

## **CABINET**

<b>DATE</b>	18 <sup>th</sup> September 2024
<b>REPORT OF</b>	Councillor Stan Shreeve, Portfolio Holder for Health, Wellbeing and Adult Social Care
<b>RESPONSIBLE OFFICER</b>	Katie Brown Director of Adult Social Services
<b>SUBJECT</b>	Procurement of the Support at Home Contract
<b>STATUS</b>	Open
<b>FORWARD PLAN REF NO.</b>	CB 09/24/02

### **CONTRIBUTION TO OUR AIMS**

All adults in North East Lincolnshire will have healthy and independent lives with easy access to joined up advice and support, helping them to help themselves.

### **EXECUTIVE SUMMARY**

The report seeks approval from Cabinet to re procure the support at home framework in North East Lincolnshire. The framework is due to expire in September 2025. The paper outlines the route to the completion of the procurement and the rationale for this.

### **RECOMMENDATIONS**

It is recommended that Cabinet:-

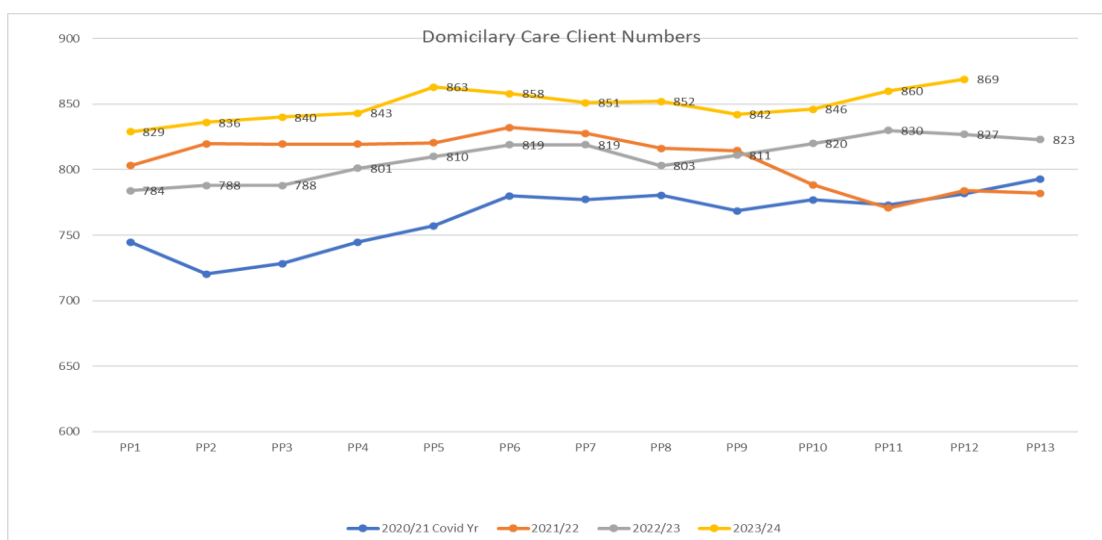
1. Approves the undertaking of a procurement exercise for the support at home provision as set out in the report.
2. Authorises the Director of Adult Social Services, in consultation with the Portfolio Holder for Health, Wellbeing and Adult Social Care to commence the above procurement exercise.
3. Delegates authority to the Director of Adult Social Services, in consultation with the Portfolio Holder for Health, Wellbeing and Adult Social Care to award and carry out all reasonably arising ancillary activity in terms of mobilisation and implementation.
4. Authorises the Assistant Director Law and Governance (Monitoring Officer) to complete and execute all requisite legal documentation arising from the above recommendations.

### **REASONS FOR DECISION**

North East Lincolnshire has a statutory responsibility to deliver support at home services for people that are eligible under the Care Act 2014. The current contract is due to end in September 2025 and therefore we need to start the procurement process in December 2024 to ensure that all processes can be completed in the timeframe.

## 1. BACKGROUND AND ISSUES

- 1.1 North East Lincolnshire Council has a statutory duty under the Care Act 2014 to provide support services for people that are eligible.
- 1.2 In 2019 North East Lincolnshire introduced a team's not times model of delivery. This focused on provision being delivered by lead providers in a geographical location with a focus on meeting people's outcomes rather than a prescriptive service delivery of care delivered at specific times that had no flexibility for individuals.
- 1.3 Over the last 4 years we have seen an increase in the amount of people requiring support at home services. This is in line with both the expected demand and the increasing focus on ensuring that people are supported to remain as independent as possible in their own homes.



- 1.4 The following services will be provided within the scope of the framework

Support at home	<b>Unplanned care (emergencies and those requiring short term support)</b>
<b>Continuing healthcare</b>	<b>Hospital discharge</b>
<b>Support for people at night</b>	<b>Support for carers</b>
<b>Responses to telecare alarms</b>	<b>Support in Extra Care Housing Schemes</b>

- 1.5 The specification is being developed to reflect the predicted requirements for the North East Lincolnshire population over the next 5 years. This includes a 30% increase in individuals aged over 65 and a requirement to ensure that there is provision for people to be supported within their own home that have increasing complexity of care and support needs.

- 1.6 The arrangements of the Health and Care Partnership will play a key role in ensuring that the support at home providers have access to the relevant training where the requirement is for them to support people with complex needs.
- 1.7 The new specification for the framework seeks to build on the current framework principles creating better outcomes for people and ensuring efficiency for providers in limiting the amount of travel time between calls. The procurement process will allow providers to tender for different lots which are based on configurations of different service types specified in 1.4
- 1.8 The timeline for the delivery of the framework is outlined below

Date	Activity
02/12/24	Advert published and applications invited
02/12/24 – 03/01/25	Question and answer period
10/01/25	Deadline for bids
13/01/25 – 07/02/25	Evaluation period
03/03/25	Notify providers of outcome
04/03/25 – 13/03/25	Standstill period
14/03/25	Appoint preferred provider
15/03/25 – 30/09/25	Mobilisation
01/10/25	Service commencement

## **2. RISKS AND OPPORTUNITIES**

- 2.1 The re procurement of the support at home framework presents a significant opportunity to further develop the teams not times model that is currently used within North East Lincolnshire. Enhancing the current model by ensuring that all elements of support at home are included will allow for market stability for both providers and the council. It also allows for an increase in the delivery of the service based on predicted demographic demand pressures.
- 2.2 The procurement exercise needs to be undertaken in the time frame agreed to ensure that the council has the oversight and control of the market both in terms of unit cost and quality and is compliant with procurement law.

## **3. OTHER OPTIONS CONSIDERED**

Do nothing - due to the council's statutory responsibility to provide these services without a framework. This would mean packages of care would need to be provided on a spot arrangement. The council would have limited control of unit costs and quality and therefore unmitigated financial risk.

## **4. REPUTATION AND COMMUNICATIONS CONSIDERATIONS**

- 4.1 There has been a broad consultation process undertaken with all stakeholders and this will continue through the process.

- 4.2 Healthwatch have undertaken an extensive consultation exercise which 404 people that either access the service or relatives of people who receive support from the service have contributed too. Every individual that currently receives support at home services via North East Lincolnshire were invited to participate. The consultation activities consisted of online surveys, focus groups, 1:1 conversations and telephone calls. The findings of this report underpin details within the specification.
- 4.3 People who contributed to the consultation have been offered the opportunity to further work with the commissioning team in co-producing the details of the specification as it progresses.

## **5. FINANCIAL CONSIDERATIONS**

- 5.1 During 2024/25, Adult Social Care are forecasting the following expenditure on support at home services.

Adult Social Care (NELC budget)	10,135,051
Continuing Health Care (ICB budget)	1,268,994
Winter pressures teams	582,602
Extra Care Housing (NELC budget)	116,865
Extra Care Housing	76,100

- 5.2 The current hourly rate is £19.88 per hour and is competitive when benchmarked against comparator councils.
- 5.3 The unit costs within the framework need to be within the budget agreed but also reflect the changing demands of the service and support a sustainable market to provide the required specification over a 5 year contract.
- 5.4 Supporting people that have eligible care and support needs in their own homes ensures better outcomes for individuals and lower package costs for the council.

## **6. CHILDREN AND YOUNG PEOPLE IMPLICATIONS**

This framework is for services provided to adults in North East Lincolnshire. For any children that are preparing for adulthood and require support at home services this will be determined as part of the plan that is developed as part of the preparing for adulthood pathway.

## **7. CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS**

Currently there no specific climate and environmental implications. Through the service delivery model, we are trying to limit the number of journeys undertaken by providers by ensuring delivery is contained to specific geographical areas.

## **8. CONSULTATION WITH SCRUTINY**

Scrutiny will consider the details relating to the delivery of the service on the 25<sup>th</sup> September 2024.

## **9. FINANCIAL IMPLICATIONS**

It is expected that the costs of providing support at home services are met from within the existing Adult Social Care budget. Budget envelopes for service delivery are reviewed on an annual basis as part of the wider financial and business planning process.

## **10. LEGAL IMPLICATIONS**

10.1 The Council has a statutory responsibility to deliver support at home services for people that are eligible under the Care Act 2014.

10.2 The procurement for the delivery of the provision is consistent with the aims and objectives of the Council, underpinning its strategic objectives of Stronger Economy, Stronger Communities.

10.3 The procurement exercise will be conducted so as to comply with the Council's policy and legal obligations, specifically in compliance with the Council's Contract Procedure Rules and the Public Contracts Regulations 2015 and supported by relevant officers.

10.4 The delegations sought are consistent with an exercise of this nature.

10.5 Officers should note that an award constitutes a further decision and will be subject to completion of an Officer Decision Record. Where key decision criteria are met such Officer Decision Record will be subject to call in. Award and implementation timelines should accommodate this.

## **11. HUMAN RESOURCES IMPLICATIONS**

The providers on the current framework are all external providers. Any changes to delivery will be subject to TUPE as per legislation but this does not have any internal implications for HR and workforce within North East Lincolnshire Council.

## **12. WARD IMPLICATIONS**

The framework implicates all people that are eligible for care and support that live in North East Lincolnshire

## **13. BACKGROUND PAPERS**

Not applicable.

#### **14. CONTACT OFFICER(S)**

Katie Brown, Director of Adult Social Services

**COUNCILLOR STANLEY SHREEVE**  
**PORTFOLIO HOLDER FOR HEALTH, WELLBEING AND ADULT SOCIAL**  
**CARE**