year plus one year (2+1+1+1) basis. The annual contract value will be up to £662,000 for up to five years. Therefore the total contract values will be up to £1,324,000 for two years, up to £1,986,000 for three years, up to £2,648,000 for four years and up to £3,310,000 for five years. The existing contracts for carers support are due to expire on 31 March 2014.

1.2. This paper seeks to

- set out the existing support available to carers
- consider the finance implications
- highlight the impact that supporting carers has made on the performance of the County Council
- briefly consider the long term direction of support to carers.

2. Contextual information

2.1. The word 'carer' refers to people of all ages who provide unpaid care to a relative, friend or neighbour who is in need of support because of mental or physical illness, age or disability. It does not include people who volunteer or are paid workers; they should be referred to as 'care workers'.

- 2.2. It is estimated that there are 132,938 carers in Hampshire with 26,428 carers providing over 50 hours of unpaid care per week. There is a 17% increase in the number of carers in Hampshire over the ten year period from 2001 to 2011.
- 2.3. Increasing demand for support and services is anticipated due to demographic changes and growth.
- 2.4. The Draft Care and Support Bill 2012 if enacted will create a single law for adult care and support, replacing more than a dozen different pieces of legislation. This will strengthen carers rights and for the first time, allow carers the same rights to services following assessment as service users.
- 2.5. The overarching aims of the Hampshire Carers Strategy and Carers Strategy Refresh are:
 - To secure information, services and support for carers of all ages which address locally agreed priorities
 - To secure services which are flexible and able to change in line with people's unique circumstances, enabling independence and choice
 - To secure equitable access to services and support across Hampshire
- 2.6. Services need to be aligned and coordinated across health, social care and voluntary sector systems in order to improve support to carers.
- 2.7. Services need to ensure greater clarity and transparency in their offer to carers.
- 2.8. Support for carers is currently provided through three contracts. These existing contracts will expire on 31 March 2014. The intention is to tender for these services by offering three lots, enabling providers to tender for one, two or all of the lots. The three lots are: a) carers support and information services, b) carers emergency planning services and c) mental health carers support. The service specifications will ensure that services are provided consistently across the county and have good links between them.
- 2.9. New services will be required to work closely with services commissioned by Children's services that provide support to Young Carers
- 2.10 Services will be required to provide support to those carers supporting young people through transition from Children's Services into Adult Services.
- 2.11 Services will provide information in a range of formats including on-line and by phone.

- 2.10. The carers support and information service will provide accessible information to carers through consistent high quality and timely information. This service will be available to all carers in Hampshire.
- 2.11. The carers emergency planning service will support carers to develop individually personalised emergency plans which can be activated, with support, at any time through a twenty four hour telephone line, in case of emergency. This service will be available to all carers in Hampshire.
- 2.12 The mental health carers support service has been provided for carers of clients with mental health problems using secondary mental health services throughout Hampshire through direct provision by Hampshire County Council and by a number of contracting arrangements with independent providers.
- 2.13 This disparate range of service provision has led to a lack of clarity and transparency in the support that is made available to mental health carers across the County. Whilst we intend to remedy this situation, it is not proposed to make any changes to the terms and conditions of employment to any Hampshire County Council employees.
- 2.14 In order to enhance the collaborative working arrangements between agencies, and ensure a more transparent service is available across the County, it is proposed to re-tender the current contract with the third sector but add additional resources, to ensure the service:
- delivers more effective communication between carer support workers;
 - facilitates a quarterly carers support worker County meeting that will be attended by all carers support workers. It is proposed this meeting is chaired by the Hampshire County Council carers lead or mental health commissioner,
 - provides a single referral form across services;
 - offers carers a consistent service across the County and that workloads are equitable;
 - delivers training across agencies and that best practice identified in localities is rolled out across the County.
 - and that mental health carers are able to benefit from the take a break scheme and from Direct Payments.
- 2.15 Mental health carer support workers currently only support carers of individuals who are eligible to receive secondary care services. Given the departmental emphasis on delivering early interventions and preventative services, there will be a need to ensure good links with generic carer support services, and that they are accessible through Wellbeing Centres. The tendering of these services at the same time increases opportunities for

designing greater flexibility within services. This will be evident within the new service specifications for these services.

- 2.16 The new carers support services would be procured to, bring together the three existing elements of service to reduce resources in the tendering process, improve consistency of services and improve the links between the services.
- 2.17 The service specifications will be developed to ensure that the providers of all three services will be directed by Hampshire County Council to modernise services in line with any future changes in legislation.
- 2.18 Additional services for carers who meet eligibility criteria include direct payments and the Take a Break scheme.

3. Finance

- 3.1. The contract value will be up to £662,000 per annum for up to five years. Therefore the values will be up to £1,324,000 for two years, up to £1,986,000 for three years, up to £2,648,000 for four years and up to £3,310,000 for five years.
- 3.2. The support and information service will be funded using the existing funding for the current service provision (up to £180,000) and under the proposed transfer of funding from NHS to support Adult Services and Health priorities in 2013/14 (£172,000), this is subject to final agreement. The ongoing funding will be subject to year on year agreement by the Clinical Commissioning Groups.
- 3.3. The emergency planning service will be funded using the existing funding for the current service provision (up to £190,000 per annum) and there will be no additional financial pressure.
- 3.4. The mental health carer support service will be funded through re-tendering the current contract and transferring current resources from the operational budget (up to £80,000 per annum) and an additional £40,000 from the mental health commissioning budget.
- 3.5. The above amounts stated in section 3 may vary slightly according to prioritising the funding for the individual lots. However, the total contract value will not exceed £662,000 per annum or £3,310,000 for up to five years.

4. Performance

- 4.1. Work will be undertaken with providers to agree meaningful outcome measures and key performance indicators in line with SPOCC performance monitoring. These will form part of the new contractual framework.
- 4.2. Contracts will also be monitored through quarterly performance monitoring meetings, with the opportunity to vary as appropriate.
- 4.3. In addition, provision to use extra measures such as the Quality Assessment Framework will be included within the contract, as appropriate.

5. Legal

- 5.1. The proposals to tender the contracts for these schemes will be compliant with Hampshire County Council Standing Orders, and are subject to the European Union (EU) Procurement Directives (current regulations 31 January 2006).
- 5.2 In exercising its functions an authority must have due regard to the need to: eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act and advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

6. Equalities Impact Assessment

- 6.1 Carers support services will target a relatively disadvantaged group with a view to promoting social inclusion and addressing barriers to accessing services and support that could potentially meet needs. The commissioning intention is to positively promote carers' rights and work towards removing all discriminatory barriers.
- 6.2 The proposal is to complete a competitive tender exercise for a range of carer support services. These will include information and advice services, emergency planning services, and mental health carer support services. New services will ensure a comprehensive range of high quality support services are available to carers across Hampshire.
- 6.3 Services will be monitored to ensure they deliver support to carers and take account of likely impacts and equality issues that need to be addressed to provide services to all carers in Hampshire. Potential providers of these services will be required to demonstrate through the tendering process how they will ensure the service delivers support to carers from the whole population in Hampshire and in particular, those groups that may have not previously been in receipt of support services.
- 6.4 The competitive tendering process will ensure that carers from all groups are supported and that providers take account of the particular issues that may prevent carers seeking support. Carers support providers will actively seek to promote the services within communities that have previously not used carer support services.

7. HR Implications

- 7.1. TUPE may apply should current providers of services change. This will be dealt with in accordance with normal procurement processes and the staffing situation at the relevant times.
- 7.2. Existing Hampshire County Council staff will not be affected by this proposal.

8. Future direction

- 8.1. The new contract will bring carers support services in line with the advice and information category management review in 2017. At this time a wider review of carers services will take place.
- 8.2. The new services will be flexible in order to respond to individual carer and strategic needs, as appropriate.

9. Recommendation

- 9.1 That approval be given to go out to tender for county wide carer support services (carers support and information services, carers emergency planning services and mental health carers services), to establish contracts of up to five years, to commence on 1 April 2014 on a two years plus one year plus one year plus one year basis, with an annual contract value of up to £662,000 and a total contract value of up to £3,310,000.

CORPORATE OR LEGAL INFORMATION:**Links to the Corporate Strategy**

Hampshire safer and more secure for all:	yes
Corporate Improvement plan link number (if appropriate):	
Maximising well-being:	yes
Corporate Improvement plan link number (if appropriate):	
Enhancing our quality of place:	yes
Corporate Improvement plan link number (if appropriate):	

Other Significant Links

Links to previous Member decisions:		
<u>Title</u> Hampshire Carers Strategy	<u>Reference</u>	<u>Date</u> 30 May 2008
Direct links to specific legislation or Government Directives		
<u>Title</u> Draft Care and Support Bill		<u>Date</u> July 2012

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

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<http://www3.hants.gov.uk/as-equality-ia-archive.htm>

2. Impact on Crime and Disorder:

- 2.1. Carers support services are not likely to have a large impact on crime, but will enable carers, some who may also be victims of crime, to have the information, support and advice that they need in order to remain safe in their own homes and communities.

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption?

Services will be provided locally and in a consistent manor across the county of Hampshire. This will have a positive impact on the environment as people will have their needs met locally, reducing the use of transport.

- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No impact has been identified.