

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

<b>Decision Maker:</b>	Executive Member for Adult Social Care and Public Health
<b>Date:</b>	23 September 2014
<b>Title:</b>	REACT – Contract award Eastleigh and Test Valley
<b>Reference:</b>	6132
<b>Report From:</b>	Director of Adult Services

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**1. Executive Summary**

1.1. The purpose of this paper is to seek permission to award a contract for the delivery of the REACT service in Eastleigh and Test Valley via a Single Tender Approval following the previous county wide restricted tender.

1.2. This paper seeks to:

- Outline the reasons behind the request for a Single Tender Approval
- Set out the key issues associated with the tender process and a continued delay of service provision in this area
- State the value, volume and duration of the contract.

**2. Contextual information**

2.1. REACT is a reablement service focused on outcomes, quality and impact.

2.2. Reablement services are generally provided for a period of up to six weeks and are not subject to financial assessment. The focus is on promoting and optimising independent functioning rather than resolving health issues. It is about helping people to do as much for themselves as possible rather than doing to or for a person.

2.3. REACT is a collaboration between Hampshire County Council and the independent sector. This joint delivery approach sees the various functions of the service shared between the Councils Community Response Team and the independent sector optimising the use of Council resources and facilitating a responsive and flexible model of care for service users.

2.4. Approval to undertake a restricted tender process for the delivery of REACT services in Hampshire was granted under Executive Member decision on 20 September 2013. Providers could bid for a maximum of two lots to avoid overdependence on one provider.

- 2.5. Contracts were awarded on 14 February 2014 with a service start date of 14 June 2014. Since this date the service has been implemented successfully across the County with the exception of Eastleigh and Test Valley.
- 2.6. The provider who was originally awarded the contract for this lot failed to meet the milestones of their Service Implementation Plan or fully engage with the service Induction Programme and the contract was terminated on 9 April 2014.
- 2.7. The contract was then awarded to the second highest scoring tenderer for this lot. However due to issues with Care Quality Commission (CQC) registration the implementation of the service was delayed and the provider was subsequently unable to commence delivery of the service and withdrew from the contract on 26 August 2014.
- 2.8. All other remaining tenderers who submitted a bid for this area scored below the minimum threshold of 50% as advertised in the tender supporting documentation.
- 2.9 The restricted tender procedure identified organisations within the domiciliary care market that met the eligibility criteria to deliver the REACT service. Using the data obtained through the procurement process including; eligibility, capability and experience of the tenderers, it is proposed that the contract for Eastleigh and Test Valley be awarded via a Single Tender Approval to Alexander's Care and Support Agency which achieved the highest combined score on quality and price from those tenders submitted across the county. This agency is successfully delivering the REACT Service in Basingstoke. It is proposed to do this on a 2+1+1 basis which allows the Council to align with the other contracts awarded under this tender.
- 2.10 The provider has received confirmation from CQC that the appropriate registrations are in place to facilitate service delivery from their existing registered premises in Basingstoke.

### **3. Finance**

- 3.1. The delivery of this service is intrinsically linked to the savings targets for Adult Services. The absence of a REACT service in this lot is impacting on capacity for people to be discharged from hospital or to have their care right sized to their needs, resulting in potentially more cost to the Council and contributing to domiciliary care capacity issues in this area.
- 3.2. The cost of the REACT service across Hampshire is £3m per annum or £11.5m over the four year life of the contract including phased implementation in year one of the contract. This is being met from existing domiciliary care budgets, including the budget for the decommissioned Welcome Home Service which ceased in June 2014.
- 3.3. There are higher upfront costs associated with reablement due to the skill level of staff involved in its delivery and the intensity of input. However these costs are offset from the lower ongoing package costs following a period of reablement.

- 3.4. Total savings due to the lower ongoing package costs are anticipated to be approx £2.7m per annum or £10.2m over the four year life of the contract. These savings will be used to offset the additional upfront costs as above and to offset the efficiency targets of £2m per annum from 2014/2015.
- 3.5. At this time the implementation of the service in this area has already been delayed by three months. Any further delay to the delivery of the service in Eastleigh and Test Valley compromises the potential for these savings to be met.

#### **4. Performance**

- 4.1. The national and local vision for Adult Social Care is for support services to be delivered in a more personalised way with the emphasis on individual choice taking into account issues of diversity and equality.
- 4.2. The REACT service allows for this and supports the Hampshire Health and Wellbeing Strategy and the delivery of the department's vision 2012-2015.
- 4.3. There are three levels in the department's social care offer and this service sits within Level 2 of maximising Independence. It is also in line with the recommendations made in Hampshire's Commission of Enquiry into personalisation 'Getting Personal – a fair deal for better care and support'.
- 4.4. The REACT service forms part of the Councils broader Reablement Offer which currently consists of the Community Response Team, a Bed Based Reablement service and a specialist sensory reablement service also.
- 4.5. The service also provides evidence and data required by the Adult Social Care Framework for 2014/ 2015. This is a set of outcome measures which have been agreed to be of value for demonstrating the achievements of social care. In particular:
  - Domain 1 - Enhancing quality of life for people with care and support needs
  - Domain 2 - Delaying and reducing the need for care and support
  - Domain 3 - Ensuring that people have a positive experience of care and support

#### **5. Legal**

- 5.1. A request for a Single Tender Approval is a request to waiver the Council's Standing Orders and depart from usual practice. As such it may only be used in exceptional circumstances with appropriate approval.
- 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. HR and Training**

- 6.1. A new reablement training offer for the independent sector has been developed to ensure all staff involved in the delivery of the service are equipped to meet the requirements of the specification.
- 6.2. Alexander's Care and Support Agency have already undertaken this training and as such are ready to deliver the service in line with the principles and ethos of reablement.

## **7. Risks**

- 7.1. Recruitment into adult social care remains challenging within the independent sector and could impact on the providers capacity to deliver the service.
- 7.2. However Alexander's Care and Support Agency offer good terms and conditions including fleet cars and to date have recruited very successfully to the service in Basingstoke. Staff employed in the delivery of the service in Eastleigh and Test Valley will be employed on the same terms and conditions which should mitigate this risk.

## **8. Recommendations**

- 8.1. That the Executive Member for Adult Social Care and Public Health give approval to award a contract via a Single Tender process to Alexander's Care and Support Agency for the REACT service up to a maximum of 4 years on a 2+1+1 basis to commence on 8 November 2014 with a total contract value of up to £1,057,881.24.

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

<b>Hampshire safer and more secure for all:</b>	Yes
<b>Maximising well-being:</b>	Yes
<b>Enhancing our quality of place:</b>	Yes

**Other Significant Links**

<b>Links to previous Member decisions:</b>		
	<u>Reference</u>	<u>Date</u>
REACT - permission to tender for the Reablement and Assessment of Care Team service	5104	20/09/2013
<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.)

DocumentLocation

None

## **IMPACT ASSESSMENTS:**

### **1. Equality Duty**

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

**Due regard in this context involves having due regard in particular to:**

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

### **1.2. Equalities Impact Assessment:**

This service will be available to people of all faiths and race. Cultural and faith needs will be respected during the delivery of this service and during any activities undertaken as part of this service as per the Service Specification.

Tenderers will be tested and scored during the Invitation to Tender stage of the procurement process on how they intend to meet the equalities requirements of the contract to ensure inclusivity. The service will be available to men and women who are transgender and men and women regardless of their sexual orientation or marital status. No negative impacts are expected for those categories listed as low or no impact.

A provider consultation event has been held to raise awareness about reablement and to support providers to position themselves for the proposed upcoming tender in the Autumn of 2013. Service users were also consulted about the service via The Voice Of Older People in Hampshire. Outcome focused performance measures have been built into the Service Specification and the contract will be monitored quarterly to ensure quality and service user outcomes are being met.

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

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

- 2.1. This service is expected to have a positive impact on crime and disorder as people will be empowered to stay independent within their own homes and communities.

**3. Climate Change:**

- 3.1. This service is not expected to have implications with regards to climate change as providers will be expected to zone and plan routes for efficient travel.