

## **Summary Sheet**

### **Council Report:**

Cabinet and Commissioners' Decision Making – 12 September 2016

### **Title:**

Commissioning and Procurement of Care and Support Services:

Part A - Approval to tender care and support services on the open market

Part B - Exemption from Standing Orders.

### **Is this a Key Decision and has it been included on the Forward Plan?**

Yes

### **Strategic Director Approving Submission of the Report**

Anne Marie Lubanski – Strategic Director of Adult Care and Housing

### **Report Author(s)**

Jacqueline Clark – Operational Commissioning Manager

### **Ward(s) Affected**

All

## **Summary**

Part A of this report serves provides details of contracts that secure services to provide care and support to the following groups:

- Adults with complex needs physical disabilities, learning disabilities, sensory impaired
- Carers
- People who use personal budgets as a Direct Payment to employ a Personal Assistant
- Adults who are at risk of admission to hospital or residential care and require urgent home care
- Housing related support contracts.

The services identified in Part A of this report have in most instances been commissioned for some time and have had contracts extended with incremental changes over the years. However, in line with the Adult Care Development programme and the Children & Young People's Improvement Plan, it has been necessary to strategically review the service offers from a range of providers to ensure that they meet future requirements. Further, to ensure transparency, value for

money and to comply with the Council's Standing Order 48 it is recommended that the services be subject to competitive tender.

Part B of this report provides details of contracts that secure services to provide care and support to the following groups:

- Adults with complex needs physical disabilities, learning disabilities, sensory impaired
- Carers
- People who use personal budgets as a Direct Payment to employ a Personal Assistant
- Adults who are at risk of admission to hospital or residential care and require urgent home care
- Housing related support contracts.

Part B of the report covers a range of service areas where a strategic approach to commissioning is required in order to ensure that we take a whole system view and that resources are deployed efficiently and effectively.

Housing Related Support services assist individuals with the multiple needs and in some instances, people with chaotic lifestyles who may not be supported by more traditional statutory services. Many of these people require extensive support packages to gain their independence and obtain suitable permanent accommodation. Exemption from Standing Order 48 is being sought to take sufficient time to review the whole programme, with partners and to put in place services that will be fit for purpose for the medium term.

Three services (two are to be decommissioned) will potentially be subject to competitive tender and these are covered in Part A of this report. The exemption for the remaining eleven services will ensure that the Council, in conjunction with partners, conducts detailed reviews into the effectiveness, strategic fit and value for money of the whole programme. Contracts are due to end in March 2017. Services could be procured in-year, but there is insufficient time to conduct a thorough review and co-produce new service specifications with providers/service users, as a procurement approach takes six months to complete. Taking an immediate procurement approach would not follow best practice for commissioning identified in the Local Government Association's *Commissioning for Better Outcomes* framework and would in essence be buying the same services as before.

New delivery models for Housing Related Support will be needed to respond to the Council's wider strategic objectives across Adult Care and Children & Young People's Services. The Council must also ensure that accommodation based services support people with complex needs without destabilising neighbourhoods or causing cohesion issues.

The strategic review of Housing Related Support will take a whole system approach, considering how to best support a wide number of cohorts of vulnerable people including homelessness, domestic violence and young parents who receive accommodation based services. This approach will prevent potential duplication of service offers, create efficiencies and ensure that services support people to be as independent as possible.

It is intended to conclude the review by September 2017 and for a report to be produced to go to Cabinet that month, detailing options for future commissioning arrangements. The review period will allow sufficient time during 2017/18 for any required procurement processes.

The continuation of support services for people with a Sensory Deficit and for Carers & People experiencing the effects of Dementia form part of the Council's approach to meeting Care Act 2014 requirements and ensuring that there is a sufficient, quality offer for all residents.

Engagement with people with Sensory Deficits demonstrated that there are gaps in current provision and that the mainstream offer will not necessarily support them. There is limited provision in this field and users have indicated that the proposed solution is their preferred option, whilst being relatively low cost.

The pilot for a Dementia Support Service, incorporating the development of volunteer run Community Dementia (memory) Cafes commenced in April 2016. This has proved to be a relatively low cost and successful approach. It is intended to continue funding these arrangements.

### **Recommendations**

1. That all the services highlighted in Part A of the report (detailed in Appendix 1) be subject to a competitive tender process on the open market in September 2016 for new services to commence in April 2017.
2. That the contracts under Part A of the report be awarded on the basis of the outcome of the tender process for a three-year term from 1 April 2017 to 31 March 2020.
3. That consideration be given to the proposed options in Part B of the report (detailed in Appendix 2) and that, pursuant to Standing Order 38, the contracts referred to in the report be exempt from the provisions of Standing Order 48 that would ordinarily require a tender on the open market.

### **List of Appendices Included**

Appendix 1 – Financial breakdown of services detailed in Part A of this report

Appendix 2 – Financial breakdown of services detailed in Part B of this report

### **Background Papers**

None

### **Consideration by any other Council Committee, Scrutiny or Advisory Panel**

No

### **Council Approval Required**

No

### **Exempt from the Press and Public**

No

## **Title: Commissioning and Procurement of Care and Support Services:**

Part A - Approval to tender care and support services on the open market

Part B - Exemption from Standing Orders.

### **1. Recommendations**

- 1.1 That all the services highlighted in Part A of the report (detailed in Appendix 1) be subject to a competitive tender process on the open market in September 2016 for new services to commence in April 2017.
- 1.2 That the contracts under Part A of the report be awarded on the basis of the outcome of the tender process for a three-year term from 1 April 2017 to 31 March 2020.
- 1.3 That consideration be given to the proposed options in Part B of the report (detailed in Appendix 2) and that, pursuant to Standing Order 38, the contracts referred to in the report be exempt from the provisions of Standing Order 48 that would ordinarily require a tender on the open market.

### **2. Background**

- 2.1 Part A of this report serves to update Commissioner Myers with details of contracts that secure services to provide care and support to the following groups:
  - Adults with complex needs physical disabilities, learning disabilities, sensory impaired
  - Carers
  - People who use personal budgets as a Direct Payment to employ a Personal Assistant
  - Adults who are at risk of admission to hospital or residential care and require urgent home care
  - Housing Related Support
- 2.2 Part B of the report covers services that are referred to within this report fall into 3 Categories;
  - Adults with complex needs physical disabilities, learning disabilities, sensory impaired
  - Carers
  - People who use personal budgets as a Direct Payment to employ a Personal Assistant
  - Adults who are at risk of admission to hospital or residential care and require urgent home care
  - Housing related support contracts.

### **3. Part A - Contracts for Approval to Tender**

- 3.1 The services identified in Part A of this report have in most instances been commissioned for some time and have had contracts extended with incremental changes over the years. However, in line with the Adult Care Development programme and the Children & Young People's Improvement Plan, it has been necessary to strategically review the service offers from a range of providers to ensure that they meet future requirements. Further, to ensure transparency, value for money and to comply with the Council's Standing Order 48 it is recommended that the services be subject to competitive tender.
- 3.2 In December 2015 Commissioner Manzie approved proposals to extend both Direct Payment contracts for 12 months beyond their contract termination date of 31 March 2016. This was to allow sufficient time in which to complete further work to assess alternative solutions to ensure choice and control is available to service users who wish to purchase or self-commission. This activity has now concluded and therefore both extended contracts will now terminate on 31 March 2017.

### **3.3 Current Funding Arrangements**

- 3.3.1 The Day and Outreach service is currently funded direct from the Adult Care Revenue Budget. In 2015-16 the gross Rotherham MBC expenditure amounted to £562,107. Significant savings were achieved in 2013/14 when negotiations took place around the pricing structure.
- 3.3.2 The Adult Day and Outreach Service is currently funded from the Adult Care Revenue Budget. Rotherham MBC's annual expenditure on this service is around £188,031 including transport costs.
- 3.3.3 The Carers emergency scheme is currently funded from the Adult Care Revenue Budget. Rotherham MBC's annual expenditure on this service is around £13,000.
- 3.3.4 The contracts that support people who use personal budgets as a Direct Payment to employ a Personal Assistant are funded from the Adult Care Revenue Budget. The Rotherham MBC annual expenditure on this service is circa £109,000.
- 3.3.5 The emergency domiciliary care contract is funded from the Adult Care Revenue Budget. The Rotherham MBC annual expenditure on this service is circa £90,000.
- 3.3.6 The Housing Related Support contracts are funded from the Adult Care Revenue Budget (formerly Supporting People budgets). The 2016/17 Rotherham MBC annual expenditure on these services combined is £1,259,816. .
- 3.4 **Adults with complex needs physical disabilities, learning disabilities, sensory impaired**

- 3.4.1 The Sensory Day and Outreach Service was commissioned in 2006 to provide a community based outreach support service and day services for deaf blind adults and sensory impaired adults with other disabilities, resident in Rotherham. The service has been provided by Sense, a registered charity which provides specialised support and campaigns for children and adults who are deaf-blind or sensory impaired.
- 3.4.2 Services are delivered at a central location in Rotherham 'Ashley Court' where specialist day support both building and community based for adults with congenital and acquired, sensory impairment including; deaf-blindness, severe autism/epilepsy, complex needs for physically disabled and learning disabled adults including with behaviour that challenges.
- 3.4.3 The service currently supports adults from 19 to 84 years of age and is an important stepping stone for young adults going through transition from Children's to Adult services. The building based service provides a highly specialised environment providing intense 1:1 and 2:1 support. The overall service objective is to optimise independence and quality of life of its service users and support families/carers with respite and planned interventions in managing behaviour that challenges.
- 3.4.4 The contract value requires a competitive tender in line with Standing Order 48.

### **3.5 The Adults Day and Outreach Service:**

- 3.5.1 The Adults Day and Outreach was commissioned in 1994 to provide a variety of activities for adults aged 18-64 years (but other age groups can be accommodated) with a range of physical (including acquired Head Injuries), sensory, communication and learning disabilities. The service currently delivered by Scope offers both building based opportunities and support to access the community in small groups and with 1:1 support.
- 3.5.2 The current venue at Coleridge Road is leased to Scope by Rotherham MBC at annual rent of £1 until 14 January 2023. This is for the sole purpose of providing day services for young people and adults with a range of physical, sensory, learning and communication disabilities.
- 3.5.3 Scope have been working towards a more socially inclusive service, resulting in fewer activities based in the building and more activities based in the community in order to facilitate access to, and participation in, community services. The service includes a card making and a woodworking group with the idea to eventually set up some kind of small social enterprise for customers.
- 3.5.4 New service users can undertake a time limited programme of activity to enable them to access community activities/volunteering and work opportunities. There is a performance target to identify 5 existing service users per annum to undergo the enabling programme. There is a focus on giving people the opportunity to use developing skills within their local communities, e.g. through voluntary work, or through using skills in community

activities, relevant and proportionate to the activities they undertake in their daily lives.

- 3.5.5 The 3 year contract value of circa £564,093 requires that in line with the Council's Constitution and Standing Order 48 a competitive Tender takes place on the open market.

### **3.6 Carers Emergency Scheme:**

- 3.6.1 A contract that secures a Carers emergency scheme has been in place since 2010 following a successful pilot. The service offers peace of mind for carers registered on the scheme who can be confident that, should they become unavailable in an emergency, the cared for person would receive the care and support they require from someone who has knowledge of their needs and could be deployed quickly. This would be in cases when substitute care is necessary as a result of any sudden or unplanned event where it would be unsafe to leave the service user without support.
- 3.6.2 Provision of an emergency service will be available in individual cases for a period of up to 48 hours (72 over a Bank Holiday period). Following the agreed period of emergency cover, any ongoing support would need to be agreed / funded through the normal care management system.
- 3.6.3 There are in excess of 900 Rotherham Carers registered on the scheme and the current activity demonstrates that emergency care provision is deployed 3 times per month. The service prevents carer breakdown and supports individuals who require care and support to remain at home for as long as possible.
- 3.6.4 A 3 year contract value is circa £39,000 and in line with the Council's Constitution and Standing Order 47 at least three written quotations will be invited.

### **3.7 People who use personal budgets as a Direct Payment to employ a Personal Assistant**

- 3.7.1 Contract arrangements which secure services that support Adult and Children's Service users to employ Personal Assistants (PA's) via a Direct Payment have been in place since 2005. The payroll support service is provided by 'Schools First' and support service users who employ personal assistants with complexities around applying national wage increases, compulsory employer's pension contribution, employers insurance, etc. The recruitment support service is provided by People First (formerly A4E). This service assist people wishing to employ a personal assistant to design job descriptions, place adverts, advising on disclosure and barring service checks, arranging venues to hold interviews, advising on employment contracts, training and staff discipline.
- 3.7.2 The 3 year contract value of circa £327,000 requires that in line with the Council's Constitution and Standing Order 48 a competitive Tender takes place on the open market.

### **3.8 Adults who are at risk of admission to hospital or residential care and require urgent home care**

- 3.8.1 An Emergency Domiciliary Care agreement has been in place since 2008. It was originally set up to expedite hospital discharge in line with the Delayed Discharge Act and utilised during periods when contracted domiciliary care



agencies were unable to accommodate surges in demand. Service users receive scheduled care for a period of 72 hours until a replacement service can be secured. The capacity of the service is often in excess of demand it is prudent to increase the use of the service to support not only delayed discharge from hospital but prevent admission into hospital or residential care.

- 3.8.2 The 3 year contract value of circa £270,000 requires that in line with the Council's Constitution and Standing Order 48 a competitive Tender takes place on the open market

### **3.9 Housing Related Support contracts**

- 3.9.1 There are currently seventeen services, secured under sixteen contracts to provide housing related support for vulnerable groups in Rotherham, whose contracts currently end on the 31 March 2017. The client groups served are as follows; Mental Health, Young People at Risk, Homeless, Young Parents, Women experiencing Domestic Abuse, Learning Disabilities, Older People and Offenders. The services assist individuals with multiple needs, requiring extensive support packages to gain their independence and obtain suitable permanent accommodation. The services also support the Council in its statutory duties such as those under homelessness.
- 3.9.2 A rolling programme of formal reviews of services has taken place over the previous four years, including the examination of value for money, with significant savings made through negotiation. However, some of the services that support statutory functions now need to be tendered as they have reached the end of their contract period.
- 3.9.3 It is proposed that three of sixteen contracts for the accommodation-based services be tendered on the open market to secure contracts for a 1+1+1 year period and two of the sixteen services are decommissioned. The services support Rotherham MBC to meet statutory obligations and existing specifications continue to be fit for purpose. The services support the client groups including people with mental health issues, offenders and homeless people. The future of the remaining eleven services forms Part B of this report.
- 3.9.4 The three contracts potentially subject to tender provide temporary accommodation for up to 150 individuals at any one time. The services aim to increase independence and support sustainable tenancies. Support provided includes budgeting skills and debt reduction planning, tenancy ready skills, improving employability skills with access to improving Maths and English skills and support to access further education or retraining programmes. The positive outcomes achieved within the services leads to improved employability for many, increased sustainable tenancies and decreased instances of homelessness and the impact of these services often negates the need for intervention from more costly statutory services.
- 3.9.5 The two services to be decommissioned are both for people with diagnosed Mental Health conditions. The first is an accommodation based service providing 5 beds. The current properties attached to this service do not adequately meet the needs of this client group. There are currently no staff

based on site, and due to the nature of the client group it is not always appropriate to place multiple individuals within the same property without staff present and therefore the service is often underutilised. These 5 places can be better provided within the other existing services with on-site staff which form part of section B within this report.

3.9.7 The 2 contract to be decommissioned is for 10 places of floating support and 50 places within group sessions. The floating support element is underutilised and can be provided under an existing floating support contract. Many of those accessing group work sessions have done so for some time and once the current service is decommissioned the intention is that these people will access support groups/activities in the community through referral to Social Prescribing.

3.9.8 The decommissioning of the 2 services will realise £155,992 savings from April 2017.

#### **4. Key Issues**

4.1 Replacement services are required to be secured beyond 31 March 2017 and services need to be secured within Rotherham MBC's Standing Orders and Financial Regulations.

4.2 A competitive tender process provides an opportunity to secure providers capable of delivering revised service models within agreements that meet Rotherham MBC's strategic direction and will secure a reasonable market rate for the service(s) with potential for realising efficiencies.

4.3 The decommissioning of Housing Related Support services will have to be carefully considered and arrangements put into place to ensure that the services are wound down in a sensitive way, with minimal disruption to users.

#### **5. Options considered and recommended proposal**

5.1 Scoping of the current market indicates a competitive market place. The contract value is sufficiently attractive to create interest in a competitive tender. It is therefore recommended that the proposals in this report are approved.

#### **6. Consultation**

6.1 A 'Meet the Buyer Event' took place in February 2016 at which consultation took place with the market. Follow up meetings took place with individual organisations to further explore their capabilities and offer.

6.2 Consultation has taken place at planned events with key stakeholders and continues to take place. Common views expressed by service users have been captured and will feed into service specification.

## **7. Part B - Contracts Considered for Exemption**

- 7.1 Part B of the report covers a range of service areas where a strategic approach to commissioning is required in order to ensure that we take a whole system view and that resources are deployed efficiently and effectively. In this section, competitive tendering is not recommended immediately for some contracts as each area has specific requirements covered below.

### **7.2 Housing Related Support Services**

- 7.2.1 There are currently seventeen (under sixteen contracts) services, commissioned to provide housing related support for vulnerable groups in Rotherham, whose contracts currently end on the 31 March 2017. The client groups served are as follows; Mental Health, Young People at Risk, Homeless, Young Parents, Women experiencing Domestic Abuse, Learning Disabilities, Older People and Offenders.
- 7.2.2 Housing related support contracts are funded from the Adult Care Revenue Budget. The Rotherham MBC annual expenditure on the services identified in this report is circa £789,003.

The financial breakdown of contracted Housing Related Support Services is detailed below:

<b>Client Group</b>	<b>Name of contracted Provider</b>	<b>1 Year Contract Extension Value</b>
Housing Related Support Mental Health	Action Housing	£105,000
Housing Related Support Mental Health	South Yorkshire Housing Association	£183,120
Housing Related Support Young Parents	YWCA Yorkshire	£127,775
Housing Related Support Domestic Abuse	Rotherham Rise	£164,000
Housing Related Support Homeless families	South Yorkshire Housing Association	£80,000
Housing Related Support Older People	Anchor Trust	£12,398
Housing Related Support Older People	Housing & Care 21	£6,387
Housing Related Support Older People	Places For People	£11,789
Housing Related Support Learning Disabilities	KeyRing Living Support Networks	£30,378
Housing Related Support Learning Disabilities	KeyRing Living Support Networks	£30,378
Housing Related Support Learning Disabilities	KeyRing Living Support Networks	£37,778

- 7.2.3 Housing Related Support services assist individuals with the multiple needs and in some instances, people with chaotic lifestyles who may not be supported by more traditional statutory services. Many of these people require

extensive support packages to gain their independence and obtain suitable permanent accommodation. Some services do however support the Council in its statutory duties such as those under homelessness.

7.2.3 Though a rolling programme of formal reviews of services has taken place over the previous four years, including the examination of value for money, with significant savings made through negotiation, some of the service models are now outdated or it is recognised that further efficiencies can be potentially realised. All services require revision to some extent to reflect emerging priorities and some may need to be extensively redesigned.

7.2.4 It is proposed that eleven (the remaining five from the detail Part A of this report) of the contracts for the accommodation-based services be extended for one further year to allow:

- Rotherham MBC and partners to redesign services and implement new models of service delivery.
- Further negotiation with providers to achieve in-year efficiencies
- Alignment with the Adult Care Development Programme (including the Better Care Fund Programme), the Children and Young People's Service led Transitions Review, and the evolving Housing Strategy.

7.2.5 All services provide temporary accommodation and floating support for some of the most vulnerable client groups in Rotherham, Older People, Women at Risk of Domestic Abuse, Young Parents, People with Mental Health issues, People with Learning Disabilities and Homelessness Families. Services are time limited to mitigate long term reliance on services and promote independence.

7.2.6 The current contracts in this group provide temporary accommodation of floating support for up to 430 individuals at any one time. The aims of the services are to increase independence and support sustainable tenancies. Support provided includes budgeting skills, debt reduction planning, tenancy ready skills, improving employability skills with access to improving Maths and English skills and support to access further education or retraining programmes. The positive outcomes achieved within the services leads to improved employability for many, increased sustainable tenancies and decreased instances of homelessness. The impact of these services often negates the need for intervention from more costly statutory services.

7.2.7 A brief description of the relevant services is detailed below:

<b>Client Group</b>	<b>Provider</b>	<b>Service Provision</b>
Mental Health	Action Housing & Support Limited	Accommodation based service for people with a diagnosed Mental Health condition. Service is for up to 2 years and provides Housing Related Support to improve independence
Mental Health	South Yorkshire Housing Association	Accommodation based service for people with a diagnosed Mental Health condition. Service is for up

		to 5 years and provides Housing Related Support to improve independence
Young Parents	YWCA Yorkshire	Accommodation based service for young mothers and dispersed move-on properties for teen families.
Domestic Abuse	Rotherham Rise	Refuge accommodation for Women (and their children) in both the main Refuge and some dispersed accommodation for those with older male dependents. This Refuge is the only emergency accommodation in Rotherham for Women experiencing Domestic Abuse.
Homeless families	South Yorkshire Housing Association	Accommodation based service currently provides temporary accommodation All nominations are made by the Council's Homeless Team.
Older People	Anchor Trust Housing & Care 21 Places For People	Funding towards emergency alarm costs within sheltered housing. These services are currently in line with the Council's in-house Rothercare service
Learning Disabilities	KeyRing Living Support Networks	Floating support service provided to a group of people whose properties are within walking distance of each other (a network). Service Users provide mutual support, meet in a communal hub each week and are supported once a week by paid staff to manage their tenancy. There are currently 3 networks in Rotherham.

7.2.8 The strategic review will also ensure appropriate commissioning actions are taken to streamline services and ensure funding streams are appropriately placed prior to commencing a competitive tender process in autumn 2017.

### **7.3 Support Services for people with a Sensory Deficit:**

7.3.1 A review of services that support people with sensory deficit has been undertaken over the last 6 months. The findings are that Rotherham's model of support for people with sensory disabilities is focused on 'front loaded' statutory led support at the point of diagnosis. There is a significant gap in lower level ongoing support for people who are deaf, hard of hearing, blind, partially sighted and deafblind. Sustained support is effective at increasing the levels of independence for service users. Around 150 Rotherham people with sensory disabilities attend services provided in neighbouring local authorities.

- 7.3.2 The available budget to commission a sensory service on a pilot basis is £140,000 per annum or £11,666 per month
- 7.3.3 Over the next 5 years (2015-2020) the numbers of people in Rotherham predicted to have a moderate to severe visual impairment will increase by 11% from 5,781 to 6,474 and the numbers of people in Rotherham predicted to have a severe or profound hearing impairment will rise by just over 9% from 27,341 to 30,153. There is an urgent need to develop local services to assist people with sensory disabilities to remain as independent for as long as possible and prevent dependency on statutorily provided services.
- 7.3.4 Consultation has taken place at planned events with key stakeholders including people in Rotherham with sensory deficit and their carers. Common views expressed at the events were that the type of support provided in Sheffield and delivered by Sheffield Royal Society for Blind People (SRSB) is essential in ensuring that Rotherham's offer is sufficient. This organisation works collaboratively with charities and community groups that focus on **both** hearing and sight impaired groups. The Sheffield Royal Society for Blind People has demonstrated service excellence over the previous 17 years and delivers a holistic service which encompasses health, social care/support. They receive minimal funding from Sheffield City Council and utilise legacy donations and fund raising to sustain service delivery.
- 7.3.5 Soft market testing indicates that minimal investment would secure a replicated service in Rotherham on a proportionate scale. SRSB have confirmed their willingness to support the development a service in Rotherham over a 20 month period from September. This would mean SRSB are secured under an agreement to be paid a fee to lead the development a service in line with the requirements of Rotherham people with both hearing and sight deficit. The new service would complement the statutory led assessment service rather than replace it and will interface with 'front facing' Rotherham MBC, Heath Staff (Ophthalmic Clinic).
- 7.3.6 The developing services will consider the needs of young people going through transition to adult services and the needs of younger children who are affected by sensory impairment will also be taken into consideration with our commissioning colleagues in Children's Social Care and Health.
- 7.3.7 The new service will be monitored for outcomes/outputs and value for money tested throughout the pilot period and a new service specified based on the findings of the review. A tender on the open market would ensue commencing September 2017 to secure services beyond the end of March 2018 – on conclusion of the pilot period.

#### **7.4 Support Services for Carers and People Experiencing the effects of Dementia:**

- 7.4.1 Dementia Support Service contract delivered by the Alzheimer's Society was secured by competitive tender for a 3 plus 1 contract term (1 April 2013 – 31 March 2017). It has two service elements (1) Dementia Support Worker Service offering 1:1 support and (2) Dementia (Memory) Cafés offering Group

and peer support. The service is free to people diagnosed with dementia and their carers. Around 188 people attend the cafes per month (2,260 attendances per annum) and around 26 people with dementia or their carers receive face to face support per month (312 interventions per year). The Dementia Support Service is staffed by qualified staff employed by the Alzheimer's Society and provides (not exclusive to):

- an alternative to day care
- carer respite in a supported environment,
- offer of expert advice,
- opportunity to identify and prevent escalation of carer stress with regular and sustained contact.

7.4.2 The Dementia Support Service cost is £76,500 per annum from Rotherham MBC base budget and the Alzheimer's Society make a voluntary contribution of £13,550.

7.4.3 In response to an increase in demand for the Dementia Support Service, the development of volunteer run Community Dementia (memory) Cafes commenced in April 2016. They are co-ordinated by a paid member of the Alzheimer's Society staff. These cafes will be developed across the Borough throughout the year and will relieve the pressure on the formally organised Dementia (Memory) Cafes and release capacity for 1:1 support of Dementia Support Workers and increased out-reach and opportunity to access a more formal service when required i.e. 'step up' and increase opportunities for prevention of carer stress/crisis situations. They will ensure the support model provided by the Alzheimer's Society is consistent whilst capacity increases and promote the increased use of universal services and promote the culture of self-help.

7.4.4 Community Cafes are a more informal version of a Dementia Memory Café and will be arranged and co-ordinated by a Café Coordinator employed and trained by the Alzheimer's Society at a cost to Rotherham MBC of £30,200. The service is value for money in that it will utilise social capital in the form of volunteers and peer support and will increase development in service capacity. A target of 6 Community Cafes taking place at least once a month with a minimum attendance of 20 people has been set with one established Community Café established in Q1 and two planned in Q2 of this year.

7.4.5 The contracts for the Dementia Support Service and Community Dementia Cafes are coterminous and will terminate on the 31 March 2017. Intelligence derived from the pilot exercise will inform future commissioning arrangements. Although the cost benefit analysis of the volunteer run cafes will not be clear until the completion of the project in March 2017, it is expected to yield value for money. The expected cost per café per month is up to £419 equivalent to £6.99 per hour per person.

7.4.6 The Alzheimer's Society is the UK's leading support and research charity. Since they established in Rotherham the low level funding provided by Rotherham MBC has given a significant return on the investment with

additional volunteer and peer support services evolving without additional investment.

- 7.4.7 It is proposed to incorporate the Dementia Community Cafes (pilot) into the Dementia Support Service Contract and to extend the contract for a further year (1 April 2017 to 31 March 2018). Rotherham MBC would commence an open tender no later than September 2017 to secure ongoing provision following the ending of the extension period.

## **8. Key Issues**

- 8.1 Exemption from Standing Order 48 is required to allow a period of time to ensure departments across the Council and its partner's to collaborate to consider options, prevent duplication of effort, create efficiencies and secure value for money services.

## **9. Options considered and recommended proposal**

- 9.1 To undertake a tender exercise prematurely will mean exclusion of grass root organisations and a less than cohesive approach with partners. This may result in commissioning services which are not appropriate or cost efficient.

## **10. Consultation**

- 10.1 Consultation has taken place at planned events with key stakeholders and continues to take place. Common views expressed by service users have been captured and will feed into service specification.

## **11. Timetable and Accountability for Implementing this Decision**

- 11.1 The tenders proposed in Part A of the report will commence in September 2016 immediately following approval. The outline tender timeline is set out in the table below:

<b>Milestone</b>	<b>Commence</b>
Issue ITT	13 September 2016
Submissions by	18 October 2016
Evaluation ends	15 November 2016
Clarification ends	18 November 2016
Select Provider	21 November 2016
Standstill period ends	2 December 2016
Issue Contract	5 December 2016
Transition	5 December 2016 – 31 March 2017
Planned Contract Start date	1 April 2017

- 11.2 Should the proposal in Part B of the report be approved, then contract variations will be issued by the contracts team in consultation with the contracted providers in September 2016.



## **12. Financial and Procurement Implications**

- 12.1 All contracts in Part A of the report will be awarded within the existing budget envelopes funded from Adult Care Revenue budget.
- 12.2 Proposals contained within Part A of this report to commission new services from 2017 are expected to achieve cost efficiencies the scale of which cannot be determined until the outcome of the tender is completed.
- 12.3 All contracts in Part B of the report will be awarded within the existing budget envelopes funded from Adult Care Revenue budget. Appendix 2 details the financial breakdown of the services detailed in this report.

## **13. Legal Implications**

- 13.1 Proposals in Part A of the report support Rotherham MBC to comply with legal obligations encompassed in the:
  - Care Act 2014 – to support; carers, people who use personal budgets and people going through transition from children's services into adult services.
  - Human Rights Act (1998), to treat everyone equally with fairness dignity and respect with a focus on those who are disadvantaged as a result of disability.
  - Homelessness Act (2002) – to offer advice and assistance to households who are homeless or threatened with homelessness is available free of charge
  - Equality Act (2010) to legally protect people from discrimination in the wider society.
  - Public Services (Social Value) Act (2012) to promote social value under the Public Services.
- 13.2 Proposals contained within Part B of this report support positive steps to meet objectives in the Corporate Plan to develop alternatives to traditional care, maximise independence and stimulate the market requirement in terms of the Joint Health and Wellbeing Strategy and meet statutory obligations in the:
  - Care Act 2014 – to support; carers, people who use personal budgets and people going through transition from children's services into adult services.
  - Homelessness Act (2002) – to offer advice and assistance to households who are homeless or threatened with homelessness is available free of charge and
  - Public Services (Social Value) Act (2012) to promote social value under the Public Services.

## **14. Human Resources Implications**

- 14.1 There are no direct implications to Human Resources for Rotherham MBC as a result of the proposals in this report.

## **15. Implications for Children and Young People and Vulnerable Adults**

- 15.1 The proposals in Part A of the report impact positively on young adults going through transition from Children's to Adult services in that services secured will meet their needs appropriately.
- 15.2 Proposals in Part B of this report impact positively on vulnerable adults, take into consideration Children and Young People services and the collaborative work required to secure improved housing related support services for this client group.

## **16 Equalities and Human Rights Implications**

- 16.1 The proposals in this report support Rotherham MBC to comply with legal obligations encompassed in the:
  - Human Rights Act (1998), to treat everyone equally with fairness dignity and respect with a focus on those who are disadvantaged as a result of disability and
  - Equality Act (2010) to legally protect people from discrimination in the wider society.

## **17. Implications for Partners and Other Directorates**

- 17.1 These are detailed at paragraph 15.1 of this report.

## **18. Risks and Mitigation**

- 18.1 Part A - Adults with complex needs physical disabilities, learning disabilities, sensory impaired

In a competitive tender it is possible Scope would have commercial advantage over bidders due to the arrangement Rotherham MBC has in respect of the 'peppercorn' rent of the building. A fixed hourly rate at tender and tender evaluation based on quality alone would overcome any commercial competitive advantage. Therefore careful consideration of service cost is required to ensure fixed rates are not inflated.

- 18.2 Part A - Carers  
There are no identified risks in the proposal in respect of this contract.
- 18.3 Part A - People who use personal budgets as a Direct Payment to employ a Personal Assistant

The existing contractual relationship covers a long period and the scale of both businesses has grown. There has been no revision of financial conditions and payment terms since both contracts commenced in 2005. A revised costing exercise to identify reasonable cost and a competitive tender process should secure a reasonable market rate for the service(s).

- 18.4 Part A - Adults who are at risk of admission to hospital or residential care and require urgent home care

There are no identified risks in the proposal in respect of this contract.

- 18.5 Housing related support contracts. The decommissioning of the two Housing Related Support contracts requires further consideration prior to September 2016.
- 18.6 Extending contracts without a tender requires an exemption from Standing Orders. This is to be avoided if possible but is acceptable if there are sufficient reasons to justify such a course of action. Any risk of challenge to this course of action will be mitigated by the provision of future opportunities in procuring services that are sustainable and future proof on conclusion of the requested extension period.

## **19. Accountable Officer(s)**

Approvals Obtained from:-

Strategic Director of Finance and Corporate Services:-

Director of Legal Services:- Ian Gledhill

Head of Procurement (if appropriate):-

Jacqueline Clark – Operational Commissioning Manager

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## Appendix 1 – Financial breakdown of services detailed in this report

Client Group	Name of contracted organisation	Annual Contract Value	3 Year Contract Value	3 Year Euro Value
Adults with Complex Disabilities/Learning Disabilities and Sensory Impaired	Sense	£562,107	£1,686,321	€ 2,008,812
	Scope	£188,031	£564,093	€ 671,900
Carers	Mears (emergency scheme)	£13,000	£39,000	€ 46,453
People who use personal budgets as a Direct Payment to employ a personal assistant	People Plus	£109,000	£327,000	€ 389,520
	Schools First			
Adults who are at risk of admission to hospital or residential care and require urgent home care	Mears	£90,000	£270,00	€ 321,561
Housing Related Support - Offenders	Target Housing	£215,928	£647,784	€ 770,862
Housing Related Support Homeless Young People at Risk	Rush House	£429,896	£1,289,688	€ 1,534,729
Housing Related Support Homeless Young People at Risk and Single Homeless	Action Housing	£458,000	£1,374,000	€ 1,635,060

## Appendix 2 - Financial Breakdown of Contracted Services

Client Group	Name of contracted Provider	Annual Contract Value	1 Year Contract Extension Value
Sensory Impaired Adults	Not yet agreed	£140,000	N/A
Adults with Dementia/Carers Support Service	Alzheimer's Society	£106,700	£106,700
Housing Related Support Mental Health	Action Housing & Support Limited	£105,000	£105,000
Housing Related Support Mental Health	South Yorkshire Housing Association	£183,120	£183,120
Housing Related Support Young Parents	YWCA Yorkshire	£127,775	£127,775
Housing Related Support Domestic Abuse	Rotherham Rise	£164,000	£164,000
Housing Related Support Homeless families	South Yorkshire Housing Association	£80,000	£80,000
Housing Related Support Older People	Anchor Trust	£12,398	£12,398
Housing Related Support Older People	Housing & Care 21	£6,387	£6,387
Housing Related Support Older People	Places For People	£11,789	£11,789
Housing Related Support Learning Disabilities	KeyRing Living Support Networks	£30,378	£30,378
Housing Related Support Learning Disabilities	KeyRing Living Support Networks	£30,378	£30,378
Housing Related Support Learning Disabilities	KeyRing Living Support Networks	£37,778	£37,778