

**Report to:** **STRATEGIC COMMISSIONING BOARD**

**Date:** 25 September 2019

**Reporting Member / Officer of Strategic Commissioning Board** Councillor Eleanor Wills – Executive Member (Adult Social Care and Population Health)  
Stephanie Butterworth – Director of Adult Services

**Subject:** **EXTENSION TO THE AGREEMENT FOR THE PROVISION OF PERSONALISED EXTRA CARE SUPPORT FOR PEOPLE WITH A PHYSICAL AND/OR SENSORY DISABILITY AGED 18 – 55**

**Report Summary:** The service is provided by Liberty Support Services at Lomas Court extra care scheme. The service delivers support to 20 adults who have been assessed as having eligible needs as defined in the Care Act 2014. The contract delivers support based on promoting independence around daily life skills and developing relationships in the community.

**Recommendations:** That approval is given to extend the Provision of Personalised Extra Care Support for People with a Physical and/or Sensory Disability Aged 18 – 55 for up to two years, as allowed for in the contract under clause 5.3.

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

<b>Integrated Commissioning Fund Section</b>	Section 75
<b>Decision Required By</b>	Strategic Commissioning Board
<b>Organisation and Directorate</b>	Tameside MBC – Adult Services
<b>Budget Allocation 2019/20</b>	£215,270
<b>Additional Comments</b>	
<p>The annual contract value is within the revenue budget allocation of Adult Services for the two year extension period.</p> <p>Any subsequent annual inflationary uplifts to the contract value for the proposed extension will be approved via the Council's Executive Decision process. The value will also be included within the annual Council budget report that is approved by the Council.</p> <p>Section 3 of the report provides comparator unit cost details of the contract comparable to home care provision rates for the current financial year. The comparable rates suggest that value for money is being achieved. In addition section 1 of the report explains that existing contract is subject to quarterly monitoring and that performance is deemed acceptable.</p> <p>It is essential that the contract continues to be subject to robust quarterly monitoring for the proposed extension period and that expected outcomes are delivered. In addition appropriate contract break clauses should be included if there is a requirement to make urgent budgetary savings within the directorate and / or should contract performance be deemed unsatisfactory.</p>	

<b>Legal Implications: (Authorised by the Borough Solicitor)</b>	There is no reason to suggest an extension is not appropriate in these circumstances as it is asserted that the contract monitoring reports compliance is to a good standard. However, decision makers need to be clear that value for money statutory duty continues to be achieved.
<b>How do proposals align with Health &amp; Wellbeing Strategy?</b>	The proposal aligns with the Starting Well, Living Well and Ageing Well programmes
<b>How do proposals align with Locality Plan?</b>	The service links into the Council's priorities for People:- <ul style="list-style-type: none"> <li>• Help people to live independent lifestyles supported by responsible communities.</li> <li>• Improve Health and wellbeing of residents</li> <li>• Protect the most vulnerable</li> </ul>
<b>How do proposals align with the Commissioning Strategy?</b>	This supports the 'Care Together Commissioning for Reform Strategy 2016-2020' commissioning priorities for improving population health particularly: <ul style="list-style-type: none"> <li>• Creating the right care model so that people with long term support needs have the opportunity to build independence skills and reduce dependency on the health and social care system</li> </ul>
<b>Recommendations / views of the Health and Care Advisory Group:</b>	This report has not been presented at the Health and Care Advisory Group.
<b>Public and Patient Implications:</b>	Those accessing the service have been identified as having eligible needs under the Care Act 2014
<b>Quality Implications:</b>	The service commissioned will support quality outcomes for people to be able to live in their own home.
<b>How do the proposals help to reduce health inequalities?</b>	The service delivers whole life support to vulnerable adults including ensuring individuals have access to a healthy lifestyle and routine medical checks.
<b>What are the Equality and Diversity implications?</b>	There are no equality and diversity implications associated with this report.
<b>What are the safeguarding implications?</b>	There are no safeguarding implications associated with this report. Where safeguarding concerns arise as a result of the actions or inactions of the provider and their staff, or concerns are raised by staff members or other professionals or members of the public, the Safeguarding Policy will be followed.
<b>What are the Information Governance implications?</b>	There are no information governance implications associated with this report.
<b>Has a privacy impact assessment been conducted?</b>	A privacy impact assessment has not been carried out.
<b>Risk Management:</b>	Risks will be identified and managed by the implementation team.

**Access to Information:**

The background papers relating to this report can be inspected by contacting the report writer

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## 1. INTRODUCTION

- 1.1 The contract is for the provision of personalised extra care support for people with a physical and/or sensory disability aged 18 – 55.
- 1.2 The Service is delivered from Lomas Court which offers 20 tenancies in individual flats. The building is provided and managed by a registered social landlord Mosscafe St Vincent's and the support to the individual tenants is provided by Liberty Support Services.
- 1.3 The contract commenced 1 April 2017 for a period of 3 years to 31 March 2020. There is an option in clause 5.3 of the contract to extend for up to a further 2 years.
- 1.4 The contract delivers support as described in individual support plans and is available 24 hours a day, 365 days a year, to individuals with a physical and or sensory disability living in their own flat within the extra care scheme. The service is based on the principles of person-centred support, the promotion of independence and enablement and community engagement giving people the opportunity to make a positive contribution to the communities they live in.
- 1.5 Service Delivery is based on a block contract and spot purchase arrangement. The block contract commissions a minimum core delivery of 224 day hours and overnight support (sleep in or waking night as required to meet individual's needs) per week. Where the assessed support for the 20 individuals accessing the service is over 224 hours per week, these are purchased at the spot purchase rate.
- 1.6 Performance monitoring of the contract has taken place on a quarterly basis with the Provider submitting an overall report of issues and outcomes achieved. The reports have covered the following areas;
  - (a) Service users support plans and risk assessments are reviewed
  - (b) all the appropriate DOLS/BIA's referrals have been made
  - (c) individuals' finances are appropriately managed and frequently audited by Managers
  - (d) all staff have been recruited in accordance with good industry practice
  - (e) all mandatory training is up-to-date and all staff are trained and competent to undertake their job role.
  - (f) speciality training (including refreshers) is up-to-date and all staff are trained and competent to undertake their job role
  - (g) staff are supervised in line with good practice. (4 sessions per year, including annual appraisal)
  - (h) staffing levels (and staff competencies) are adequate to meet the needs of the tenants as of the date of this report.
  - (i) all Safeguarding Adults have been reported and the appropriate documentation completed (Form A and B)
  - (j) all policies and procedures have been reviewed within the last two years, or sooner, and that they are compliant with all current legislation/good industry practice.
  - (k) the Local Authority are supplying relevant information in line with the contract and specification
  - (l) examples of good practice in the organisation
    - compliments
    - complaints
    - accidents
    - incidents

- equalities data – staff

- 1.7 Overall, the Provider has reported positive outcomes for individuals and in particular people building confidence in attending community groups, supporting physio programmes following an individual's surgery which helped with a speedy recovery, support to access voluntary work, medication reviews that have reduced falls and seizures and independence with managing own medication leading to improved mental wellbeing.
- 1.8 The Provider has dealt with all safeguarding concerns and complaints raised, working in a multi-disciplinary capacity with locality teams to resolve issues and take action for improvements. In October 2017, one tenant, following a complaint in relation to the times of calls has taken the option to receive support via a direct payment from a different Provider.
- 1.9 In addition to the quarterly performance review, the service has also been subject to 2 validation visits in January 2018 and February 2019.
- 1.10 The validation in January 2019 reviewed Service User information with checks on three service user files and daily records. The report identified a good level of information covering personal profiles, risk assessments, personal evacuation plans for fire safety and daily notes. There were however actions noted for the Provider to have in place care plans and reviews alongside the assessment and support plan completed and provided by Tameside MBC. This has been actioned by the Provider and further validated by TMBC.
- 1.11 In addition, Commissioners interviewed 2 tenants who feedback that they were happy with the levels of support received and their home environment. One person in particular expressed how she had grown in confidence through the staff support she received.
- 1.12 The validation in January 2019 included a review of both Service User and staffing information. The report considered 4 sets of staffing information and concluded staff were recruited appropriately, had completed induction and other relevant training and had regular supervisions. An action was highlighted to ensure staff received an annual appraisal. The validation of Service User information concluded that of the 4 files checked, all had good person centred and up to date information.
- 1.13 It is proposed the service extension will continue to deliver the agreed outcomes with a continued emphasis on promoting independence pathways. This will be achieved through the provider delivering person-centred approaches and working in a multi-disciplinary way with key partners.

## **2. CONTRACTING PROPOSAL**

- 2.1 Consideration is given to extend the service to ensure continued delivery to a vulnerable client group for a contract period of up to 2 years commencing 1 April 2020.

### 3. VALUE FOR MONEY

3.1 The cost for this service from commencement to the current financial year is:

Year	Contract Rate	Spot Purchase
2017/18	£163,984	£13.50
2018/19	£209,000	£13.50
2019/20	£215,270	£13.91

3.2 The hourly rates for the current delivery range from £14.78 for core hours, £13.91 for spot purchase hours and £118.24 for overnight support. This comparable to the current homecare rates at £15.37 for day support, £108.27 for sleep in support and waking nights at £144.33.

3.3 The provider has been subject to a prior competitive tendering process to the commencement of the current contract which included both a quality and cost evaluation.

3.4 Annual uplifts from the original annual value of £163,984 have been scrutinised and reviewed by the Council to ensure these are appropriate and offer value for money. Annual uplifts have been approved via the Council's decision approval process for 2018/19 at £209,000 and 2019/20 at £215,270 respectively. This will continue for the contract extension period as per clause 2.4 of the contract.

3.5 A modification request has been completed with involvement from STAR to ensure the contract extension complies with contract procedure rules / procurement standing orders and demonstrates appropriate value for money.

3.6 The value of this modification is based on £215,270 per annum for the remaining 2 years. However, it is anticipated that annual uplifts will be requested each year for the contract extension period. Related uplifts will be considered within the Council's annual budget setting process for subsequent approval by Members. Requests for future year annual contractual uplifts are provided for in clause 2.4 of the contract.

### 4. OTHER ALTERNATIVES CONSIDERED

4.1 There is the need for this service in terms of continuing to support a vulnerable group of individuals in the community rather than expensive in-patient or residential placements.

4.2 The scheme at Lomas Court was developed as a replacement for a residential service for young adults with a physical/sensory disability. The scheme has been in operation for over 10 years and offers improved outcomes for individuals in terms of greater choice and control over daily lives and having a tenancy directly with the landlord.

### 5. EQUALITIES

5.1 It is not anticipated that there are any adverse equality and diversity issues with this proposal, see EIA available at **Appendix 1** to the report. The proposal is intended to reduce inequality for vulnerable people.

## **6. RISK MANAGEMENT**

- 6.1 Any risks of poor service delivery will be mitigated by close monitoring of the service by close working relationships between officers representing the Council to ensure that assessed need is being met.
- 6.2 Ceasing the provision of this service and undertaking a procurement exercise may create risk of continuity of service.

## **7. RECOMMENDATIONS**

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

# APPENDIX 1

## Equality Impact Assessment

<b>Subject / Title</b>	Extension To The Agreement For The Provision Of Personalised Extra Care Support For People With A Physical And/Or Sensory Disability Aged 18 – 55.
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Team	Department	Directorate
Joint Commissioning and Performance Management	Adults	Adults

Start Date	Completion Date
15 July 2019	15 July 2019

<b>Project Lead Officer</b>	Denise Buckley
<b>Contract / Commissioning Manager</b>	Jill Halkyard
<b>Assistant Director/ Director</b>	Stephanie Butterworth

EIA Group (lead contact first)	Job title	Service
Denise Buckley	Contracts and Commissioning Officer	Commissioning Adults
Jill Halkyard	Team Manager	Transformation Adults

### **PART 1 – INITIAL SCREENING**

*An Equality Impact Assessment (EIA) is required for all formal decisions that involve changes to service delivery and/or provision. Note: all other changes – whether a formal decision or not – require consideration for an EIA.*

*The Initial screening is a quick and easy process which aims to identify:*

- *those projects, proposals and service or contract changes which require a full EIA by looking at the potential impact on, or relevance to, any of the equality groups*
- *prioritise if and when a full EIA should be completed*
- *explain and record the reasons why it is deemed a full EIA is not required*

*A full EIA should always be undertaken if the project, proposal and service / contract change is likely to have an impact upon, or relevance to, people with a protected characteristic. This should be undertaken irrespective of whether the impact or relevancy is major or minor, or on a large or small group of people. If the initial screening concludes a full EIA is not*



required, please fully explain the reasons for this at 1e and ensure this form is signed off by the relevant Contract / Commissioning Manager and the Assistant Director / Director.

1a.	<b>What is the project, proposal or service / contract change?</b>	The proposal is for the extension to the agreement for the provision of personalised extra care support for people with a physical and/or sensory disability aged 18 – 55. The contract commenced 1 April 2017 for a period of 3 years with the option to extend for a further 2 years.
1b.	<b>What are the main aims of the project, proposal or service / contract change?</b>	The contract delivers support as required 24 hours a day, 365 days a year, to individuals with a physical and or sensory disability living in their own flat within the extra care scheme. The service is based on the principles of person-centred support, the promotion of independence and enablement and community engagement giving people the opportunity to make a positive contribution to the communities they live in.

**1c. Will the project, proposal or service / contract change have either a direct or indirect impact on, or relevance to, any groups of people with protected equality characteristics?**

Where there is a direct or indirect impact on, or relevance to, a group of people with protected equality characteristics as a result of the project, proposal or service / contract change please explain why and how that group of people will be affected.

Protected Characteristic	Direct Impact/Relevance	Indirect Impact/Relevance	Little / No Impact/Relevance	Explanation
Age	✓			The service is for adults 18+. Those under 18 will have access to care and support via children's services
Disability	✓			The service is for adults with a physical or sensory disability. Adults who do not have a physical or sensory

				disability will access adult services if they have an eligible need as per the Care Act 2014
Ethnicity			✓	
Sex			✓	
Religion or Belief			✓	
Sexual Orientation			✓	
Gender Reassignment			✓	
Pregnancy & Maternity			✓	
Marriage & Civil Partnership			✓	

**Other protected groups determined locally by Tameside and Glossop Strategic Commission?**

<b>Group (please state)</b>	<b>Direct Impact/Relevance</b>	<b>Indirect Impact/Relevance</b>	<b>Little / No Impact/Relevance</b>	<b>Explanation</b>
Mental Health	✓			Service users may have a secondary mental health support need in addition to their physical or sensory disability. Individuals whose primary need is mental health, will access other

				appropriate services
Carers	✓			The service supports carers to plan the long term needs of the person they support along with crisis support
Military Veterans			✓	
Breast Feeding			✓	

**Are there any other groups who you feel may be impacted by the project, proposal or service/contract change or which it may have relevance to?**

*(e.g. vulnerable residents, isolated residents, low income households, those who are homeless)*

<b>Group (please state)</b>	<b>Direct Impact/Relevance</b>	<b>Indirect Impact/Relevance</b>	<b>Little / No Impact/Relevance</b>	<b>Explanation</b>
N/A				

*Wherever a direct or indirect impact or relevance has been identified you should consider undertaking a full EIA or be able to adequately explain your reasoning for not doing so. Where little / no impact or relevance is anticipated, this can be explored in more detail when undertaking a full EIA.*

<b>1d.</b>	<b>Does the project, proposal or service / contract change require a full EIA?</b>	<b>Yes</b>	<b>No</b>
			✓
<b>1e.</b>	<b>What are your reasons for the decision made at 1d?</b>	The extension will allow access to appropriate provision, offer more choice and control over the support individuals need to improve and better manage their wellbeing, contributing to improved experiences and outcomes. The service is open to anyone who meets the criteria.	