

Report to:	EXECUTIVE CABINET
Date:	24 January 2024
Executive Member:	Councillor John Taylor – Executive Member for Adult Social Care, Homelessness and Inclusivity
Reporting Officer:	Stephanie Butterworth, Director of Adults Services
Subject:	CONTRACT EXTENSION FOR THE PROVISION OF INTEGRATED ELECTRONIC HOME CARE MONITORING AND SCHEDULING SOLUTION
Report Summary:	<p>On 27 September 2023, approval was given by Executive Cabinet to 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.</p> <p>It has since been identified, that the solution should be linked to an electronic care management system for the Councils in house registered providers. The Government 10 year Strategy - People at the Heart of Care states - Technologies can complement and enhance the quality of care delivered by the workforce, while digitisation of care records will ensure care staff and multidisciplinary teams have the information they need to provide holistic, person-centred care in any setting. Following the Government 10 year Strategy recommendation for digitalisation the Council's external registered providers have been required to move to electronic care management systems. Therefore, we need to ensure the Councils internal provision are also adopting this change.</p> <p>In order to carry out full market research, establish the correct route to market and seek governance for the electronic care management system to be procured in conjunction with the electronic staff monitoring and scheduling solution, this report is seeking an extension to the current Electronic Staff Monitoring and Scheduling Solution contract for a period of 12 months from 7 March 2024 to 6 March 2025.</p>
Recommendations:	<p>To approve the extension of the current contract for the Provision of Integrated Electronic Home Care Monitoring and Scheduling Solution with HAS Technology for 12 months to commence 7 March 2024 to 6 March 2025.</p> <p>To approve the commencement of a soft market test early 2024, to establish the market interest and the correct route to market to procure the required electronic social care management and staff monitoring and scheduling solution.</p>
Corporate Plan:	<p>The service links into the Council's priorities :-</p> <ul style="list-style-type: none"> • Help people to live independent lifestyles supported by responsible communities. • Improve the health and wellbeing of residents • Protect the most vulnerable
Policy Implications:	The proposal aligns with the Living Well, Working Well and Ageing Well programmes for action and the recommendation of the Government 10 Year Strategy People at the Heart of Care.

Financial Implications:
**(Authorised by the
statutory Section 151
Officer & Chief Finance
Officer)**

The Integrated Electronic Home Care Monitoring contract has a budget of £0.031m in 2023/24 and is financed by Council general fund. The provider for this provision is Access Uk Ltd. The current forecast spend on the contract is £0.036m for 2023/24. The additional cost above budget relates to an additional module for CMAR & Digital forms at a cost of £0.005m per annum. This is currently a cost pressure on the Adult Services revenue budget.

The Directorate are requesting approval for the extension of the current contract, for a 1 year period from 7 March 2024 to 6 March 2025. If the additional module is also extended for the 12 month period, the service would be required to mitigate the additional cost of £0.005m plus inflation.

Although the contract extension is proposed for periods of 12 months, appropriate break clauses have been included within the contract arrangements to ensure that the commissioned service can be altered, should it be required, to mitigate any adverse financial impact on the Council.

Any uplift in commissioned contract values due to inflation, demand or service configuration will need to be taken into account within the service specification to ensure that it is affordable within the available annual budget allocation for the contract duration.

It is essential that value for money is evaluated as part of the contract extension process and that this is clearly evidenced and retained for section 151 officer assurance.

Legal Implications:
**(Authorised by the
Borough Solicitor)**

There are limited circumstances, in accordance with Regulation 72 of the Public Contracts Regulations 2015, whereby a contract may be modified without the need for a procurement process to be undertaken. The modification in this instance falls within Regulation 72(1) (b) on the basis of the economic, technical or inoperability ground and significant inconvenience to the Council. STaR should be engaged to ensure a lawful procurement process for the substantive contract.

Risk Management:

There will be a continued dialogue between commissioners and the provider to ensure that best value is delivered against the contract resource with a view to working towards service developments. These will be delivered through contract performance management.

Background Information:

The background papers relating to this report can be inspected by Contacting Siobhan Gough



Telephone: 0161 342 2414



e-mail: siobhan.gough@tameside.gov.uk

1. INTRODUCTION

- 1.1 On 27 September 2023 approval was given by Executive Cabinet to 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.
- 1.2 It has since been identified, that the solution should be linked to an electronic care management system for the Councils in-house registered providers and further work to carry out full market research and establish the correct route to market is required. Therefore, this report is seeking approval to commence a soft market test early 2024 and an extension to the current Electronic Staff Monitoring and Scheduling Solution contract for a period of 12 months to commence on 7 March 2024 to 6 March 2025 to enable the appropriate research to be conducted.
- 1.3 The annual cost of the contract for 2023/2024 is £0.036m however, an annual uplift may apply to the contract value following the setting of the council's budget and taking into account national announcements and indicators.

2. SERVICE OVERVIEW

- 2.1 Tameside Adult Services operates an in-house Long Term Support Service and Reablement Service. The service utilises the Integrated Electronic Home Care Monitoring and Scheduling Solution, to schedule staffing hours in response to the demands of the service, produce rotas, monitor individual staffing hours for payroll and produce reports.
- 2.2 The Long Term Support Team employ 337 members of staff to provide support to 192 individuals across 26 sites. These sites include 16 shared accommodations for a small cohort of individuals, 72 independent flats across five extra care housing schemes and five centres to provide day support. The Long Term Support Team primarily support individuals over the age of 18 years with a learning disability, autism, physical disabilities and mental health conditions, to remain living as independently as possible in the community.
- 2.3 The Reablement Service provides support to individuals over the age of 18 years with no upper age limit in their own homes. The goal of Reablement is to support individuals with their daily living needs and enable them to develop skills to promote independence. Reablement has 90 members of staff (350 hours' vacant staffing hours per week at present) providing up to 1752 hours of support each week across the borough of Tameside.
- 2.4 The Government 10 year Strategy states - Technologies can complement and enhance the quality of care delivered by the workforce, while digitisation of care records will ensure care staff and multidisciplinary teams have the information they need to provide holistic, person-centred care in any setting. Following the recommendation for digitalisation the Council's external registered providers are required to move to electronic care management systems, therefore, it is essential that the Council's internal provision is also adopting this change.
- 2.5 It is also essential that the new system is able to deliver the reporting requirements of the new ContrOCC system currently being implemented by the Council and will also support the changes to the reviewed Charging System for Adult Social Care.

3. AIMS AND OBJECTIVES

- 3.1 The Integrated Electronic Home Care Monitoring and Scheduling Solution is a vital resource for both Long Term Support and Reablement to organise service delivery. It is critical to ensure systems remain in place so service delivery is not impacted.

- 3.2 The Council is required to look towards implementing an electronic care records system as recommended in the Government 10 Year Strategy - People at the Heart of Care, to provide a more effective way of recording and storing individual's records and improve information sharing.
- 3.3 Integrating the Electronic Home Care Monitoring and Scheduling Solution and Care Management system will ensure the most cost effective solution for the Council, as there will be only one implementation process and one system to maintain. It will also ensure effective communication as independent systems often struggle to interact.

4. CONCLUSION

- 4.1 In order to procure a system that can provide this dual function 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 Commissioning Officer, Adults Service Unit Manager, Adults Services Team Managers from both Service and Head of ICT Technical and Development to ascertain the technical ability needed to suit both Adults requirements and those of the Council.
- 4.2 To enable this appraisal to take place, permission is therefore sought to extend the current contract with the incumbent provider for twelve months from 7 March 2024 to 6 March 2025. This will allow sufficient time to complete this work effectively and to re-tender for the provision of a new contract for the contract period of five years and 25 days to commence 7 March 2025 to 31 March 2030.

5. RECOMMENDATIONS

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