

Decision Maker: EXECUTIVE

Date: For Pre-Decision Scrutiny by the Care Services Policy Development and Scrutiny Committee on 10th January 2017

Decision Type: Non-Urgent Executive Non-Key

Title: AWARD OF CONTRACT FOR RESPITE SERVICES FOR CARERS

Contact Officer: Lorna Blackwood, Director, Health Integration Programme
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Chief Officer: Director, Health Integration Programme

Ward: Borough-wide

1. Reason for report

1.1 In accordance with the Council's financial and contractual requirements, this report sets out the provision of Respite Services for Carers and requests approval to award a six month contract to Carers Bromley pending the outcome of the tender process for the Primary and Secondary Intervention Services.

2. **RECOMMENDATION**

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 the award of a contract for Carers Respite Service to Carers Bromley for a period of 6 months commencing on 1st October 2016 and expiring on 31st March 2017.

Impact on Vulnerable Adults and Children

1. Summary of Impact: Support under this contract will be available for all carers to enable them to maintain their caring role.
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Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Supporting Independence
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Financial

1. Cost of proposal: Estimated Cost: £31,566 (1st October 2016 to 31st March 2017)
 2. Ongoing costs: Recurring Cost:
 3. Budget head/performance centre: 817001 3542
 4. Total current budget for this head: £100,204
 5. Source of funding: Revenue Support Grant – Estimated cost contained within existing budget, no additional funding required.
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Personnel

1. Number of staff (current and additional): There are no Council staff employed in the provision of this service.
 2. If from existing staff resources, number of staff hours: N/A
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Legal

1. Legal Requirement: Statutory Requirement:
 2. Call-in: Applicable:
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Procurement

1. Summary of Procurement Implications: This contract is covered by Regulation 7 of the Public Contracts Regulations 2015, which introduced a 'light touch' regime for services that are considered "social and other specific services" and the Council's Contract Procedure Rule 3.5.5.
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): In quarter 1 2016/17, the service supported approximately 26 carers each receiving on average 77 hours of respite. Under the new contract it is estimated that a higher number of carers will receive respite services.
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Ward Councillor Views

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

3. COMMENTARY

Background:

- 3.1 A respite services for carers was commissioned from Carers Bromley in 2010 with the aim of providing breaks for carers to maintain their health and wellbeing and prevent the breakdown of informal care arrangements. There were three elements to the Service:
- 1) Carers Breaks: breaks could be for single days or up to two weeks, including overnight stays. This is planned respite and did not cover emergencies, crisis or hospital admission. Carers were not entitled to more than 28 days respite per year:
 - 2) Sitting Service: this could be used for emergency cover, crisis or hospital admission but was predominately for pre-arranged sits ranging from one hour upwards:
 - 3) Respite Manager: a respite manager who co-ordinates the respite service for carers, including the training and management of volunteers.
- 3.2 A report (CS15922) was presented to Care Services PDS on 23rd September 2015 and Executive on 14th October 2015 outlining the provision of respite services for carers which included the respite at home services provided by Carers Bromley and Bromley and Lewisham MIND. The report projected that services of this type would be required for future service users in order to assist carers to maintain their caring role and prevent the move to expensive residential care. The report outlined the proposed strategy for the tendering of these services with an emphasis upon ensuring safety and wellbeing of vulnerable service users whilst achieving efficiency savings where possible. Agreement to establish a framework for respite was agreed which necessitated the extension of the existing Contracts with Carers Bromley and Bromley and Lewisham MIND until 30th September 2016. It was anticipated that in future respite service of any type would be purchased through the framework predominantly by service users using direct payments.
- 3.3 Soft market testing of this procurement strategy indicated that a framework would be unattractive to providers due to the importance of providing sufficient volumes. It was indicated that a framework approach would therefore lead to an increase in the unit cost of respite due to low volumes.
- 3.4 As the Respite at Home Service with Bromley and Lewisham MIND was a specialist service for carers of people with dementia, this was subsequently tendered separately. All of the services currently provided by Carers Bromley (including respite for carers) are being recommissioned within the tender for the provision of Primary and Secondary Intervention Services which is due to commence in April 2017 and which was signed off by Care Services PDS on 13th September 2016 and Executive on 14th September 2016 (Report CS17033 "Commissioning Strategy for Primary & Secondary Intervention Services).

Services from 1st October 2016 to 31st March 2017

- 3.5 The Carers Breaks element of the Service failed to provide value for money. The Service placed support, generally using four placement workers, within the home. This required significant management input and had been running for some time for only a small number of carers. Monitoring information demonstrated that the Carers Breaks service was being used by the same cohort of carers and not reaching enough carers. In quarter one 2016/17 only 26 carers accessed the Service, receiving on average 77 hours of respite thus not providing parity of care for Bromley Carers.

- 3.6 Negotiations commenced with Carers Bromley to discontinue the service. It was agreed with Carers Bromley to honour the existing bookings for carers breaks with the service ending completely in December 2016.
- 3.7 From January 2017 the Respite Managers post would reduce by 15 hours per week and would focus on developing the sitting service and increasing its capacity. The aim was for the sitting service to provide 1,000 sitting hours throughout a six month contract and to increase the number of carers who access the service by 25%, as well as maintaining the current volunteer base. The volume of the service is being monitored by the Council's Contract Compliance Officer to ensure these new KPI's are being met by Carers Bromley.
- 3.8 The new contract bridges the gap between the services from 1st October 2016 and the new Primary and Secondary Intervention Service beginning in April 2017, and ensures that there is respite in place for carers in line with the Care Act 2014. It demonstrates improved value for money and outcomes for more carers across the borough.

4. IMPACT ON VULNERABLE ADULTS AND CHILDREN

- 4.1 Support under this contract will be available for all carers to enable them to maintain their caring role.

5. POLICY IMPLICATIONS

- 5.1 The Respite at Home service is designed to meet the Council's objectives within 'Building a Better Bromley' to support independence within the Community, particularly for vulnerable people

6. FINANCIAL IMPLICATIONS

- 6.1 The budget for this service is currently £100,204 per annum. This has paid in quarterly instalments of £25,051.
- 6.2 Following the reconfiguration of the Service the cost for the six month contract will be:

<u>Date</u>	<u>£</u>
Qtr 3 (Oct to Dec 2016)	25,051
Qtr 4 (Jan to Mar 2017) Respite Manager	4,889
Qtr 4 (Jan to Mar 2017) Sitting Service	1,626
	<u>31,566</u>

- 6.3 The total savings for the period 1st October 2016 to 31st March 2017 will be:

	<u>Current</u>	<u>Proposed</u>	<u>Savings</u>
			<u>£</u>
Qtr 3 (Oct to Dec 2016)	25,051	25,051	-
Qtr 4 (Jan to Mar 2017)	25,051	6,515	- 18,536
	<u>50,102</u>	<u>31,566</u>	- <u>18,536</u>

7. LEGAL IMPLICATIONS

- 7.1 Contract Procedure Rule 3.5.5 applies:-

3.5.5 Where a Service is to be provided by a Voluntary Sector Organisation through an external Service Level Agreement and providing such Service(s) is/are amongst those

covered within the arrangements identified in the “Light Touch Regime” provided for under Section 7 of the *Public Contracts Regulations*, the relevant Chief Officer, in consultation with the Director of Corporate Services, can decide not to obtain competitive tenders or quotations provided that:

- The Chief Officer is satisfied that the *Voluntary Sector Organisation* is or will be able to provide a satisfactory quality of *Service* and that the sums payable under any *Service Level Agreement* entered into represent *Value For Money*.
- The relevant Head of Finance keeps a record of all payments made and any *Grants* received under the *Service Level Agreement*.

The *Service Level Agreement* is time limited and subject to renewal under the arrangements identified in this Rule

8. PROCUREMENT IMPLICATIONS

8.1 Future carer services will be tendered in accordance with Regulation 7 of the Public Contracts Regulations 2015.

Non-Applicable Sections:	Personnel Implications
Background Documents: (Access via Contact Officer)	Gateway Report CS15922 “Respite at Home Services” Report CS17033 “Commissioning Strategy for Primary and Secondary Intervention Services”.