

**HAMPSHIRE COUNTY COUNCIL****Decision Report**

<b>Decision Maker:</b>	Executive Member for Adult Social Care
<b>Date:</b>	22 March 2013
<b>Title:</b>	Mainstreaming Telecare in Hampshire
<b>Reference:</b>	4584
<b>Report From:</b>	Director of Adult Services

**Contact name:** Mark Allen

**Tel:** 01962 845056

**Email:** Mark.allen@hants.gov.uk

## **1. Executive Summary**

- 1.1. The purpose of this paper is to seek permission from the Executive Member for Adult Social Care to award a contract for Mainstreaming Telecare in Hampshire.
- 1.2. On 29 June 2012 the Executive Member for Adult Social Care gave approval to go out to tender to appoint a Strategic Partner to provide a fully managed telecare service. This report provides detail on the outcome of that process.
- 1.3. This paper seeks to
  - Outline the tender process
  - Inform the Executive Member who the winning organisation is
  - Provide detail on the scoring through the tender process
  - Recommend award of contract

## **2. Contextual information**

- 2.1 Hampshire County Council Adult Services department's vision for adult social care is one that places significant emphasis on prevention and early intervention, re-ablement services and measures to avoid increasing dependency on care services as well as ensuring those that need long-term care are able to access appropriate good quality services. Increasingly, individuals are demanding that they are assisted to live as independently as possible for as long as possible and to have the ability to make choices about the care and support they receive, these desires are cornerstones of the vision the department has adopted. The development and mainstreaming of telecare and associated assistive technology will play a major role in enabling Hampshire residents to achieve these aims. The provision of telecare will complement a range of other care and support services to ensure people are able to live safely, have their individual needs met unobtrusively and in ways

that suit them, provide reassurance to carers and other family members and provide a lifeline to help and assistance, 24 hours a day, should that be needed.

- 2.2. Consultation was undertaken in early 2012 with a range of partners into the development of telecare in Hampshire and as part of the process a workshop was held with senior Adult Services managers to discuss delivery options and the preferred outcome was to appoint a contractor.
- 2.3. Following this work and an options appraisal of contracting options the decision was taken to develop a business case for the adoption of a Strategic Partner for the delivery of mainstreaming telecare in Hampshire.
- 2.4. Entering into a strategic partnership with a third party organisation is fundamentally different from procuring a principal or main contractor to deliver telecare services. Contracted services are often entered into on the basis of a transactional relationship whereas partnerships imply joint objectives and required outcomes, where aims, values, decisions and risks are shared.
- 2.5. As such the Strategic partner will be expected to shape and drive a cultural change programme both internally within the department and externally, help to specify and then manage service delivery to embed telecare across Hampshire and finally to be the primary contact for Hampshire County Council, simplifying the council's client management role. Key within this will be the requirement for the department and the partner to agree the strategic vision and plan for transition from the current state and design an end to end service delivery plan for telecare provision, the telecare pathway. It will be the partners responsibility to deliver this.
- 2.6. In addition the County Council will require our partner to develop the private market, providing preventative and early intervention services to those who are not Adult Services clients and who choose to purchase services themselves. This will contribute significantly to the sustainability of the service and may bring financial benefits to the authority through reduced costs via increased volumes.

### **3. Tendering Process**

- 3.1. A restricted tendering process has been followed to ensure that organisations on the tender list have relevant experience, good references and are financially sound. The conditions of contract and service specification have also been designed to set clear required outcomes and quality standards whilst also defining the role of the Strategic Partner.
- 3.2. At the initial stage of the process 15 organisations or consortia submitted Pre Qualifying Questionnaires (PQQ). Following assessment of these 13 organisations or consortia were deemed suitable to proceed and were issued with Invitations to Tender (ITT). Finally, 5 organisations or consortia submitted completed tender documents.

- 3.3. All 5 tenders received were evaluated against criteria for scoring relative to the questions asked within the ITT. The ITT assessed quality of the service to be delivered and understanding the function of the Strategic Partner (70 percent) and Cost and Price (30 percent).
- 3.4. Through the evaluation process one organisation or consortia scored significantly higher than others. Details of the winning bidder are attached as (Exempt) Item 8.
- 3.5. In order to assist in the decision for the Executive Member full scoring for all bidding organisations or consortia is detailed in (Exempt) Item 8.

#### **4. Finance**

- 4.1. The contract will be awarded to a value up to those detailed in the report agreed by the Executive Member on 29 June 2012. The contract will be on the basis of 3+1+1 years. The value will therefore be up to £4,264,306 for three years with a maximum of £10,722,697 in the event that the contract be extended to 5 years.
- 4.2. The telecare contract will be self funded through savings following implementation.

#### **5. Legal Considerations**

- 5.1 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 The business case to the project details expected efficiencies to the department through avoidance of recourse to more expensive care provision, for example, avoidance of admittance to residential care. This would also benefit individuals who would be able to maintain independence for longer in their own homes. This project would extend the opportunity to receive telecare service to significant numbers of the Hampshire population, either through care management or via self funded care. It may be that there are individuals or groups who have traditionally resisted the use of assistive technology. It will be the role of the provider to ensure technological solutions are culturally sensitive and develop a personalised response to service delivery.

#### **7. Future direction**

- 7.1. Should permission be granted to award the contract to the winning bidder the service will commence from 1 August 2013.

**8. Recommendation**

- 8.1. That the Executive Member for Adult Social Care approve the award of contract to the successful organisation or consortia as detailed in (Exempt) Item 8 of this report and give approval to spend up to a maximum value of £10,722,697 for 5 years on the basis of 3+1+1 years.

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

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

**Other Significant Links**

<b>Links to previous Member decisions:</b>		
<u>Title</u> Mainstreaming Telecare in Hampshire – Business Case	<u>Reference</u> 3923	<u>Date</u> 29/06/2012
<b>Direct links to specific legislation or Government Directives</b>		
<u>Title</u>	<u>Date</u>	

**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:**

### **1. Equalities Impact Assessment:**

- 1.1. The project to mainstream telecare in Hampshire is one that seeks to expand and improve the delivery of telecare and associated assistive technology services to all residents of the area. It will seek to replace the ad hoc and limited delivery of services with a fully managed service provided via a strategic partner to the authority.
  
- 1.2. The business case to the project details expected efficiencies to the department through avoidance of recourse to more expensive care provision, for example, avoidance of admittance to residential care. This would also benefit individuals who would be able to maintain independence for longer in their own homes. This project would extend the opportunity to receive telecare service to significant numbers of the Hampshire population, either through care management or via self funded care. It may be that there are individuals or groups who have traditionally resisted the use of assistive technology. It will be the role of the provider to ensure technological solutions are culturally sensitive and develop a personalised response to service delivery.

<http://www3.hants.gov.uk/as-equality-ia-archive.htm> (please note EIA can be found under 2012)

### **2. Impact on Crime and Disorder:**

- 2.1. There are no identified direct impacts on crime and disorder.

### **3. Climate Change:**

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

The proposal to mainstream telecare in Hampshire may reduce the number of domiciliary care visits, therefore, reducing travel.

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

The delivery of telecare services are minimal impact services. Technological development will mean more efficient equipment and better services for individuals. The further development of low power equipment and more efficient battery cells should aid in this.