

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care
Date:	20 September 2013
Title:	Procurement via Single Tender Approval of care and support services in Gore Grange, Winfrid and Barfields Extra Care Schemes
Reference:	5161
Report From:	Director of Adult Services

Contact name: Stephen White

Tel: 01962 832 171

Email: stephen.white@hants.gov.uk

1. Executive Summary

1.1 The purpose of this paper is to seek authority from the Executive Member for Adult Social Care, for three single tenders to award the remaining initial term of the care and support contracts in the New Forest at Gore Grange, New Milton to Willow Tree Homecare and Winfrid House, Totton and Barfields, Lymington to Radian Support. The authority to procure through a single tender is sought for the following:

- the provision of 24/7 care and support services within the extra care schemes through the re-contracting of the four elements of Supporting People funding, Adult Services Day Hours, Adult Services Night Hours and Adult Services Neighbourhood hours currently contracted within the schemes to the new Service Providers.

1.2 This is due to the withdrawal of the current Service Provider and the need to ensure continuity of service within the scheme.

2. Contextual Information

2.1 Extra Care Housing – Assisted Living for Older People combines the comfort, security and support of residential care with a dedicated care team available 24 hours a day, 7 days a week with the personal choice and independence of Sheltered Housing. The emphasis in an Extra Care scheme is independence. Every resident has their own apartment, with their own front door, one or two bedrooms, living room, kitchen, and fully accessible bathroom. With on site staff available to meet individuals support and assessed care needs, 24/7, extra care housing is a viable alternative to residential care homes for people with mobility problems and

increasing physical frailty. Within each scheme you will find a range of people from those who are able to live independently to those who need higher levels of care, and the partners of people who need care.

- 2.2 Following an OJEU compliant competitive tender the current provider was awarded the contracts to provide care and support into the three schemes at Gore Grange, Winfrid and Barfields and provision commenced 1 August 2012. Prior to the commencement of this process, the three schemes were reviewed as part of a strategic review of Older Persons' Services where they are considered important in the provision of care and support for older people in the New Forest.
- 2.3 Following a number of discussions and meetings with Hampshire County Councils care managers and commissioners, where concerns were expressed by all parties about the providers' ability to meet the terms of the contract, the current provider submitted a request to withdraw from the contract with effect from 20 September 2013, which Hampshire County Council has accepted.

3. Proposed Procurement Approach

- 3.1 To ensure continuity of care, minimise further disruption and, given the short timescales, approval is sought to award contracts on a single tender basis to provide 24 hour care and supporting people services for residents at Gore Grange, Winfrid and Barfields and care to residents in the neighbourhood of the latter two schemes.
- 3.2 This is an interim measure. It is proposed that the contracts run from 21 September 2013 to 31 July 2015 which corresponds to the end date of the initial term of the existing contracts but does not include the current options to extend. This timescale allows for the review of the services together with similar services and re-tendering to put in place longer term contracts while ensuring sufficient short term stability for both the providers and service users.
- 3.3 The proposal to award contracts to Radian Support and Willow Tree Homecare follows careful consideration of organisations who:
 - Have knowledge and experience in Extra Care.
 - Have knowledge and experience in taking over Extra Care contracts at short notice whilst ensuring continuity of care, the safety of residents and working with existing staff.
 - Have knowledge and sufficient current experience of working within the New Forest, preferably within an Extra Care setting.

4. Revenue

- 4.1 Extra Care Housing – Assisted Living for Older People is an alternative to other forms of housing support and social care. People placed in these

schemes must be eligible for these services. They therefore do not represent additional costs as Adult Services and Supporting People would have to make other provision for these people in any case. Extra Care Housing is more cost effective than residential care, as people meet their own accommodation costs, either through rent or the purchase of a lease.

- 4.2 The cost of the current contracts at the three schemes are already being paid and met from existing social care and Supporting People budgets.
- 4.3 Flexibility is key to ensuring that contracts offer the best possible outcomes, both financially and in terms of delivered care. Services are procured with a minimum level to ensure that Service Providers can deliver a 24/7 service and cover needs of clients. It is however recognised that the aim for Extra Care schemes, including those that form part of the enhanced programme, is to establish a community of individuals with a balance of care needs, comprising both those with low care needs (quantified as 0-5 hours of assessed care needs a week), and those with high care needs (quantified as in excess of 11 hours of assessed care needs a week). It is important that the service be able to meet any changes in the assessed care needs of residents and for Hampshire County Council to ensure the ability to only pay for those hours that are required, therefore this paper seeks the authority to spend up to a maximum value over the life of the contract whilst offering a degree of security to the provider by setting a minimum spend level.
- 4.4 It is proposed that the contracts run from 21 September 2013 until 31 July 2015 (the maximum life of the contract).
- 4.5 By procuring the new services on the basis set out above, Hampshire County Council can ensure that the service delivered and paid for is in line with the needs of clients at the three schemes, with the flexibility for this to be varied according to the changing needs of individual clients, whilst at the same time being able to offer potential Service Providers a minimum level of service sufficient for them to meet the requirements of delivering the required 24/7 service. The table below sets out the minimum base level below which the contracts cannot be varied, and the maximum level, based on an average of 15 hours per week, per client, above which the contract cannot be varied.

Scheme	Service Provider	Minimum Annual Value	Maximum Annual Value	Minimum value over the life of the contract	Value at current level of need over the life of the contract	Maximum value over the life of the contract
Gore Grange	Willow Tree	£118,260.00	£364,635.00	£219,996.00	£388,921.49	£678,321.00
Winfred	Radian	£185,858.00	£252,434.00	£345,746.80	£431,538.54	£469,596.40
Barfields	Radian	£259,045.71	£512,460.00	£481,896.00	£769,984.68	£953,316.00

- 4.6 The proposed maximum value over the life of the contract entered into with Radian for services at Winfrid is £469,596.40. The minimum value over the life of the contract stated above includes the hours required to deliver a 24/7 service within the scheme and additional hours to deliver care at home to people living within the local area. No changes in spend between the minimum and maximum values will be agreed unless it is on the basis of an increase in the care needs of clients, identified and agreed through the established care management process.
- 4.7 The proposed maximum value over the life of the contract entered into with Radian for services at Barfields is £953,316.00. The minimum value over the life of the contract stated above includes the hours required to deliver a 24/7 service within the scheme and additional hours to deliver care at home to people living within the local area. Any increase in spend between the minimum and maximum values will only be agreed on the basis of an increase in the care needs of clients, identified and agreed through the established care management process..
- 4.8 The proposed maximum value over the life of the contract entered into with Willow Tree for services at Gore Grange is £678,321.00. The minimum value over the life of the contract stated above includes the hours required to deliver a 24/7 service within the scheme. Any changes in spend between the minimum and maximum values will only be agreed on the basis of an increase in the care needs of clients, identified and agreed through the established care management process.

5. Legal Implications

- 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 Equalities 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.

- 5.2 Council Standing Orders and procurement regulations govern the procurement of services. A request for a Single Tender Approval is a request to waive Council Standing Orders and depart from usual practice. As such it may only be used in exceptional circumstances and with appropriate approval.

6. HR Implications

- 6.1 As the services at Gore Grange, Winfrid and Barfields will be provided by an independent Service Provider there are no Hampshire County Council staff issues involved with this development.

- 6.2 It is considered that TUPE may apply in this instance; however the transfer of existing staff is an issue to be resolved between the outgoing and incoming providers.

7. Equalities Impact Assessment

- 7.1 An Equalities Impact Assessment was carried out on the original proposal and was published on 18 July 2011 under the title 'Older Persons Strategic Review 2011', a further assessment was carried out and published on 5 October 2011, and reviewed in December of 2012 and published under the title 'Extra Care Housing'. These assessments have been reviewed and a summary has been included in Integral Appendix B.
- 7.2 In general, where data is available, the characteristics of people using Adult Services support in New Forest meet the characteristics of the local population. The assessment has identified that Extra Care in particular is used primarily by people who are older and who have frailties, disabilities or mental health issues. The commissioning of care and support services at these sites will help to support the health and social care needs of these people.

8. Recommendations

- 8.1 That the Executive Member for Adult Social Care give approval to award contracts via a Single Tender process to Radian Support for the care and support services at Winfrid and Barfields Extra Care schemes up to the maximum value of £469,596.40 and £953,316.00 respectively and to Willow Tree Homecare at Gore Grange up to maximum value of £678,321.00 for the period 21 September 2013 to 31 July 2015 to include provision of care within neighbourhood of the schemes where agreed.

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>	<u>Reference</u>	<u>Date</u>
Extra-Care Housing – Enhancement of existing sheltered housing to Extra-Care standards by the provision of night time care		28 July 2008
Extra-Care Housing Tendering & Procurement	868	9 October 2009
Supporting People Approach to Procurement	904	October 2009
Direct links to specific legislation or Government Directives		
<u>Title</u>	<u>Date</u>	
Section 100 D - Local Government Act 1972 - background documents		
<p>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.)</p>		
<u>Document</u>	<u>Location</u>	
None		

IMPACT ASSESSMENTS:

1. Equalities Impact Assessment:

1.1 Full Impact Assessment completed. Summary findings are:

That in general, where data is available, the characteristics of people using Adult Services support in Havant meet the characteristics of the local Havant population. The assessment has identified that Nursing Care in particular is used primarily by people who are older and who have frailties, disabilities or mental health issues, and it is to support the health and social care needs of these people that is being targeted with the commissioning of services at the proposed Oak Park Health and Wellbeing development.

Although there is a primary target group, there will be no exclusions in terms of age, sexuality, race, faith, gender, disability or socio-economic factors but this will require some specific actions. These will be to ensure:

- that a specification is written for the service that ensures the Service Provider makes reasonable and appropriate adjustments as required to meet the needs all people referred to the services;
- that there is regular contract monitoring of performance against a key performance objective in relation to ensuring that the Service Provider works in partnership with Adult Services to ensure the service user characteristics match the local demography;
- that the Service Provider and Adult Services staff receive appropriate awareness training and development to ensure that there are no exclusions on these grounds and that all people are treated as individuals with their personal needs met where appropriate and reasonable.

2. Impact on Crime and Disorder:

2.1 It is not anticipated that the proposals suggested in this paper will impact on crime and disorder.

3. Climate Change:

- i. **How does what is being proposed impact on our carbon footprint / energy consumption?**
- ii. **How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?**

3.1 It is not anticipated that the proposals suggested in this paper will impact on our carbon footprint or energy consumption. Extra Care schemes are inherently more environmentally friendly than other alternative methods of care provision such as Domiciliary Care due to the dramatically reduced travel requirements in ensuring care is provided to everyone within the contract. New Extra care schemes are built to

environmentally friendly standards and with energy conservation in mind, while existing schemes have the opportunity to work with residents in reducing their energy consumption. All schemes are required to have in place business continuity plans which outline how they will ensure continuity of service during extreme changes in weather and climate.