

Public Document Pack



NOTICE OF MEETING

Meeting	Executive Member for Adult Social Care and Health Decision Day
Date and Time	Wednesday, 25th July, 2018 at 3.00 pm
Place	Mitchell Room, Ell Court, The Castle, Winchester
Enquiries to	members.services@hants.gov.uk

John Coughlan CBE
Chief Executive
The Castle, Winchester SO23 8UJ

FILMING AND BROADCAST NOTIFICATION

This meeting may be recorded and broadcast live on the County Council's website. The meeting may also be recorded and broadcast by the press and members of the public – please see the Filming Protocol available on the County Council's website.

AGENDA

NON-KEY DECISIONS (NON EXEMPT/CONFIDENTIAL)

1. BASINGSTOKE AND DEANE BOROUGH COUNCIL SOCIAL INCLUSION GRANT (Pages 3 - 10)

To consider a report of the Director of Adults' Health and Care seeking approval for a grant to Basingstoke and Deane Borough Council to allow the continuation of existing Social Inclusion services in the area during the Transformation to 2019 review period.

2. IN HOUSE MODERNISATION (Pages 11 - 18)

To consider a report of the Director of Adults' Health and Care seeking approval to spend for improvements within In-House residential and nursing homes.

KEY DECISIONS (NON EXEMPT/CONFIDENTIAL)

3. CATERING SERVICE FOR WILLOW COURT NURSING HOME, ANDOVER (Pages 19 - 26)

To consider a report of the Director of Adults' Health and Care seeking approval to spend for the proposed catering contract for Willow Court Nursing Home.

4. TECHNOLOGY ENABLED CARE PARTNERSHIP ARRANGEMENTS PERMISSION TO SPEND (Pages 27 - 38)

To consider a report of the Director of Adults' Health and Care seeking approval to spend for Technology Enabled Care Partnership Arrangements.

5. EXCLUSION OF THE PRESS AND PUBLIC

To resolve that the public be excluded from the meeting during the following item of business, as it is likely, in view of the nature of the business to be transacted or the nature of the proceedings, that if members of the public were present during this item there would be disclosure to them of exempt information within Paragraph 5 of Part 1 of Schedule 12A to the Local Government Act 1972, and further that in all the circumstances of the case, the public interest in maintaining the exemption outweighs the public interest in disclosing the information, for the reasons set out in the report.

KEY DECISIONS (EXEMPT/CONFIDENTIAL)

6. TECHNOLOGY ENABLED CARE PARTNERSHIP ARRANGEMENTS - EXEMPT APPENDIX (Pages 39 - 42)

To consider an exempt appendix to Item 4 on the agenda.

ABOUT THIS AGENDA:

On request, this agenda can be provided in alternative versions (such as large print, Braille or audio) and in alternative languages.

ABOUT THIS MEETING:

The press and public are welcome to attend the public sessions of the meeting. If you have any particular requirements, for example if you require wheelchair access, please contact members.services@hants.gov.uk for assistance.

County Councillors attending as appointed members of this Committee or by virtue of Standing Order 18.5; or with the concurrence of the Chairman in connection with their duties as members of the Council or as a local County Councillor qualify for travelling expenses.

HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care and Health
Date:	25 July 2018
Title:	Basingstoke and Deane Borough Council Social Inclusion Grant
Report From:	Director of Adults' Health and Care

Contact name: Sarah Jeffery, Commissioning Officer.

Tel: 01962 835210

Email: Sarah.Jeffery@hants.gov.uk

1. Recommendations

- 1.1. That approval is given by the Executive Member for Adult Social Care and Health to award a grant of up to £374,257, for up to 6 months from 1 April 2019, to Basingstoke and Deane Borough Council to allow the continuation of existing Social Inclusion services in the area during the Transformation to 2019 review period.
- 1.2. That approval is given by the Executive Member for Adult Social Care and Health to give delegated authority to the Director of Adults' Health and Care to agree the extension term and the associated grant amount to be awarded to Basingstoke and Deane Borough Council as detailed in 1.1 above.

2. Executive Summary

- 2.1. The purpose of this paper is to seek approval to award a grant to Basingstoke and Deane Borough Council (BDBC) for up to 6 months to allow for the continuation of Social Inclusion services in the area over the Transformation to 2019 review period.
- 2.2. This is being requested to allow sufficient time to implement any proposed changes to services that may be agreed by the Executive Member following completion of the review process that is being undertaken as part of the Transformation to 2019 (T19) programme.
- 2.3. The County Council contracts for Social Inclusion services include clauses that can be used to extend services if required, however arrangements in Basingstoke and Deane are different and services are commissioned locally through a grant agreement.

3. Contextual information

- 3.1. Social Inclusion services provide support to people who are homeless or at risk of homelessness. These services are now referred to as Homelessness Support services to aid understanding over the review period.
- 3.2. The County Council currently spends £4.2m on Homelessness Support services and has contracts with organisations to deliver services in Eastleigh, East Hampshire, Fareham, Gosport, Hart, Havant, New Forest, Rushmoor, Test Valley and Winchester.
- 3.3. Following the last strategic review, services in Basingstoke and Deane have been commissioned locally through a grant agreement with the County Council agreed by the Executive Member for Adult Social Care on 24 June 2015. This arrangement concludes on 31 March 2019.

4. Transformation to 2019 Social Inclusion services review

- 4.1. The Adults' Health and Care Transformation to 2019 revenue savings proposals were agreed by the Executive Member for Adult Social Care and Health in September 2017 and signed off by full Council in November 2017. Proposals included a up to £2m reduction in the budget available for Social Inclusion services (Homelessness Support services).
- 4.2. Whilst the original budget proposals were for savings to be released when the current Social Inclusion contracts came to an end in March 2019; the complexity of reconfiguring services in partnership with 11 District Councils has resulted in a proposal to extend all current arrangements to 31 July 2019.
- 4.3. Approval to award a grant of up to £374,257 would allow an initial grant of £249,504 to be awarded to BDBC to allow continuation of services for 4 months from 1 April 2019 to 31 July 2019 and the option of a further 2 month extension at a value of £124,753 should additional time be required for implementation of changes across the county.

5. Consultation

- 5.1. The County Council opened a public consultation on proposed changes to Homelessness Support services on 15 June 2018. This consultation will run for 8 weeks and close on 10 August 2018.
- 5.2. The proposed changes would achieve a potential reduction of £1.8 million, which is £200k less than the original target saving. In this regard, the proposed changes and new operating model have been carefully developed and designed in consultation with our public sector partners, including all of the district and borough councils.
- 5.3. The consultation is seeking the views of service users and other interested stakeholders on proposals to prioritise reduced County Council spend on Homelessness Support services to support the most vulnerable people who are homeless or at risk of homelessness.

- 5.4. Feedback from this consultation will be considered by the multi agency partnership group that has been set up to support engagement with key stakeholders throughout the review and a 'Task and Finish Working Group' comprising cross-party members of the Health and Adult Social Care Select Committee. A final set of proposals will be put to the Executive Member for Adult Social Care and Health in the second half of the 2018/2019 financial year.

6. Equalities

- 6.1. The extension of the Basingstoke and Deane Grant agreement would have a positive impact on people with protected characteristics as it would allow continuation of existing services for people who are homeless or at risk of homelessness.
- 6.2. A comprehensive Equalities Impact Assessment was completed at the start of the review process and revised following the development of proposals for consultation. This has been published alongside the consultation documents. At this stage, the impact of the proposed changes to services with regard to disability is considered to be high and the impact with regard to age and gender is considered to be medium. A link to the full report is given below:
<http://documents.hants.gov.uk/equality-impact-assessments/ProposedchangestoHomelessnessSupportServices.pdf>
- 6.3 It is for the Executive Member as decision maker to have due regard to the need to: Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act and advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

7. Conclusion

- 7.1. Social Inclusion (Homelessness Support) services have been reviewed together with the district and borough councils as part of the County Council's Transformation to 2019 programme.
- 7.2. The County Council is now consulting with service users and other interested stakeholders on proposed changes to Homelessness Support services that would release £1.8m of savings.
- 7.3. Final recommendations for changes to services will be presented to the Executive Member for Adult Social Care and Health in the second half of the 2018/2019 financial year, following analysis of feedback from the consultation and further engagement with key partners.
- 7.4. In order to allow sufficient time for effective implementation of any changes that may be agreed by the Executive Member, approval is being sought to award a grant to BDBC of up to £374,257. An Initial award of £249,504 would be made to allow for the extension of current arrangements in

Basingstoke and Deane to 31 July 2019 to align with current expected timescales.

- 7.5. The contracts that the County Council has with organisations for the delivery of Homelessness Support services across the rest of the county will also be extended to 31 July 2019.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	no
People in Hampshire live safe, healthy and independent lives:	yes
People in Hampshire enjoy a rich and diverse environment:	no
People in Hampshire enjoy being part of strong, inclusive communities:	yes

Other Significant Links

Links to previous Member decisions:	
<u>Title</u>	<u>Date</u>
Transformation to 2019: Revenue Savings Proposals	21 September 2017
Supporting People: Remodelling Social Inclusion Services	24 June 2015

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;

Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;

Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;

Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

The extension of the Basingstoke and Deane grant agreement would have a positive impact as this would allow continuation of existing services for people who are homeless or at risk of homelessness.

A comprehensive Equalities Impact Assessment was completed at the start of the review process and revised following the development of proposals for consultation. This has been published alongside the consultation documents. At this stage, the impact of the proposed changes to services with regard to disability is considered to be high and the impact with regard to age and gender is considered to be medium. A link to the full report is given below:

<http://documents.hants.gov.uk/equality-impact-assessments/ProposedchangestoHomelessnessSupportServices.pdf>

2. Impact on Crime and Disorder:

The County Council has a legal obligation under Section 7 of the Crime and Disorder Act 1998 to consider the impact of all decisions it makes on the prevention of crime. No changes to services are proposed in this report and there will therefore be no impact on crime and disorder.

3. Climate Change:

How does what is being proposed impact on our carbon footprint / energy consumption?

How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No changes to services are proposed in this report and there will therefore be no impact on climate change.

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HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care and Health
Date:	25 July 2018
Title:	In House Modernisation
Report From:	Director of Adults' Health and Care

Contact name: Sue Parkinson

Tel: 01794 835305

Email: Sue.parkinson@hants.gov.uk

1. Recommendation

1.1. To approve in accordance with Financial Procedure Rules, spend of £750,000 from within the Adults' Health and Care Capital Programme 2018/19 for the continued refresh and improvements to the kitchenettes, and the initial phase of improvements to main catering kitchens and bathrooms within the In-House residential and nursing homes.

2. Executive Summary

2.1. In February 2018 Cabinet agreed for the addition of this scheme to the In House modernisation within the Adults' Health and Care Capital Programme 2018/19.

2.2. This report seeks to obtain spend and procurement approval for contracting activity associated with this scheme within Adults' Health Care Capital Programme for 2018/19. At a summary level this scheme can be broken down as follows:

- Kitchenette Programme - £300,000
- Main Kitchen Catering Programme - £250,000
- Bath/WC/Bariatric Programme - £200,000

2.3. Due to the urgency of works required to meet the Environmental Health Officer requirements relating to food hygiene a contract has already been awarded and works are underway at one of the sites. Therefore in part this approval is being sought retrospectively.

3. Scope of Works

3.1. It is proposed that spend will be targeted across the residential and nursing home estate and the wider portfolio of properties for service users with both

learning and physical disabilities. The main thrust of this scheme is to focus on those areas with the highest priority to:

- Improve the kitchenettes within the care and nursing home estate
- Remodel and improve the main catering kitchen facilities across the estate.
- Remodel/improve and refurbish bathrooms across the estate

4. Contextual Information

- 4.1. The Adults' Health and Care Estate comprises 3 distinct areas: Care and Nursing Homes, Learning Disability and Physically Disability services which are delivered from multiple buildings across Hampshire.
- 4.2. Assurance assessment relating to Care Quality Commission (CQC) inspections, Environmental Health Notices and changing/increasing needs of service users accessing services has identified that the resources within the Adults' Health and Care Capital Programme should be used specifically to tackle kitchenette refurbishments and improvements, main kitchen refurbishments and improvements and bathroom refurbishment & improvements.
- 4.3. This value of the entire scheme £750,000, was added to the capital programme after it was reported to the Executive Member for Adult Social Care and Health on 17 January 2018, Cabinet on 5 February 2018 and approved at Full County Council on 22 February 2018.

5. Finance

5.1. Capital Expenditure:

As outlined the capital expenditure for this scheme has already been identified from available resources previously unallocated within the Adults' Health and Care Capital Programme 2018/19.

The funding for this scheme will be profiled in 2018/19 in full. Other than the scheme that has already commenced and will complete in 2018/19 financial year it is anticipated to start the procurement process July/August 2018 for on-site activity from September 2018 with all works to be completed prior to April 2019.

5.2. Revenue:

All buildings remain fully operational during the refurbishment process. It is not envisaged that these works will have an adverse impact on the revenue budget during the period they are being undertaken.

The improvements offered from this scheme will improve operational efficiency and service standards. However, it is not anticipated that any of these efficiencies will result in cost savings

5.3. See Appendix A for sites to be targeted for refurbishment and improvements.

6. Scope of the Projects

- 6.1. **Kitchenette Refurbishment & Improvement Programme** – The programme will continue to address the issues highlighted by local Environmental Health Officers to improve hygiene and also will take the opportunity to alter the layouts to introduce dish washing facilities to some kitchenettes, improving the delivery of service and the risk of reduce cross contamination, as well as make better use of staff time avoiding the need to transport crockery around the building.
- 6.2. **Main Catering Kitchen Refurbishment & Improvement Programme** – This programme will begin to address health and safety concerns and environmental health concerns with better flow of work within the kitchens making them more efficient and improve catering services. The programme implements alterations to the layout, appliances, extraction systems and also better use of materials to improve the kitchen environment such as replacing painted surfaces with hygienic panels. It will also introduce more efficient time saving appliances.
- 6.3. **Bathroom Refurbishment Programme** – To improve facilities and take the opportunity of making the bathrooms more accessible to a changing client base with more complex personal care needs. It has been noted that Solent Mead is lacking a bariatric bathroom and this is impacting on the service provided. This programme will ensure a suitable bathing facility is created to each of the care homes and across the Learning Disabilities and Physical Disabilities buildings.
- 6.4. It is proposed to procure the refurbishment and improvement works through Hampshire Building Fabric Minor Works Framework.
- 6.5. It is anticipated that either a tender for single sites and/or group sites together for economies of scale will be needed.
- 6.6. It may be necessary to procure specialist equipment such the x-y hoists through specialist contractors and approval is sought to procure outside of the Hampshire Building Fabric Minor Works Framework and approval is sought to do this. This cost however is within the envelope being sought within this report.

- 6.7. All work will be protected with a 12 month defect period from completion including holding retention money to ensure any defects that appear within that period are addressed by the contractor.
- 6.8. All buildings are to remain fully operational during the refurbishment process and local management arrangements will be in place to manage the health and safety impact on service users/staff/visitors.

7. Consultation and Equalities

- 7.1. An EIA has been completed to support the proposal. At this stage the impact on age, disability and gender are considered positive, as the modernisation programme of works will enhance the appropriateness of environments for residents and the impact in regards to the remaining statutory considerations is neutral.
- 7.2. The proposed programme of improvements has the opportunity to improve the independence of residents and also ensure staff working conditions are suitable and that facilities meet regulatory requirements to offer care to residents presenting with increased personal care needs
- 7.3. The proposed programme of works will also result in improved quality of services offered across the Estate and ensure services in the buildings identified in the programme are fit for the future
- 7.4. It is for the Executive Member as decision maker to have due regard to the need to: Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act and advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

8. Conclusion

- 8.1. It is recognised that, in order to maintain the estate to a high standard and for the build environments to continue to support residents and service user's needs, priority works on residential and nursing care premises are required to meet the needs of residents and service users and to satisfy the requirements or regulators including CQC, The Fire Service, Health & Safety Executive and Environmental Health Officer.
- 8.2. The proposed works also address environmental health inspection reports, address infection control issues, and begin to address, across the estate, increase care needs of residents.

Appendix A

Sites for 2018/19 Refurbishment and Improvement Programmes:

Kitchenette Programme:

Fleming House
Emsworth House
Green Meadows
Forest Court
Bishops Waltham House
Marfield

Bathroom Programme:

Solent Mead
Green Meadows
Bishops Waltham House
Audley's Close
Park View
110a West Street
Gosport Day Services

Main Kitchen Catering Programme – properties in scope for Phase 1 and Phase 2

Audleys Close
Bickerley Green
Bishops Waltham House
Emsworth House
Fleming House
Forest Court
Green Meadows
Hawthorne Court
Marfield
Oakridge House
Solent Mead
Ticehurst
Westholme
Willow Court

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because: It is essential that a long term solution be secured for the future provision of a suitable meals service for Willow Court Nursing home.

Other Significant Links**Links to previous Member decisions:**

<u>Title</u>	<u>Date</u>
Capital Programme for 2018 to 2020/21	17 Jan 2018

Direct links to specific legislation or Government Directives

<u>Title</u>	<u>Date</u>

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

<u>Document</u>	<u>Location</u>
None	

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;
- Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

There is a positive impact on age, disability and gender as the modernisation scheme will enhance the appropriateness of environments for residents. It will also ensure staff working conditions are suitable and that facilities meet regulatory requirements.

2. Impact on Crime and Disorder:

2.1 No significant crime and disorder issues have been identified

3. Climate Change:

3.1. How does what is being proposed impact on our carbon footprint / energy consumption?

3.2. How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No significant carbon footprint / energy consumption issues, nor any climate change adaptation impacts have been identified.

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HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care and Health
Date:	25 July 2018
Title:	Catering Service for Willow Court Nursing Home, Andover
Report From:	Director of Adults' Health and Care

Contact name: Sue Parkinson

Tel: 01794 835305

Email: sue.parkinson@hants.gov.uk

1. Recommendation

1.1 That the Executive Member for Adult Social Care and Health gives approval to spend up to the maximum value of £3m over ten years on a 5+3+2 basis to commence from April 2019 for the proposed catering contract for Willow Court Nursing Home.

2. Executive Summary

2.1. The purpose of this paper is to update the Executive Member for Adult Social Care and Health on the result of the options appraisal for the catering service at Willow Court Nursing Home and to seek permission to spend up to £3m of budgeted spend for the catering service at Willow Court Nursing Home over 10 years (on a 5+3+2 basis).

2.2. This paper seeks to:

- set out the background to the current arrangements at Willow Court Nursing Home
- Update the Executive Member on the outcome of the options appraisal carried out
- seek authority to spend on the catering contract for Willow Court Nursing Home.

3. Contextual information

3.1. In 2005 when the Willow Court Nursing Home was constructed as part of the *Enhance Programme* it was decided that the provision of catering would be provided under contract with the adjacent Andover Memorial Hospital. At the time the cost of this arrangement was deemed reasonable. In the event of the hospital site closing an Option Agreement provides for land to be made available to build a kitchen for the care home.

- 3.2 The current contract with Hampshire Hospital NHS Foundation Trust is due to expire on the 31 March 2019.
- 3.3 Currently the arrangement for the service is provided by Hampshire Hospitals Foundation Trust and the meals prepared and delivered from Andover War Memorial Hospital. The contract value for 2018/19 is £224,000.

4. Options Appraisal

4.1 With the current contract expiring on the 31 March 2019 an options appraisal was carried out and the following options were considered;

- In house service delivery
- Take over the kitchen at Andover War Memorial hospital
- Build a Kitchen as part of Willow Court Nursing Home
- Procure a service from an external provider

4.2 In house service delivery

With no kitchen facility in the home, meals would need to be prepared at an alternative site and delivered to the home. Hampshire County Council Catering Services do not have access to a kitchen facility in Andover to guarantee delivery of a 52 week / 365 day a year service.

Preparing meals in another County Council run residential or nursing Home was considered as a further option but was considered unviable logistically and financially.

4.3 Take over the kitchen at Andover War Memorial hospital

Hampshire Hospital NHS Foundation Trust has confirmed it does not wish to consider this option.

4.4 Build a Kitchen as part of Willow Court Nursing Home

This option considered two different proposals, converting an existing ground floor lounge area or an extension to create a commercial kitchen. The conversion of the ground floor lounge was found to be unfeasible.

Two possible sites were considered to build an extension to Willow Court to provide a commercial kitchen. The first option would result in the loss of a bedroom in what is already the County Council's smallest nursing home. It would also restrict light to other bedrooms and have an impact on rooms in the hospital too.

The other site would be next to the reception and provide good access for deliveries. The cost of building a kitchen here would be approximately £820,000 and there would then be an ongoing revenue cost of £195,000 to cover provisions and staffing.

4.5 Procure a service from an external provider

Following the options appraisal the most feasible and financial viable option would be to continue to procure the service from an external provider. The procurement would need to ensure regular meals that are delivered on a frequent basis, ready prepared and ready to eat as there are no facilities for storage of meals and there is not sufficient staff resource to spend time preparing meals.

5. Finance

- 5.1 Approval to spend up to £3m from the Willow Court revenue budget is therefore requested as a maximum spend position over the 10 years (on a 5+3+2 basis) of the proposed contract.
- 5.2 This figure is calculated based on a potential maximum spend of £260,000 per annum in the first year with a 3% inflationary increase applied in subsequent years. This figure is covered in the budget.

6 Consultation and Equalities

- 6.1 The procurement is designed to ensure continuation of meals to residents in the care home and therefore the impact on age, disability and gender are considered to be low as the proposed changes would not impact on the residents. The impact in regards to the remaining statutory considerations is neutral.

7. Performance

- 7.1 The provision of appropriate nutrition is a requirement of regulation and assessed during Care Quality Commission Inspections as a contributory factor in assessing compliance. The need to establish a robust and reliable service which can ensure three meals a day are available 365 days a year is therefore paramount in maintaining the Willow Court Nursing Home Provision.

7. Legal Implications

- 7.1. Any procurement will be undertaken in accordance with the Public Contracts Regulations 2015.
- 7.2. It is for the Executive Member as decision maker to have due regard to the need to: Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act and advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

8. Conclusion

- 8.1. Following an options appraisal for the provision of a 52 week / 365 days meals service for Willow Court it has been concluded that the best option is to continue to procure the service from an external provider.
- 8.2. A proposed catering contract for up to 10 years (on 5+3+2 basis) and valued at a maximum of £3million is requested.

CORPORATE OR LEGAL INFORMATION:

Links to the Strategic Plan

This proposal does not link to the Strategic Plan but, nevertheless, requires a decision because: It is essential that a long term solution be secured for the future provision of a suitable meals service for Willow Court Nursing home.

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

Document

Location

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1 The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;

Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2 Equalities Impact Assessment:

The procurement is designed to ensure continuation of meals to residents in the care home and therefore the impact on age, disability and gender are considered to be low as the proposed changes would not impact on the residents. The impact in regards to the remaining statutory considerations is neutral. However, once the outcome of options appraisal is known and the decision going forward has been agreed a further EIA will be completed specifically in relation to the preferred option.

2. Impact on Crime and Disorder:

2.1 No impact has been identified

3. Climate Change:

- a) How what does is being proposed impact on our carbon footprint / energy consumption?

The current service is provided by Andover Memorial Hospital on the same site so procuring an external provider to deliver 4 meals a day may increase the travel associated with this service should the hospital not tender and be successful.

- b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

A procurement exercise will expect all providers to include a business continuity plan covering how they will ensure service delivery for 4 meals a day 365 days a year even in extreme weather.

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HAMPSHIRE COUNTY COUNCIL

Decision Report

Decision Maker:	Executive Member for Adult Social Care and Health
Date:	25 July 2018
Title:	Technology Enabled Care Partnership Arrangements Permission to Spend
Report From:	Director of Adults' Health and Care

Contact name: Mark Allen, Head of Strategic Commissioning

Tel: 01962 845056

Email: Mark.Allen@hants.gov.uk

1. Recommendations

- 1.1. That the Executive Member for Adult Social Care and Health gives approval to spend up to £31,380,000 in order to procure a new Technology Enabled Care service for an initial five years, to commence on 10 December 2018.
- 1.2. That the Executive Member for Adult Social Care and Health also gives approval to spend up to a further £36,030,000 in order to extend the Technology Enabled Care service contract by a further period of up to five years should that be deemed appropriate and required, bringing the total contract length to 10 years, at a cost of up to £67,410,000.
- 1.3. That the Executive Member for Adult Social Care and Health gives approval to extend the existing Technology Enabled Care contractual arrangements from 31 July 2018 for a period of up to six months, at a value of up to £1,160,000. This will provide a continuity of service during the procurement period, and allow for an implementation and handover phase, should this be required.

2. Executive Summary

- 2.1 The purpose of this paper is to seek approval from the Executive Member for Adult Social Care and Health to spend up to £31,380,000 over a five year period, and £67,410,000 over a ten year period, for the procurement of a new Technology Enabled Care (TEC) partnership arrangement from 10 December 2018. It also seeks permission to extend the current TEC contract for a period of up to six months, at a cost of up to £1,160,000, whilst the new service is procured and implemented.
- 2.2. Additionally this paper outlines the proposed future arrangements for Hampshire County Council's strategic TEC partnership following the end of the existing five-year contract, and seeks to:
 - Provide an overview of the TEC partnership.
 - Set out the background and scope to the TEC procurement project.

- Set out the timeline for procuring a future TEC partner.

3. Background

- 3.1. The original contract for mainstreaming telecare (now referred to as TEC) in Hampshire commenced on 1 August 2013 following a restricted tender that was open to the full national and European market. PA Consulting Ltd were awarded the contract, and formed the Argenti consortia/partnership as the delivery vehicle for the TEC project, alongside Red Alert and Medvivo, who were subcontracted to provide equipment installation and contact support services respectively.
- 3.2. Through positive working and improved outcomes for service users, the current Hampshire TEC partnership has been recognised as a successful strategic collaboration between the public and private sector, reducing costs in social care by investing in innovative technology, whilst also improving quality of life and maintaining service user independence in their own homes for longer. The intention is for the future TEC contract to extend and build on these outcomes, extending further into the sphere of delivering jointly with the successful bidder around TEC.

4. Current Contract Specification and Performance

- 4.1. The current contract covers fully managed TEC services with strategic and extended management input around the implementation, development and management of the services. This is primarily focused around individuals who have eligible social care needs that will be met by Hampshire County Council. The specification also includes capacity for innovation. Through our work to date, the current partnership has identified both innovative ways of working and additional cohorts who have benefited from service delivery (e.g. Dementia Pathway, missing persons). The future contract would place an increasing emphasis on innovation and potential future saving streams, particularly through working with Children's Services, Health and other public sector bodies and the private pay market (to facilitate support to a broader base of Hampshire residents and address wider demand, meet our wider welfare obligations and support the County Council's transformation ambitions).
- 4.2. Through the current contract the County Council has been able to deliver outcomes which can be demonstrated to carry benefits on a number of levels. Individual outcomes are the principal focus, with maintaining independence in the community, a core theme. For individuals, this has resulted in reductions in unnecessary domiciliary care packages or an avoidance of admittance to residential care, but also a greater sense of independence and security. For example, products used by individuals provide peace of mind for those at risk of falling, or reduce intrusive monitoring because of conditions such as epilepsy. These benefits extend beyond the direct impact for individual clients, providing significant support for informal carers. TEC services deliver multiple benefits, including enhanced peace of mind and reassurance and additional support in the caring role that realise specific and tangible benefits for individuals and families. In addition, the benefit to the social care system

cannot be underestimated through supporting carers; helping people use their own assets to support their families and loved ones more effectively which in turn increases longevity of informal care and maintains independence for longer.

- 4.3. Systemic outcomes have been demonstrated to be of similar or equal importance. The contractual arrangement has been framed within the County Council's on-going transformation programmes, with the TEC workstream delivering £1.42m of annual savings (net) of the cost of the contract. However, the outcomes for the system go beyond efficiencies, with impacts demonstrated in professional working practice, how assessments are carried out, and perceptions of what a social care intervention can be.
- 4.4. The TEC service has proven to be a useful vehicle to promote and instigate joint working between both Hampshire County Council Departments and externally with NHS bodies, the police and other local authorities.
- 4.5. Key points during the last five years are:
 - Net savings for Hampshire County Council for the first four years of the project as calculated through the agreed benefits realisation model are: £7,108,000 (By year: Year 1 £809,000, Year 2 £1,874,000, Year 3 £1,910,00, Year 4 £2,515,00), with a continued increasing trend into Year 5.
 - In excess of 9,600 service users, 14,300 installations and 18,200 separate referrals.
 - A reduction in time taken to install equipment, from 15 days to an average of 8.5.
 - High satisfaction rates of service users who feel that TEC has increased their feelings of safety and security (94%) and would recommend the service to others (98%).
 - In addition to those financial benefits recorded within the agreed model, there are significant preventative financial benefits not captured. By their nature these are difficult to quantify accurately, however we can conclude there has been a real impact in supporting informal carers thereby reducing the need for formally paid social care support. A reasonable estimation of the impact would be as much as £4,000,000 of prevented social care costs annually.
- 4.6 There are a small number of areas where the new contract would provide an opportunity for improved performance. These relate to sustained staff (referrer) satisfaction, uninstal rates, and private pay, the latter of which is discussed later within this report.
- 4.7 The current arrangements are due to end on 31 July 2018, at which time the tendering exercise for the next iteration of these arrangements would have begun.

5. Future arrangements

- 5.1. It has become clear over the life of the current partnership that the transformative nature of the digital TEC arena, and the way the current partnership has both developed and impacted on the work of the County Council, that an opportunity exists to significantly enhance any future partnership. The ending of the current contractual arrangement presents that opportunity.
- 5.2. The option to simply continue arrangements with the current format will not take full advantage of the opportunity that confronts us, in particular the highly ambitious opportunity to maximise potential commercial opportunities, efficiencies and ways of working differently to help the County Council transform services.
- 5.3. Our ambition is to work with an organisation or combination of organisations who are prepared to share in the risk and reward of helping the County Council transform; providing us with both strategic input, and delivering TEC services. The County Council's ambition is to maintain its leading role in the development and delivery of TEC services but push this further by making technology a central plank in the delivery of social care services and our broader service offer to citizens, as well as offering these functions to a wider set of authorities and organisations. It is expected that our future external partner would provide us with private sector insight, drive and ambition and work jointly with us to both, develop our innovative approach to service delivery for eligible social care clients and to become more commercial in our outlook and activity.
- 5.4. Whilst we see the central plank of this partnership being TEC and all its associated activity, we recognise and require that our future partner will play a key role going forward in the strategic development of our business. This will centre on TEC but will also encompass our broader agendas. Our approach to TEC has helped us shape and think differently about social care delivery; we envisage that this role will continue as the demand to transform social care increases over the life of this new contract.
- 5.5. To this end, it is expected that the future TEC partnership would include the following elements;
 - Continuing to offer our mainstream managed digital TEC service.
 - Providing key strategic input on the delivery and development of digital TEC services for the Department and County Council as a whole.
 - Providing strategic input on our overarching change agenda, in particular around the technology, workforce and efficiencies interface.
 - Working with a partner who understands the commercial opportunities and is prepared to work with the Department/County Council on a risk share basis in developing in a more focused approach to selling services.
 - Embedding innovation not just through our approach to digital TEC, but also in professional practice, seeking new ways of delivering services and ensuring that Hampshire is at the cutting edge of TEC and transformation.

- Working to maximise efficiencies, working practice and integration of our own services to address, through digital solutions, key Departmental challenges such as delayed transfers of care, hospital avoidance, workforce capacity and lack of care resource.
- Leading with us on the integration agenda by helping us work with NHS colleagues around digital care opportunities and innovations that bridge the gap between health services and social care, making Hampshire an exemplar of integration and innovation.
- Working to mutually develop and offer appropriate TEC services and options for external health agencies, through selling services. In particular, where we can identify mutually beneficial activity.
- Providing cross-sector opportunities that are either commercially viable or offer new ways of working and help us manage demand and assist individuals, families, groups and communities to help themselves in better ways than are currently available.

5.6. These points represent a different set of principles to other contractual or commercial arrangements the Department currently has. This is due to the view that this opportunity should be grasped as an ambitious move to transform how the County Council does business; with individuals, with internal Departments and with external authorities, agencies and partners.

6. New TEC Service Contract

6.1. Our intention is to seek a partner that is capable of delivering our core TEC requirements as a managed service and can build on the achievements described within this report, whilst delivering the innovation, commercial capability and significant and meaningful strategic input that is required in future years.

6.2. To this end, the new service specification will require four key elements from the new provider:

- i) The core service delivery of TEC products to individuals with an eligible social care need. As part of this, to work with Adults' Health and Care to fully explore and analyse referral data to ensure that TEC forms a key part of our Strength-Based Approach to care. It would be expected, for example, that current users of TEC in Hampshire would increase from circa 9,500 per annum to approximately 12,500 per annum within the life of the initial 5 year contract;
- ii) To act as a strategic partner, working closely with the County Council to innovate around TEC, continuing our reputation as a national leader in this area of social care;
- iii) To provide consultancy to the County Council, focusing on its wider transformation and increasing demand for services to be delivered differently. As part of this, to work in partnership to increase the sold services available from the County Council.

- iv) To further develop the private pay market, exploring options for promoting TEC to the significant self-funder market in Hampshire, expanding this area of the Adults' Health and Care offer.
- 6.3. As this arrangement and partnership will be central to our future social care services, it is proposed this contract would sit on a longer term arrangement of a minimum of five years, with an extension of up to a further five years, bringing the maximum contract length to 10 years.
- 6.4. The outcomes and performance measures expected as part of the new contract reflect the desire to build on the successes to date from the current contract, alongside new areas where improved performance is sought. These measures will relate to:
- Net financial benefit of service to the County Council;
 - The percentage of TEC service users who avoid an increase in their package of care, or admission to other forms of care;
 - Customer, staff and responder satisfaction;
 - An assessment of Strategic Fit and cultural alignment;
 - Average time from referral to installation, and the installation or replacement of equipment within agreed timescales;
 - Responses to alerts within agreed timescales;
 - The number of service user annual reviews completed.

7. Procurement Timelines

- 7.1. The Prior Information Notice (PIN) for the procurement exercise was published on 9 February 2018, formally beginning the procurement timetable.
- 7.2. The pre-qualifying questionnaire will be published on 18 July 2018. Based on current timelines, the formal invitation to tender will be published on 24 August 2018 with a deadline for responses by 10 September 2018. After this time it will be known if a viable provider can deliver the specification as proposed.
- 7.3. Following a successful procurement exercise, the contract is expected to be awarded on 10 December 2018. In order to ensure continuity of service between the current contract ending on 31 July 2018 and the award of the new contract, an extension to the current contract is proposed for up to six months.
- 7.4. A briefing will be made available to the Executive Member for Adult Social Care and Health once the new TEC contract is in place and final arrangements for its implementation and monitoring have been agreed.

8. Finance

- 8.1. The contract value is anticipated to be up to £31,380,000 for the first 5 years and up to £36,030,000 for the subsequent 5 years; therefore permission is sought for the total value of £67,410,000. Permission is also sought for up to £1,160,000 for an extension to the current TEC contract.

- 8.2. Contract costs are based on average lifetime of service costs per new installation and include an allowance of 1.75% per year for inflation.
- 8.3. Allowed for within this total contract cost is expenditure for services that, if a commercial agreement can be reached, will be recovered from potential purchasers such as other Departments within Hampshire County Council, local authorities and Health. Approximately 50% of the cost that approval is sought for would relate to Hampshire Health and Adult Social Care activity.
- 8.4. The current telecare services annual budget in 2018/19 is £3,266,000, which includes contract payments for equipment & service costs, service management & development, performance by results and ad hoc costs.
- 8.5. Any services sold as per 8.3 will be on the basis of full recovery including a contribution towards overheads.
- 8.6. In financial terms it is anticipated that this new arrangement will not only maintain the existing level of budgeted savings but build upon this with a further £200,000 budget saving per annum. This is in addition to contributing to further managing down the cost arising from the growth in demand for social care services.
- 8.7. Whilst a maximum spend level for the five and ten year period has been estimated for this approval the annual spend will be monitored and managed within the value of the annual budget approved by Full County Council in each of the years.

9. Equalities

- 9.1 An Equalities Impact Assessment has been undertaken (see integral appendix B) in respect of the proposed recommendation. The impact has been assessed as either positive or neutral in relation to all statutory considerations.
- 9.2 It has been identified that there would be positive impacts in terms of age, disability and poverty, and neutral impact in relation to all other protected characteristics.
- 9.3 Services will be monitored to ensure they deliver support to all recipients of TEC, and take account of likely impacts and equality issues that need to be addressed to provide services to individuals in Hampshire. The provider of these services will be required to demonstrate through the tendering process how they will ensure the service delivers support to individuals from the whole population in Hampshire and in particular, those groups that may have not previously been in receipt of support services.
- 9.4 The new contract would continue to extend the opportunity to receive TEC to significant numbers of the Hampshire population, either through care management or via self funded care. It may be that there are individuals or groups who have traditionally resisted the use of assistive technology. It will be the role of the provider to ensure technological solutions are culturally sensitive and develop a personalised response to service delivery.

10. Legal

- 10.1 The proposals to tender the contracts for these schemes will be compliant with Hampshire County Council Standing Orders, and are subject to the Public Contracts Regulations (2015).
- 10.2 Legal advice is contained in the Exempt Appendix.
- 10.3 It is for the Executive Member as decision maker to have due regard to the need to: Eliminate discrimination, harassment, victimisation and any other conduct prohibited under the Equality Act and advance equality of opportunity and foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

11. HR Implications

- 11.1. TUPE will apply should the current provider of the service change. This will be dealt with in accordance with normal procurement processes and the staffing situation at the relevant times.
- 11.2. Existing Hampshire County Council staff will not be affected by this proposal, however, two posts are dedicated to working within the TEC partnership and it is expected that this will continue within the new contract.

12. Conclusion

- 12.1 The end of the initial five year contract for providing TEC services has provided an opportunity for the future contract to extend and build on the outcomes achieved, extending further into the sphere of delivering jointly around TEC.
- 12.2 A procurement process is in place to secure a new provider who will deliver services in line with the new specification, working to the four key elements around TEC delivery, strategic partnership, consultancy and private pay, helping Hampshire continue to lead nationally the development of TEC in social care.
- 12.3 In order to award the new TEC contract, permission to spend up to £67,410,000 is sought from the Executive Member for Adult Social Care and Health, over a period of 10 years. Permission is also sought to extend the current TEC contract for a period of up to six months, at a cost of up to £1,160,000, whilst the new service is procured and implemented. Spend will be monitored and managed within the value of the annual budget approved by the County Council.
- 12.4 Subject to a successful procurement exercise, the new TEC contract will be in place from 10 December 2018.

CORPORATE OR LEGAL INFORMATION:**Links to the Strategic Plan**

Hampshire maintains strong and sustainable economic growth and prosperity:	No
People in Hampshire live safe, healthy and independent lives:	Yes
People in Hampshire enjoy a rich and diverse environment:	No
People in Hampshire enjoy being part of strong, inclusive communities:	Yes

Section 100 D - Local Government Act 1972 - background documents

The following documents discuss facts or matters on which this report, or an important part of it, is based and have been relied upon to a material extent in the preparation of this report. (NB: the list excludes published works and any documents which disclose exempt or confidential information as defined in the Act.)

DocumentLocation

None

IMPACT ASSESSMENTS:

1. Equality Duty

1.1. The County Council has a duty under Section 149 of the Equality Act 2010 ('the Act') to have due regard in the exercise of its functions to the need to:

Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act;

Advance equality of opportunity between persons who share a relevant protected characteristic (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, gender and sexual orientation) and those who do not share it;

Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

Due regard in this context involves having due regard in particular to:

- a) The need to remove or minimise disadvantages suffered by persons sharing a relevant characteristic connected to that characteristic;
- b) Take steps to meet the needs of persons sharing a relevant protected characteristic different from the needs of persons who do not share it;
- c) Encourage persons sharing a relevant protected characteristic to participate in public life or in any other activity which participation by such persons is disproportionately low.

1.2. Equalities Impact Assessment:

An equalities impact assessment has been carried to understand the impact that the proposals in this report would have on the people who use the services, their families and carers. It has been identified that there would be positive impacts in terms of age, disability and poverty, and neutral impact in relation to all other protected characteristics. The full EIA can be found here <http://documents.hants.gov.uk/equality-impact-assessments/ProcurementofTechEnabledCareContract-EIA-20180604.pdf>

As staff will not be impacted by the proposals within this report, an equalities impact assessment has not been carried out in respect of those who work in the current TEC service.

2. Impact on Crime and Disorder:

2.1 No impacts have been identified.

3. Climate Change:

- a) How does what is being proposed impact on our carbon footprint / energy consumption?

No impacts have been identified.

b) How does what is being proposed consider the need to adapt to climate change, and be resilient to its longer term impacts?

No impacts have been identified.

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By virtue of paragraph(s) 5 of Part 1 of Schedule 12A of the Local Government Act 1972.

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