

BRIDGEND COUNTY BOROUGH COUNCIL

REPORT TO CABINET

12 JANUARY 2016

REPORT OF THE CORPORATE DIRECTOR OF SOCIAL SERVICES AND WELLBEING

ESTABLISHMENT OF A FRAMEWORK AGREEMENT FOR THE PROVISION OF DOMICILIARY CARE

1. Purpose of Report.

- 1.1 To seek Cabinet approval to award a framework agreement for the provision of domiciliary care to the providers listed in **Appendix 1**.

2. Connection to Corporate Improvement Objectives/Other Corporate Priorities

- 2.1 This report links to the following improvement priorities in the Corporate Plan:

- Working together to help vulnerable people to stay independent;
- Working together to make best use of our resources.

Plus the following local strategic priorities:-

- Adult Social Care Commissioning Plan 2010-20: Living Independently in Bridgend in the 21st Century;
- The Remodeling Adult Social Care Programme;
- The Remodeling Homecare Plan;
- The Councils Medium Term Financial Strategy (MTFS).

3. Background.

- 3.1 In November 2014, Cabinet approved the remodeling homecare implementation plan, which set out the Council's intentions for meeting the increasing demands for internal homecare and external domiciliary care in a sustainable and managed way. This plan recommended remodeling the internal homecare service into a provider of specialist homecare services and to commission generic domiciliary care services from the independent sector.

- 3.2 The implementation of the remodeling homecare plan will result in an increase of domiciliary care hours commissioned from independent domiciliary care providers. It was agreed in the November 2014 Cabinet report that an update report setting out the commissioning plan for the independent sector would be reported to Cabinet within six months.

- 3.3 Cabinet was informed of the proposed commissioning plan for the independent domiciliary sector and approved the following on May 12th 2015:-

- Endorsement of the commissioning plan for the independent domiciliary care sector in Bridgend;

- Officers to undertake development of a robust service specification and contracts for the provision of domiciliary care services;
- Implementation of the procurement timetable and invite tenders to establish a framework agreement for the provision of domiciliary care;
- The progression of the communication and engagement plan with service users, carer, domiciliary care providers and the wider population.

4. Current situation / proposal.

4.1 Commissioning Officers have since developed a service model that will enable the Council to meet the increasing demands for services through the commissioning of high quality, flexible and sustainable domiciliary care support. The service model was developed in consultation with a wide range of stakeholder's including individuals in receipt of a domiciliary or homecare services, social workers and providers.

4.2 A range of methods were implemented in order to ensure that those who use services, their families and their carers were aware of, and consulted about, the proposed new service model. This included:-

- A questionnaire included in the citizen panel;
- Business cards handed out by providers when undertaking calls to individuals who require services and their carers, containing details on how to undertake a phone questionnaire and provide comments;
- A questionnaire published on the BCBC website;
- Officers attending the carers forum to discuss domiciliary care and inform them of the questionnaire published on the BCBC website.

4.2.1 During the consultation, feedback indicated the importance of staff being reliable and on time. As such, we have made it a contractual requirement for all framework providers to implement electronic call monitoring (ECM) that will generate alerts if staff arrive late to a scheduled visit or miss a scheduled visit.

4.3 A robust service specification and call-off contract were developed based on this service model. The tender documents set out the Councils requirement to commission providers that promote the Councils aims, values and vision for social care services.

4.4 In October 2015, a tender process was commenced by the Council in order to appoint providers onto a framework agreement for the delivery of high quality and sustainable domiciliary care services across Bridgend County Borough. The framework agreement will be for an initial period of 2 years with an option to extend for up to a further 24 months and will enable the Council to purchase individual packages of domiciliary care from framework providers using the call off procedure, set out in the framework documents. As the estimated value of the spend under the framework is anticipated to exceed £5 million, Cabinet approval is required to award the framework (see the Council's Scheme of Delegations).

4.5 The assessment criteria set out in the tender documents were based on 60% quality (which is made up of 45% method statement and 15% presentation/interview) and 40% price. Both the method statement and interview questions were developed to ensure that the Council can commission providers

who share our commitment to quality, and who will deliver a person centered, asset based and outcome focused enabling service.

- 4.6 The Council received responses from 14 bidders, of which 13 bidders sufficiently demonstrated their commitment to our quality requirements through their method statement submissions; these 13 bidders were subsequently invited to interview. The interviews further tested the bidders' commitment and gave further assurance that they would provide a high quality service that will enable and empower individuals to live as independently as possible in their own homes and communities.
- 4.7 Bidders were required to submit a pricing schedule to provide their costings for delivering 15, 30, 45 and 60 minutes of domiciliary care. When awarding call-off contracts, providers will be checked against essential criteria including quality, performance, safeguarding and contract compliance, in addition to cost considerations.
- 4.8 In accordance with the requirements of the Public Contract Regulations 2015, subject to Cabinet's approval, letters will be sent to the successful and unsuccessful providers and a 10 day standstill period will be applied. Subject to there being no challenge received during the standstill period, the framework will commence on April 1st 2016.
- 4.9 It is essential that changes to the current arrangements for commissioning the domiciliary care sector are undertaken in a manner that is sensitive to the needs of those currently in receipt of a domiciliary care service. For that reason, officers will work closely with all current providers who do not become framework providers to ensure there is a managed and robust process for winding down current arrangements in a planned way.

5. Effect upon Policy Framework and Procedure Rules.

- 5.1 The tender process referred to in this report was undertaken in line with the Councils Contract Procedure Rules.

6. Equality Impact Assessment

- 6.1 An Equality Impact Assessment (EIA) screening assessment was undertaken in April 2015. This indicated that a full EIA was not required. The screening highlighted that there is no differential impact on individuals within the cohort of this service provision.
- 6.2 A communication and engagement plan was developed and undertaken to ensure that those who use services, their families and their carers formed part of the service modeling process. This enabled offers to develop a service specification and contract that reflected elements of the service deemed important to those that receive domiciliary care, their family and their carers.

7. Financial Implications.

- 7.1 There will be an increased cost to the authority due to framework prices in 2016/17 being higher than 2015/16 to take effect from April 2016. The main reason for the increase is due to the introduction of a national living wage, resulting in a general

inflationary cost pressure for providers of social care services. The exact financial implications are unknown until packages of care are agreed, however, this is anticipated to be an increase in the region of 5%

- 7.2 The Directorate has submitted an inflationary budget growth request to meet this pressure. This request will be considered as part of the Council budget setting process.
- 7.3 The estimated value of new packages of care expected to be commissioned under the framework agreement is approximately £8.5 million over a four year period.

8. Recommendation.

- 8.1 Cabinet is requested to approve the award of a framework agreement for the provision of domiciliary care for the period 1st April 2016 to the 31st March 2018 (with an option to extend for a further period of up to 24 months), to the bidders listed in Appendix 1, subject to no challenge being received during the standstill period.

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Background documents

None