

Decision Maker: EXECUTIVE

Date: For Pre-Decision Scrutiny by the Care Services Policy Development and Scrutiny Committee on Tuesday 15th November 2016

Decision Type: Non-Urgent Executive Key

Title: CARELINK (INCLUDING TELECARE) SERVICE - UPDATE

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Chief Officer: Lorna Blackwood, Director of Health Integration Programme

Ward: Borough-wide

1. Reason for report

1.1 This report updates Members on the tendering of the CareLink (including Telecare) service. As the tender did not result in a recommendation for award this report recommends that the Council competitively tenders the contracted elements of the existing service and retains the response service in-house.

2. RECOMMENDATIONS

2.1 The Care Services PDS Committee is asked to note and comment on the contents of this report prior to the Council's Executive being requested to:

- i) Approve option 3, that the supply, installation and maintenance of equipment are competitively tendered for a 3 year contract with an option to extend at the Portfolio Holder's and Chief officer's discretion for a further 2 years, and the response service is retained in house on a formal trading account;**
- ii) Agree to continue the spot purchasing arrangements with Red Alert Telecare Ltd for equipment installation services, pending the result of competitive tendering; and,**
- iii) Agree to extend the current contract with Tunstall Healthcare (UK) Ltd for the supply of equipment, for up to 1 year, pending the result of competitive tendering.**

Corporate Policy

1. Policy Status: Existing Policy: Commissioning Programme
 2. BBB Priority: Excellent Council Supporting Independence:
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Financial

1. Cost of proposal: n/a
 2. Ongoing costs: n/a
 3. Budget head/performance centre: 832700/701/900
 4. Total current budget for this head: £86k
 5. Source of funding: Core
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Staff

1. Number of staff (current and additional):
 2. If from existing staff resources, number of staff hours:
-

Legal

1. Legal Requirement: Statutory Requirement:
 2. Call-in: Applicable:
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected):
500 per year current; 800 per year projected
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? Not Applicable
2. Summary of Ward Councillors comments:

3. BACKGROUND

- 3.1 CareLink is a community alarm and response service across the Borough. The service employs 29 staff (8.71FTE) and supports an average of 1,700 service users at any time. The service provides a response for older and vulnerable residents via an alert activation 24/7 hours per day. Whilst the service is not a statutory service, it supports the Council in delivering its statutory duty under the The Care Act 2014 to support and promote wellbeing as well as to help support people to remain as independent as possible in their home.
- 3.2 The service is available to social care clients as part of a financially assessed service, as well as self-funding clients who meet the eligibility thresholds within the Social Care Act .
- 3.3 The service is currently delivered via a mix of in-house staff (response and installation of equipment) and contracted services for the supply of equipment and call monitoring functions. The full breakdown of contracted services is included in para 4.6.
- 3.4 In July 2013 (report No. Report CS13017), Executive approved the recommendation to commence market testing the last remaining in house Direct Care Services. This tender included a range of adult services, including Extra Care Housing, the Community Alarm service and the Reablement Service as one “lot” of services. Following the tender, which did not result in an award of contract, Members agreed to the three services being tendered separately (Report No. CS14122).
- 3.5 The Part 2 report details the result of the tender process.
- 3.6 As a result of this there are three options going forward, outlined in Section 5 of this report.

4. CURRENT SERVICE INFORMATION

- 4.1 The current service supports circa 1,700 residents per year, this is split between 713 social care clients (those receiving the service as part of an assessed package and potentially financially supported by the adults social care budget) and circa 1,000 self-funding clients.
- 4.2 There are approximately 5,308 alarm activations per month, with approximately 300 requiring a mobile response, i.e. an attendance of staff to support the service user.
- 4.3 The service also supports more sophisticated telecare equipment in addition to the basic alarm such as bed sensors, fall detectors etc. to trigger support.
- 4.4 The Council staff deliver the response function of this service, as well as organise installations/removals of the alarm devices, battery checks/replacements and service user information updates. Other elements of the service are provided by external contractors,
- 4.5 The Part 2 Report details the current commissioned elements of the service, including suppliers and costs. It is recommended that these contracted elements of the service are competitively tendered, with appropriate contract monitoring put in place.

5. DELIVERY OPTIONS

- 5.1 The Part 2 report details the 3 options, including why Option 3 is recommended.
- 5.2 **Option 1** – Re-tender the whole service
- 5.3 **Option 2** – Withdraw from the service
- 5.4 **Option 3** – Competitively tender the existing contracted elements of the service, and continue to deliver the response service in-house.

6. MARKET CONSIDERATIONS

- 6.1 There is a competitive market for community alarm and telecare services, and many local authorities have secured organisations to deliver these services on their behalf. The Part 2 report details why the market has not responded on this occasion.

7. CUSTOMER PROFILE

- 7.1 The service is split between social care assessed clients and those clients that self-fund. Typically clients using the services are elderly frail. Clients must meet the VAT exemption criteria under the Chronically Sick and Disabled Act (1970).

8. SUSTAINABILITY/IMPACT ASSESSMENTS

- 8.1 The recommendation has been judged to have no negative impact on local people and communities.

9. PROCUREMENT STRATEGY & CONTRACTING PROPOSALS

- 9.1 Please see section 5 of this report.

10. POLICY IMPLICATIONS

- 10.1 CareLink contributes to the Council's policy to support people to maximise their independence and be able to live as independently as possible in the community. The market testing continues to be in accordance with the Council's Corporate Operating Principles to determine who is best placed to deliver services.

11. FINANCIAL IMPLICATIONS

- 11.1 This is included in the Part 2 report.

12. IMPACT ON VULNERABLE PEOPLE AND CHILDREN

- 12.1 The CareLink service support vulnerable adults. The recommendation assumes that there will be no change to the service being available.

13. LEGAL IMPLICATIONS

- 13.1 This report seeks to update Members on the tendering of the CareLink (including Telecare) service, and recommends that the Council competitively tender the contracted elements of the existing service and retain an in-house response service.
- 13.2 The Council have complied with the Council's Contract Procedure Rules and Public Contracts Regulations 2015. The total value of the contracted element of the existing service is circa £95k per annum and will need to comply with the above as appropriate.
- 13.3 Section 38 Local Government(Miscellaneous Provisions) Act 1976 allows sale of spare computer capacity on terms on which the authority considers that a person other than a local authority could reasonably be expected to provide the facilities or services in question.

14. PERSONNEL IMPLICATIONS

- 14.1 The current service employs 29 staff (8.71 FTE). As indicated in previous reports staff and representatives have been updated throughout the process. The market testing of these

services has been ongoing since 2011 following the publication of the Departmental Business Plan which outlined the services identified for market testing. It is noted that staff and trade union representatives continue to raise the uncertain climate that staff operate in.

14.2 If Members agree to the recommendations in this report, i.e. to competitively tender the existing contracted elements of the service, and continue to deliver the response service in-house, staff and their representatives will be updated as appropriate.

Non-Applicable Sections:	
Background Documents: (Access via Contact Officer)	Adults Social Care Report CS13017 Adult Social Care Update Report No. CS14122)