

Report to: EXECUTIVE CABINET

Date: 27 September 2023

Executive Member: Councillor John Taylor – Executive Member (Adult Social Care, Homelessness and Inclusivity)

Reporting Officer: Stephanie Butterworth, Director of Adult Services

Subject: ADULT SERVICES COMMISSIONING INTENTIONS 2024 - 2025

Report Summary: The report summarises the strategic commissioning plan of Adult Services outlining activity that will take place during 2024-2025 thus ensuring effective resource planning. This is to be achieved by executing the available contract extensions for a number of contracts whilst options appraisals are carried out to inform the future tender exercises.

In addition, we have a number of supported accommodation contracts which are due to expire between September 2023 and March 2025 and therefore we are seeking to align contract end dates via extensions to enable a review of our supported accommodation model prior to re-tendering those arrangements.

The report sets out specific details on the following service agreements:

Adult Services

- Community Response Service – Call Handling Service
- Provision of an integrated electronic staff monitoring and scheduling solution.
- Delivery of a Payroll Service for those receiving direct payments
- Care Act Support Partnership Arrangement to support VCFSE sector across Tameside
- Supported Accommodation
 - Provision for adults with a learning disability living in their own home
 - Intensive Community Based Support for people with a learning disability
 - Provision of respite service for adults with a learning disability

The Council are working with STAR procurement on all areas.

Recommendations: That Executive Cabinet be recommended to approve:

Adult Services

- 1) Extend the current provision of a Community Response Service – Call Handling Service for seven months and six days from 25 February 2024 to 31 September 2024 and tender for the provision of a new contract for the contract period of six years to commence 1 October 2024 to 31 September 2030.
 - 2) Tender for the provision of an integrated electronic staff monitoring and scheduling solution for a contract period
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of five years and 24 days to commence 7 March 2024 to 31 March 2029.

- 3) Extend the current delivery of a Payroll Service for those receiving direct payments for the period of two years from 1 November 2024 to 31 October 2026.
- 4) Extend the Care Act Support Partnership Agreement with Action Together to act as the local infrastructure organisation to the voluntary, community, faith and social enterprise sector (VCFSE) for a period of three years to commence 1 April 2025 to 31 March 2028.
- 5) Agree a review of all supported accommodation for people with a learning disability to take place whereby a refreshed model and permission to tender will be presented to Cabinet in July 2024.
- 6) Extend the following contracts included in the review of Supported Accommodation to enable the contract end dates be aligned:
 - a. Extend the current contract for the provision of the intensive community based support for people with a learning disability for a period of 12 months from 1 April 2024 to 31 March 2025
 - b. Extend the current contract for the provision of respite service for adults with a learning disability for a period of 18 months from 1 October 2023 to 31 March 2025
- 7) That permission is given for the Director of Adult Services, in consultation with the Executive Member for Adult Social Care, Homelessness and Inclusivity, to approve the contract awards following the tenders, subject to compliance with the Council's Procurement Standing Orders.

Financial Implications:

(Authorised by the statutory S
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| Budget Allocation (if Investment Decision) | Funding for these services is currently aligned to the approved 23/24 budget within Adult's Social Care. |
| ICB or TMBC Budget Allocation | TMBC |
| Integrated Commissioning Fund Section – s75, Aligned, In-Collaboration | Section 75 |
| Decision Body – Executive Cabinet, ICB Governing Body | Executive Cabinet |

This report outlines commissioning intentions for the 2023/24, 2024/25 & 2025/26 financial year. The recommendations in this report are funded by both core Council funds (£1.790m), government grants (£0.183m) and Health funding (£0.471m), £2.444m in total. See appendix 1 for further detail on funding.

See below the financial implications for each of the schemes included in the report:

- Extend the current provision of a Community Response Service – Call Handling Service. The required budget is available for this scheme based on the information provided in section 2 of the report below and recommendations above.

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- Tender for the provision of an integrated electronic staff monitoring and scheduling solution. There is a £0.005m budgetary pressure on the contract in 2023/24. Any re-tender for the service must ensure that there is sufficient budget in place as part of the tender process.
 - Extend the current delivery of a Payroll Service. The required budget is available for this scheme based on the information provided in section 4 of the report below and recommendations above.
 - Extend the Care Act Support Partnership Agreement with Action Together. The required budget is available for this scheme based on the information provided in section 5 of the report below and recommendations above.
 - Agree a review of all supported accommodation. There are no financial implications as part of this report as the recommendation is to agree a review of all supported accommodation for people with a learning disability. Any re-tender following the review of the service must ensure that there is sufficient budget in place as part of the tender process.
 - Extend the current contract for the provision of the intensive community based support. There is a £0.072m budgetary pressure on the contract in 2023/24. This was agreed as part of the Adult Social Care Fees 2023-24 report with mitigating actions included to offset the pressure. The service must ensure that there is sufficient budget or mitigations in place as part of any extension to the contract.
 - Extend the current contract for the provision of respite service for adults. There is a £0.017m budgetary pressure on the contract in 2023/24. This was agreed as part of the Adult Social Care Fees 2023-24 report with mitigating actions included to offset the pressure. The service must ensure that there is sufficient budget or mitigations in place as part of any extension to the contract.

As the policy implications below state, the commissioning intentions outlined in this report will have health and care benefits for the borough which should help reduce demand and financial pressures on Adults Services and also the wider care system.

The recommendations include the extension or re-tender of services funded through either grant or health funding. The service should ensure that appropriate break clauses are included within the commissioned contracts. This will ensure that the commissioned services can be withdrawn in the event that the external funding ceases or reduces to avoid any financial impact on the council.

Any uplift in commissioned contract values due to inflation or other reasons would need to be taken into account when commissioning contracts and ensure that there is sufficient funding available.

In addition, an Executive Decision will be required prior to award of the resultant contract. This is in accordance with the

value thresholds within the Council's Financial Regulations approved at full Council on 5 October 2021 – section 4 Procurement Decisions – Award Of New Contracts within the section headed 'Financial Delegations' refers.

The Council's Financial Regulations are available for reference via the following link. [Financial Regulations \(moderngov.co.uk\)](https://www.moderngov.co.uk)

Legal Implications:
(Authorised by the Borough Solicitor)

The report sets out the commissioning intentions of Adult Services for activity planned for 2024 -2025. In order to carry out options appraisals and a review of the current model for supported accommodation, it is intended to extend current contracts allowing for contract end dates to be aligned, where necessary.

The service have sought advice from STAR Procurement on the modification of current contracts. Modification of contracts without undertaking a procurement process can only be undertaken in limited circumstances and need to be in accordance with Regulation 72 of the Public Contracts Regulations 2015 which are replicated in the Council's Contract Procedure Rules.

Advice from STAR Procurement will also need to be sought throughout the procurement process to ensure compliance with procurement legislation, particularly as it is expected that the new procurement regime (outlined in the Procurement Bill) is likely to come in to force around October 2024.

Risk Management:

Risks will be identified and managed by the appropriate officers.

Access to Information:

The background papers relating to this report can be inspected by contacting the report writers Trevor Tench and Janine Byron



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1. INTRODUCTION

- 1.1 The report summarises the strategic commissioning for Adult Services outlining activity which will take place during 2024-2025 thus ensuring effective resource planning. This is to be achieved by executing the available contract extensions for a number of contracts whilst options appraisals are carried out to inform the future OJEU tender exercises.
- 1.2 In addition, we have a number of supported accommodation contracts which are due to expire between September 2023 and March 2025 and therefore we are seeking to align contract end dates via extensions to enable a review of our supported accommodation model prior to re-tendering those arrangements.
- 1.3 The report seeks authorisation to:
- 1) Extend the current provision of a Community Response Service – Call Handling Service for seven months and six days from 25 February 2024 to 31 September 2024 and tender for the provision of a new contract for the contract period of six years to commence 1 October 2024 to 31 September 2030.
 - 2) Tender for the provision of an integrated electronic staff monitoring and scheduling solution for a contract period of five years and 24 days to commence 7 March 2024 to 31 March 2029.
 - 3) Extend the current delivery of a Payroll Service for those receiving direct payments for the period of two years from 1 November 2024 to 31 October 2026.
 - 4) Extend the Care Act Support Partnership Agreement with Action Together to act as the local infrastructure organisation to the voluntary, community, faith and social enterprise sector (VCFSE) for a period of three years to commence 1 April 2025 to 31 March 2028.
 - 5) Agree a review of all supported accommodation for people with a learning disability to take place whereby a refreshed model and permission to tender will be presented to Cabinet in July 2024.
 - 6) Extend the following contracts included in the review of all supported accommodation to enable the contract end dates be aligned:
 - a. Extend the current contract for the provision of the intensive community based support for people with a learning disability for a period of 12 months from 1 April 2024 to 31 March 2025
 - b. Extend the current contract for the provision of respite service for adults with a learning disability for a period of 18 months from 1 October 2023 to 31 March 2025
 - 7) That permission is given for the Director of Adult Services, in consultation with the Executive Member for Adult Social Care, Homelessness and Inclusivity, to approve the contract awards following the tenders, subject to compliance with the Council's Procurement Standing Orders.

2 EMERGENCY CONTROL AND COMMUNITY RESPONSE SERVICE – CALL HANDLING SYSTEM

- 2.1 The current contract delivered by Tunstall (PNC8 System) commenced 25 February 2018 for a period of six years. The contract is due to come to an end 24 February 2024. The total contract value for 2023/2024 is £0.025m. The Tunstall product relies heavily on analogue telephone technology – which is scheduled to be switched off at the end of 2025. Ahead of this deadline we must move our services to a digital solution.

Service Overview

- 2.2 Tameside Adult Services operates an in-house Community Response Service (CRS).
- Staff are employed to provide this service 24 hours a day, 365 days a year.
 - The service is available to the people of Tameside who are clients of the CRS.
 - The CRS Call Handling System receives approximately 16,000 alerts every month.
 - CRS customers range in age from 18 years, with no upper age limit. As at 31 July 2022

the service supported 2798 individuals, 77% of whom are aged 75+, to live independently within the community.

- The service is available to individuals residing in the borough of Tameside in; privately owned accommodation, rented accommodation, 24 hour residential/nursing care settings or 24 hour supported accommodation.
- The service has two contractual elements, a call handling system and equipment supplies.
- The service works in partnership with Tameside & Glossop Integrated Care NHS Foundation Trust's Digital Health Team.

Aims And Objectives

2.3 The focus of the service is very much a community offer based on early intervention and prevention. An average of 68% of CRS customers do not receive an assessed package of care, therefore, CRS is their only form of support and contact with services.

- CRS is key in reducing risk to some very vulnerable and frail older people in the community, and on reducing GP and A&E attendance. Key to this is the partnership work across the CRS and the Digital Health Service in Tameside and Glossop Integrated Care NHS Foundation Trust (ICFT). This means that Digital Health is available to CRS customers should they feel unwell in their own homes and require an assessment via digital platforms to a clinician at the hospital. Community response workers carry handheld tablets which enable a visual assessment by a clinician at the Digital Health Hub, and equipment to enable them to carry out a set of observations.
- Having an equipment element to the overall delivery of the Community Response Service is paramount to supporting the prevention and early intervention element of health and social care services and cost avoidance of more costly services.
- The Provider will, therefore, ensure that the call handling system is compatible with the existing telecare equipment to allow CRS to respond to the calls (initiated by the equipment) and support the Council to deliver targeted input.

2.4 The Council needs to ensure that it is ready for the Digital Switchover in 2025 and Adult Services will be working in partnership with the Councils IT colleagues to ensure the upcoming tender includes the required technical specifications. As a detailed analysis of requirements is needed, a project group is in place which includes Adults Head of Operations, Adults Commissioning Officer, Adults Service Unit Manager and Head of ICT Technical and Development to ascertain the technical ability needed to suit both Adults requirements and those of the Council.

2.6 To enable this appraisal to take place, permission is therefore sought to extend the current contract with the incumbent provider for seven months and six days from 25 February 2024 to 31 September 2024 to allow sufficient time to complete this work effectively and to re-tender for the provision of a new contract for the contract period of six years to commence 1 October 2024 to 31 September 2030.

3 PROVISION OF INTEGRATED ELECTRONIC HOME CARE MONITORING AND SCHEDULING SOLUTION

3.1 The current contract delivered by HAS Technology Limited commenced on 7 March 2019 for a period of five years and ends on 6 March 2024.

3.2 The total contract value for 2023/2024 is £0.036m it is expected for increased functionality there will be additional costs.

3.3 Service Overview

- The current system provides rostering support to three teams within Adult Services, namely; Long Term Support; the Community Response Service and Reablement.
- The current system can support the following functions:
 - Location of staff

- Hours of staff working
- Recording of contracted hours; overtime hours; sickness and annual leave
- Staff information: name; address; contact details etc
- Production of reports for Payroll
- Recording of outcomes
- Support to individuals provided
- Medication administered.

3.4 Aims and Objectives

- To deliver a scheduling solution to enable the Council's Community Response Team to manage a staff team of approx. 32 people. The system must hold all staffing information related to this team including rotas, training, sickness, annual leave, contracted and other hours worked.
 - To allow staffing information to be extracted for use within other systems such as payroll.
 - To allow access for staff to manage staff and produce reports from a PC via a web based interface.
 - To provide relevant training to allow staff to disseminate to colleagues.
 - To deliver a scheduling solution to enable the Council's Long Term Support Team to manage a staff team of approx. 340 people (including agency staff).
 - To deliver a scheduling solution to enable the Council to manage the staff team. The system must hold all staffing information related to this team including rotas, training, sickness, annual leave, contracted and other hours worked (i.e. day hours, night hours, overtime, plain time, sleep ins) and different job codes (managers/seniors/support workers/ day services staff/ permanent /casual).
 - To provide a scheduling and homecare monitoring system to the Councils Reablement Team to manage approx. 120 staff who support between approx.120-140 people at any one time.
- 3.5 To provide a system which will provide an effective means of tracking staff as they attend appointments, registering when the staff member has attended and left a call and highlight missed calls. Staff must be able to use their mobile device to be alerted to changes in their allocated work and obtain directions to their planned calls.
- 3.6 Adults Services will complete a full review of the requirements for a new rostering and monitoring system prior to commencing procurement, to ensure that the service continues to meet the needs of the various teams and any identified developments and/or improvements will be implemented and reflected in the design of the new service specifications prior to tender. This will include representation from the Councils Central IT Service and Adults Systems Team to ensure compliance with corporate systems and the newly purchased ContrOCC system.
- 3.7 Approval is sought for Adult Services to work closely with STAR Procurement to undertake an appraisal of the procurement options available and permission is therefore sought to tender the service with a view to awarding the contract to commence no later than 7 March 2024 with a new contract for five years and 24 days to end on 31 March 2029 with an option to extend for a further two years.

4 DIRECT PAYMENTS SUPPORT SERVICE

- 4.1 The current contract commenced 1 November 2022 for a period of two years to 31 October 2024, with an option to extend for two years and one year thereafter, should the contract remain competitive in terms of quality and price.
- 4.2 The total contract value for 2023/2024 is £0.086m
- 4.3 The initial two year contract is due to come to an end 31 October 2024.

4.4 Service Overview

- TMBC is committed to the provision of high-quality services to enable people to have maximum control over their own care and support and achieve the best outcomes in their everyday lives.
- Direct Payments are an alternative to traditional care and support services. The Council provides cash payments for individuals to purchase services that meet their assessed care needs. This gives the person receiving services more choice and control over how their care needs are met.
- Recipients of Direct Payments can choose to employ their own care workers known as Personal Assistants (PAs) or to buy services from a provider or a mixture of the two.
- In providing Direct Payments, local authorities are also expected to provide a service to support those who need assistance in managing their Direct Payments.
- Currently the service support 45 adults with a standard payroll account; 128 adults with a managed account with payroll and 89 adults with a managed account without payroll.

4.5 Aims and Objectives

- The Provider will deliver the following services:
 - Standard Payroll service
 - Managed Accounts service with Payroll
 - Managed Accounts service without Payroll
- The service provides a high-quality advisory and practical support service to individuals and their carers to manage their Direct Payment and continue to live in their own homes in safety and comfort and maintain their independence and dignity.

4.6 Adults Services will complete a full review of the Direct Payment Support provision to ensure that the service continues to meet the needs of the local population.

4.7 Approval is therefore sought for Adult Services to work closely with STAR Procurement to review the existing provision, with a view to invoking the two year extension clause in the contract to commence 1 November 2024 to 31 October 2026.

5 ACTION TOGETHER CORE FUNDING – VOLUNTARY, COMMUNITY, FAITH AND SOCIAL ENTERPRISE SECTOR (VCFSE)

5.1 The current Partnership Agreement with Action Together for the delivery of support to the development of the Voluntary, Community, Faith and Social Enterprise (VCFSE) Sector in Tameside commenced on 1 April 2019 for a period of three years to 31 March 2022 with an option to extend for a further three years. This extension was invoked on 1 April 2022 with the contract due to come to an end on 31 March 2025.

5.2 The Joint Health & Wellbeing and Locality Plan 2023 – 2028 for Tameside sets out the ambitions for improving the health of Tameside residents and reducing the inequalities many communities in Tameside experience. To achieve this, a strong and effective partnership including the Council, the NHS and the VCFSE sector is needed to deliver the ambitions of the plan, particularly in terms of prevention

5.3 The total contract value for 2023/2024 is £0.173m which is funded as follows:

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|---------------------------------|---|----------|
| • Adult Social Care | - | £ 0.089m |
| • Population Health | - | £ 0.045m |
| • GM Integrated Care (Tameside) | - | £ 0.039m |

5.4 The Council has a longstanding and positive working relationship with the voluntary sector and Action Together. Historically, the Council has supported Action Together with core funding to support the delivery of their roles as the only infrastructure support agency for the VCFSE sector in Tameside.

5.5 The 'core infrastructure offer' is funded by both the Council, GM Integrated Care (Tameside)

and Population Health. The core aims of the offer are to provide a comprehensive range of services to engage, encourage, develop, support and sustain the VCFSE Sector in Tameside.

- 5.6 Action Together have continued to develop the delivery of the overall aims throughout the life of the agreement and have supported the Council's Corporate Plan in relation to Starting Well, Living Well and Ageing Well.

Aims and Objectives

- To support the development of the VCFSE Sector in Tameside.
 - To provide support to the VCFSE sector which will improve the functioning and develop the capacity of local VCFSE groups and organisations.
 - To provide and maintain links across the VCFSE, Statutory and Independent/Private sectors.
 - To represent the diverse views of the local VCFSE sector in Tameside.
 - To ensure strategic partnership working between sectors.
 - To provide and support volunteering opportunities and services.
- 5.7 One of the key aspects of the VCFSE sector's role in providing services in the local community is that often people who receive statutory support are involved and integral to the running of the community services. VCFSE services are often very informal and do not tend to deter members of the public because of any perceived official status. Services are flexible, innovative and can easily respond to identified need in the community.
- 5.8 The VCFSE sector is crucial in supporting the Council in meeting its statutory responsibilities, in relation to its prevention duties, including information and advice; market shaping and carers. This in turn supports the Council to meet its obligations as outlined in the Government Strategy "People at the Heart of Care – Adult Social Care 10 Year Strategy".
- 5.9 Given that the Council continues to face significant budgetary challenges over the coming years, a quality VCFSE sector is critical in supporting the Council to deliver savings and provide additional support and capacity to ensure people are able to live well at home. The partnership between the Council and Action Together will support these challenges in driving significant sustainable growth of voluntary organisations operating in the borough, providing essential support to a wide variety of user groups both above and below threshold, as well as supporting the growth and support of volunteering opportunities.
- 5.10 Adults Services will complete a full review of the delivery of support to the local VCFSE sector in partnership with key stakeholders including Population Health to ensure that the service continues to meet the needs of the local population and continues to be aligned to the commitments within Tameside Council Corporate and Locality Plan's.
- 5.11 Approval is therefore sought for Adult Services to work closely with STAR Procurement to review the existing provision, with a view to entering into a new Partnership Agreement with Action Together to commence 1 April 2025 to 31 March 2028 with an option to extend for a further three years.

6. SUPPORTED ACCOMMODATION FOR ADULTS WITH A LEARNING DISABILITY LIVING IN THEIR OWN HOME

- 6.1 The current contract commenced 1 April 2020 for a period of five years and is due to come to an end on 31 March 2025. This contracted provision comprises of five lots, designated as Contract Area 1 (provided by Turning Point), Contract Area 2 (provided by Community Integrated Care) Contract Area 3 (provided by Creative Support), Contract Area 4 (provided by Creative Support) and Contract Area 5 (provided by Community Integrated Care).
- 6.2 The total contract value for 2023/2024 is £10.399m.

- Contract Area 1: £2.649m
- Contract Area 2: £1.645m
- Contract Area 3: £2.156m
- Contract Area 4: £2.439m
- Contract Area 5: £1.510m

6.3 Service Overview

- The service will be provided for individuals in Tameside with a learning disability who are 18 years or over and are eligible for care and support in line with the Care Act 2014.
- The service provides long term tenancies and will be available 365 days per year with access to 24-hour support.
- The service will deliver support in accordance with the assessment of need and identified outcomes. In addition, the Provider will develop a person-centred support plan that forms the basis of their support to the individual and describes how the agreed outcomes are to be delivered. Where appropriate, this will be written in consultation with the individual's family members and advocates.
- The individual's person-centred support plan will form the basis for evaluating the level of quality delivered for this Service.
- The service will be flexible and innovative ensuring that it can adapt to a variety of approaches depending on the individuals changing level of needs, outcomes, and personal choice.

6.4 Aims and Objectives

- The service aims to enable individuals to live as independent and fulfilling a life as is possible within their own home and local community.
- The service will be delivered using person centred approaches and principles that promotes an individual's assets, wishes and aspirations.
- The support delivered will enable individuals to achieve their full potential through more opportunities to progress, develop new skills and become less dependent on support in the future.
- The service will have a focus on actively promoting independence and social inclusion pathways that support individuals to feel valued within their local community.
- The service will deliver support that promotes a culture of personal growth and development, as follows:
 - To enable individuals to identify their personal goals and have choice and control over how they are supported to achieve them.
 - To maintain and develop support networks.
 - To support people to explore and take up meaningful social, leisure, learning, development, and work opportunities.

6.5 Adults Services aim to complete a full review of all the current contracts for supported accommodation for adults with a learning disability living in their own home prior to commencing procurement, to ensure that the services continue to meet the needs of the local population and any identified developments and/or improvements will be implemented and reflected in the design of the new service specifications prior to tender. This review will include the Intensive Community Based Support contract as detailed in Section 7 of this report, together with the Learning Disability Respite Service contract as detailed in Section 8 of this report. Contract extension requests have been made in this report to align the contract end dates for the three contracts which will enable the review to take place. This review will include participation from current individuals and carers to ensure the co-production of the service specification and procurement process.

6.6 This approach will allow for a full review of all building based care and support contracts to be reviewed collectively and a refreshed model including alternative options and procurement approval will be presented to the Executive Cabinet in July 2024.

6.7 It is also requested that Executive Cabinet note that following the aforementioned review of the supported accommodation contracts the aim will be to re-tender within the 2024/2025 financial year for the new service with a view to awarding the revised contract to commence no later than 1 April 2025 with a new contract for five years to end on 31 March 2030 with an option to extend for a further two years.

7. INTENSIVE COMMUNITY BASED SUPPORT FOR PEOPLE WITH A LEARNING DISABILITY

7.1 The current contract delivered by Creative Support commenced 1 April 2017 for a period of five years with an option to extend for a further two years. The contract is due to come to an end 31 March 2024. The contract value for 2023/2024 is £1.140m.

7.2 Service Overview

- Provision of a 24 hour a day, 365 days per year supported accommodation service delivered across two sites in the borough of Tameside, to adults with learning disabilities, autism, or both.
- Accommodation sites include:
 - Werneth House, Market Street, Hyde, SK14 1HE (five tenancies)
 - Sycamore Court, Sand Street, Stalybridge, SK15 1UD (seven tenancies)
- The accommodation is provided in a community setting by a registered social landlord and there are separate contractual arrangements in place for the provision of the accommodation.
- Individuals are supported holistically, with high levels of understanding of the challenges of living with a learning disability, which will include support to meet emotional, mental health and physical needs.
- The service provides alternative long term tenancies for individuals who may already be placed in secure services outside of the borough and prevent the admission of others into out of borough services.
- Some Individuals may be living at the service under the terms subject to after-care/supervision under the Mental Health Act (e.g. Guardianship or Community Treatment Orders).
- Individuals are likely to have been assessed as presenting a higher degree of risk to the public, staff or other supported individuals, needing therapeutic intervention by a multidisciplinary team, providing varying levels of positive behaviour support and risk management.
- The current indicative number of daytime support hours for the delivery of this service (across both sites) is 1075 per week.
- In addition, there is one sleep-in and one waking night provided at each site per night.

7.3 Aims and Objectives

- To deliver a community based intensive support service that is person centred to individual needs.
- To focus on actively promoting independence pathways that support move on whilst recognising an individual's risks.
- To respond with appropriate interventions and strategies, as part of a multidisciplinary approach in providing positive behaviour support and, risk management in line with an individual's person-centred plan.
- To promote a culture of personal growth and development for each individual as follows:
 - To enable individuals to identify their personal goals and have choice and control over how they are supported to achieve them.
 - To support individuals to maintain and develop skills to live as independently as

- possible within their own community and to perform functional and meaningful activities with whatever assistance is required.
- To promote community presence through the experience of visiting, belonging, sharing, and using the facilities available.
- To maintain and develop support networks.
- To enable individuals to participate in their local community and form valued roles and relationships.
- To support people to explore and take up meaningful social, leisure, learning, development, and work opportunities.
- To promote a reduction in the need for physical intervention and/or restrictive practice through positive behaviour support and physical intervention care plan.

7.4 Service Proposal

Adult Services, in line with its review of the current provision of accommodation in the borough and programme of resettlement is anticipating increasing the number of properties available to support adults with a learning disability and/or autism who require 24 hour supported accommodation. In relation to this contract, plans are being advanced to resettle two people with complex needs into two new properties in Hattersley which we expect to be completed in the summer of 2024. The plan is, given the needs of the two people identified, for their care and support to be appropriately met by the service offered within this contract. It is therefore proposed that the additional support is commissioned as part of this overall tender.

7.5 As detailed in section 6.5 of the report, Adults Services will complete a full review of the supported accommodation in the borough which will include the Intensive Community Based Support service to ensure that the service continues to meet the needs of the local population and any identified developments and improvements will be implemented and reflected in the design of the new service specifications.

7.6 Approval is sought for Adult Services to work closely with STAR Procurement to undertake an appraisal of the procurement options and, permission is therefore sought to extend the existing contract for a period of 12 months from 1 April 2024 to 31 March 2025 in line with the review identified above in Section 6.5 of this report

7.7 This approach will allow for a full review of all building based care and support contracts to be reviewed collectively and a refreshed model including alternative options and procurement approval will be presented to the Executive Cabinet in July 2024.

7.8 It is also requested that Executive Cabinet note that following the aforementioned review of the supported accommodation contracts the aim will be to re-tender within the 2024/2025 financial year for the new service with a view to awarding the revised contract to commence no later than 1 April 2025 with a new contract for five years to end on 31 March 2030 with an option to extend for a further two years.

8 PROVISION OF RESPITE SERVICES FOR PEOPLE WITH A LEARNING DISABILITY

8.1 The current contract delivered by Community Integrated Care commenced 1 October 2018 for a period of five years and is due to come to an end 30 September 2023.

8.2 The contract value for 2023/2024 is £0.277m.

8.3 Service Overview

- A building based short term planned respite provision for adults with a learning disability.
- The service will deliver support to individuals with a range of mild, moderate and complex learning disabilities and additional needs.

- The building base, 1 Cumberland Street, Stalybridge, SK15 1LS, is provided by a registered social landlord via a management agreement with Tameside MBC.

8.4 **Aims and Objectives**

- To provide access to 24 hour support within a shared accommodation environment for individuals who for the majority of the time reside in the parental/family home.
 - To deliver a service that will adopt an outcomes focused approach to the provision of support in reflecting individual's lifestyles, skills, aspirations and interests. The service will facilitate opportunities for individuals to engage in purposeful activity, meaningful relationships and inclusion within the community. The service will be flexible, responsive, innovative and tailored to personal need.
 - The Provider will ensure a model of care and support that understands the differing levels of need of the individual, such as those with a mild to moderate learning disability, physical disability, behaviours that challenge, autism and health needs. The service will also offer an enabling environment for individuals, thus giving people more opportunities to progress with a view to becoming less dependent on support in the future.
 - The service will support positive risk taking and least restrictive practices in individuals' daily lives that is personally meaningful and takes into consideration best interest decision making.
 - The service will be provided for people of Tameside who are eighteen years or over and have been assessed by the commissioner as requiring the service in accordance with its eligibility criteria.
 - The Provider will deliver appropriate staffing levels for one property providing short stay/respite for up to four individuals at one time, plus one emergency placement.
 - The service will be delivered flexibly and responsively 365 days per year, 24 hours per day and will be inclusive of one waking night.
 - In providing a responsive and flexible service, the provider will allow for individuals changing and diverse needs and demand for the service including the emergency placement. The Provider will manage this delivery within the maximum budget specified within this contract.
 - The service currently provides four short term respite beds and one emergency bed. A review of the provision will include an analysis of the projected need and will be determined by the ongoing links with the Transitions Team, the Accommodation Options Group and the Homes for All Team.
- 8.5 As detailed in section 6.5 of this report, Adults Services will complete a full review of the supported accommodation in the borough which will include the provision of respite services for people with a learning disability to ensure that the service continues to meet the needs of the local population and any identified developments and improvements will be implemented and reflected in the design of the new service specifications.
- 8.6 The current building base, 1 Cumberland Street, Stalybridge, SK15 1LS, which is provided by a registered social landlord via a management agreement with TMBC is also being reviewed by Adult Services due to growing concerns regarding the suitability of the property and an alternative property may need to be sourced.
- 8.7 Approval is sought for Adult Services to work closely with STAR Procurement to undertake an appraisal of the procurement options and permission is therefore sought to extend the existing contract for a period of 18 months from 1 October 2023 to 31 March 2025 in line with the review identified above in Section 6.5 of this report.

- 8.8 This approach will allow for a full review of all building based care and support contracts to be reviewed collectively and a refreshed model including alternative options and procurement approval will be presented to the Executive Cabinet in July 2024.
- 8.9 It is also requested that Executive Cabinet note that following the aforementioned review of the supported accommodation contracts the aim will be to re-tender within the 2024/2025 financial year for the new service with a view to awarding the revised contract to commence no later than 1 April 2025 with a new contract for five years to end on 31 March 2030 with an option to extend for a further two years.

9. CONCLUSION

- 9.1 This report seeks approval to progress the contract requirements as noted above enabling further option appraisals to be carried out prior to agreeing the subsequent tender exercises. This ensures the Council continues to meet its statutory obligations for Adult Social Care.

10. RECOMMENDATION

- 10.1 As set out at the front of the report.

APPENDIX 1

| Recommendation | PROPOSED 2023/24 SPEND (£m) | PROPOSED 2024/25 SPEND (£m) | PROPOSED FUTURE YEAR SPEND (£m) | PROPOSED CUMULATIVE YEAR SPEND (£m) | Annual Budget (£m) | Cost Centre | Funding Source |
|---|--------------------------------------|--------------------------------------|---|--|--------------------------|--|------------------------------------|
| EMERGENCY CONTROL AND COMMUNITY RESPONSE SERVICE – CALL HANDLING SYSTEM | £0.002 | £0.013 | £0.000 | £0.015 | £0.025 | SW754200 | Core Funding |
| PROVISION OF INTEGRATED ELECTRONIC HOME CARE MONITORING AND SCHEDULING SOLUTION | £0.003 | £0.036 | £0.144 | £0.183 | £0.031 | SD711600 | Grant Funded (Better Care Fund) |
| DIRECT PAYMENTS SUPPORT SERVICE | £0.000 | £0.036 | £0.136 | £0.172 | £0.086 | SP804598 | Core Funding |
| ACTION TOGETHER CORE FUNDING (VCFSE) | £0.000 | £0.000 | £0.402 | £0.402 | £0.134 | SK104300 | Core Funding |
| | £0.000 | £0.000 | £0.117 | £0.117 | £0.039 | SK104300 | Health Funding |
| SUPPORTED ACCOMMODATION FOR ADULTS WITH A LEARNING DISABILITY | £0.000 | £0.000 | £0.000 | £0.000 | £9.637 | SM600900 SM601000 SM604500 SM604600 SM604700 | Core Funding |
| INTENSIVE COMMUNITY BASED SUPPORT FOR PEOPLE WITH A LEARNING DISABILITY | £0.000 | £0.786 | £0.000 | £0.786 | £0.714 | SM600301 | Core Funding |
| | £0.000 | £0.354 | £0.000 | £0.354 | £0.354 | SM600301 | Health Funding |
| PROVISION OF RESPITE SERVICES FOR PEOPLE WITH A LEARNING DISABILITY | £0.139 | £0.277 | £0.000 | £0.416 | £0.260 | SM600100 | Core Funding |
| Total | £0.144 | £1.501 | £0.799 | £2.444 | £11.280 | | |