

26<sup>th</sup> November 2012

Agenda Item: 11

## **REPORT OF THE SERVICE DIRECTOR FOR JOINT COMMISSIONING, QUALITY AND BUSINESS CHANGE**

### **COMMISSIONING FOR OLDER PEOPLE'S HOME-BASED SUPPORT AND PREVENTION FOCUSED SUPPORT SERVICES**

#### **Purpose of the Report**

1. This report outlines the work underway to review and reconfigure older people's care and support services to enable people to remain living independently in their own home for as long as possible.
2. The report seeks approval to extend the existing Home Care contracts and the Supporting People funded contracts with providers of older people's support services for a period up to 12 months from 1 April 2013 to 31 March 2014 to enable the review to be completed and for the services to be commissioned.

#### **Information and Advice**

##### **Home-based care services**

3. In April 2008, 30 home care agencies were commissioned to deliver home care services from April 2009. The contracts were awarded for an initial two year period with an option to extend for up to a further two years. In March 2012 the Council extended the contracts and they are due to end on 31<sup>st</sup> March 2013.
4. In addition to the home care contracts, there are currently 7 separate extra care schemes within Nottinghamshire with a total of 3 home care providers delivering care services within these settings. The last tender for extra care was undertaken in 2008, these contracts are also due to be re-tendered.
5. In awarding contracts to 30 home care providers it had been anticipated that service users would have a wider choice of care services and care providers. However, there have been a number of issues which have prevented the existing service providers being able to fully meet the council's requirements, particularly in consistently having availability of services in a timely manner in some rural areas of the county.

6. A review has been underway to consider the best options for future commissioning in order to address the above issues and at the same time to meet the growing demand for services arising from demographic pressures.
7. The review has been undertaken together with staff from the Improvement Programme and from the Corporate Procurement Unit to consider how any new contracts may be configured to enable value for money.
8. The range of services included are:
  - home care, including dementia care, end of life care and jointly contracted health commissioned services
  - extra care
  - respite care (non-residential)
  - carers support services
  - low level preventative housing-related support services for older people
  - social inclusion activities
  - 24/7 urgent care and crisis/rapid response
  - 24/7 social care response to telecare.
9. The review includes assessing future electronic monitoring. The current system is Info Care and there are now new systems on the market which are more efficient and can reduce administration costs.

### **Older People's Supporting People funded services**

10. The Council currently commissions support services in sheltered housing schemes including warden aided services and community alarm services. The Council meeting on the 30<sup>th</sup> June 2011 Members approved a change in focus from long-term tenancy support and community alarms services to short-term and housing-related support to enable older people to live independently and to prevent them from requiring long-term support.
11. In order to allow sufficient time to change the focus of the older people's services in April 2011, new revised contracts were issued to the existing older person's housing-related support service providers, for a 12 month period with the option to extend for a further 12 months. The purpose of these interim contracts was:
  - to enable the Council to plan the new range of services to be commissioned
  - for consultation to be undertaken on the proposed new services
  - to give the existing providers sufficient time to make alternative arrangements or to change the nature of their services in anticipation of their funding ceasing at the end of March 2013.
12. In planning the new prevention-focused services, consideration has been given to ensuring that these services compliment, and are part of, a whole range of support services for older people, from short-term support to meet specific needs, through to large and complex packages of care and support, with health funding where appropriate, to help and support older people to live at home for as long as possible.

13. In order to achieve the above, the intention has been to undertake the tender for the prevention-focused services at the same time as the home-based support services. It was initially anticipated that the tender would commence in the autumn of 2012 with a view to contracts being awarded in January 2013, allowing 3 month transition period for new service to be delivered from April 2013.

### **Current Position**

14. Members are aware that as part of phase 2 of the Improvement Programme, the Council is looking at creating a Corporate Commissioning Strategy to look at better, more efficient ways of undertaking strategic commissioning across all services as part of an integrated planning approach. It is inappropriate therefore in light of the imminent changes to strategic commissioning to re-tender the above contracts at this time.

### **Implications of the changes**

15. As a result, it is proposed that the contracts with the existing home care agencies and the providers of the Supporting People funded services be extended for a 12 month period to enable the review to be completed and the commissioning arrangements followed. If Members approve the extension of the existing contracts then this will need to be achieved in accordance with the Council's Financial Regulations and the Public Contracts Regulations 2006. The legal advice is that under the rules of contract law the Council may extend this contract with providers on any new terms as long as the providers are in agreement.

### **Other Options Considered**

16. In order to comply with European Union Procurement Regulations in relation to the expiry date of the existing contracts, consideration had been given to seeking approval from Members to proceed with the tender earlier in the autumn with a view to awarding new contracts in January to commence in April 2013. However, this was not progressed because it is imperative that, before any tender process commences, the Council is clear about the nature and range of the services it needs to commission to meet current and future social care and health care needs of older people within Nottinghamshire.

### **Reason/s for Recommendation/s**

17. Due consideration needs to be given to ensuring that all the new services to be commissioned best meet the needs of service users and carers, meet the needs of the Council to ensure it is able to execute its statutory duties, and also enables care and support providers sufficient time to develop the required range of services.

### **Statutory and Policy Implications**

18. This report has been compiled after consideration of implications in respect of finance, equal opportunities, human resources, crime and disorder, human rights, the safeguarding of children, sustainability and the environment and those using the service and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

## **Implications for Service Users**

19. In extending the current contracts for a period of up to 12 month, service users and carers will continue to receive the services that are currently available to them. Further work will be undertaken to consult with service users and carers in relation to the new home-based support services so that they are able to contribute to and help shape the development of the service specifications.

## **Human Resources Implications**

20. The savings and efficiencies target for the home-based support services includes reviewing and streamlining internal commissioning processes to reduce bureaucracy and to ensure that service users receive a seamless service as and where they need new services or when their needs escalate. A business process re-engineering project is well underway in relation to future internal resource requirements. This will impact on the role of service organisers, their team managers, and the relevant business support staff. A delay in the tender process will mean that more time is given to the business process re-engineering project to ensure that the department's internal resources are reconfigured to meet future needs.

## **Financial Implications**

21. If Members approve the extension of the existing contracts with the home care providers and with the providers of the Supporting People funded services there will be a 12 month delay in the delivery of the savings and efficiencies targets aligned to these services. For the home-based support services, the savings target of £865,000 will be delivered as from April 2014 instead of April 2013. For the Supporting People funded services, the savings target of £1.5m will be delivered as from April 2014 instead of April 2013. This slippage can be funded from the supporting people reserve which was established to allow the phased delivery of efficiencies in these services.

## **RECOMMENDATION/S**

It is recommended that:

- 1) Members note the programme of work being undertaken to review the older people's home based care and support services, including prevention-focused services
- 2) Members approve the extension of the existing contracts with the home care providers and with the providers of the Supporting People funded older people's services, for a period of up to 12 months
- 3) Members note that there will be a 12 month delay in the delivery of the savings and efficiencies to the sum of £2.4m, from April 2013 to April 2014, arising from the delay in the tender process.

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**Constitutional Comments (NAB 14/11/2012)**

22. Adult Social Care and Health Committee has authority to approve the recommendation set out in this report.

**Financial Comments (NDR 13/11/2012)**

23. The financial implications are set out in paragraph 21 of the report

**Background Papers**

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

1. [Response to The 2nd Consultation On Savings In Supporting People Budget](#) - Full Council – 30<sup>th</sup> June 2011.

**Electoral Division(s) and Member(s) Affected**

All.

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