

PLYMOUTH CITY COUNCIL

Subject: Award of Independence@Home contract
Committee: Cabinet
Date: 11 September 2018
Cabinet Member: Councillor Tuffin
CMT Member: Carole Burgoyne (Strategic Director for People)
Author: Helen Reid, Commissioning Officer
Contact details Tel: 01752 307040
email: helen.reid@plymouth.gov.uk
Ref: Independence@Home
Key Decision: Yes
Part: 1

Purpose of the report:

Plymouth City Council in partnership with NHS NEW Devon Clinical Commissioning Group is seeking to jointly procure a service from December 2018 that will incorporate both the current Reablement service and the Rapid Discharge service.

The service will:

- Provide an enhanced 7 day service for all hospital discharges (the earliest discharge is anticipated to be at 10 am with the latest discharge time at 8 pm)
- Support with the continuation of the Discharge to Assess Model
- Provide short term care and support in the Community for a period of up to 6 weeks or shorter period if appropriate. Where ongoing care and support is required, the service provider will facilitate a smooth transition to the new provider. Where this is not immediately possible then the provider will continue to provide care and support at a reduced standard personal care rate until a suitable provider has been identified
- Support service users to remain living in their own home as independently as possible
- Deliver positive outcomes for the service users including maximising people's and/or promote independence, choice and control

The shared aim is to support service users with:

- Understanding the remit of the service
- Timely discharges from a hospital setting as soon as the service user is fit for discharge
- The assessment being undertaken in their own home environment following discharge from a hospital setting
- Engagement in following a professionally prescribed care and support plan to support recovery, maximise and/or promote their independence
- Maximisation and/or promotion of independence to reduce or delay the need for ongoing support through traditional services
- Staying healthy and recovering quickly from illness or injury
- Exercising maximum control over their own lives and, where appropriate, the lives of

- their family members
- Where appropriate, sustaining a family unit which avoids children being required to take on inappropriate caring roles
- Participation as active and equal citizens, both economically, and socially, where appropriate
- Enjoying the best quality of life, irrespective of illness or disability
- Retaining maximum dignity and respect
- Remaining living in their own homes, or usual place of residence and as independently as possible

The procurement of this service is to replace 2 contracts - the Rapid Discharge Service contract which expired on 30th June 2018 and was picked up by our Reablement service and the Reablement contract which is due to expire on 2 December 2018. This new Independence@Home service will support the Home First pathway.

This report sets out the result of the tender process and seeks approval from Cabinet for contract award.

For reasons of commercial confidentiality the name of the successful tenderer is included within a separate part 2 report.

Corporate Plan

The Independence@Home Service will support Plymouth being a Brilliant Co-operative Council through addressing three of the four key corporate objectives:

- **Growing Plymouth**

The service will support a strong economy creating job opportunities by recruiting a local workforce

- **Caring Plymouth**

The service will:

- Help people take control of their lives and communities through supporting them to live independently at home;
- Support adults to be safe and confident in their communities;
- Ensure people are treated with dignity and respect.

The Independence@Home Service is underpinned by the four key values described in the Corporate Plan and the Plymouth Plan:

- Service design was co-produced by stakeholders and so is democratic;
- reflects the City's commitment to provide high quality, safe support to some of the most vulnerable people and so reflects responsibility;
- address inequality by supporting all adults through promoting independence, where an assessed need is identified and so is fair;
- requires all stakeholders to work together and work in partnership.

**Implications for Medium Term Financial Plan and Resource Implications:
Including finance, human, IT and land**

Service in Year 2019/20 Comparison	Annual Hours	Hourly Rate	Estimated Cost
Reablement - If tender wasn't introduced	78,210	£30.29	£2,368,981

Independence- New tender	78,210	£20.00	£1,564,200
---------------------------------	---------------	---------------	-------------------

As a result of reducing the hourly rate by £10.29, in 2018/19 we estimate to achieve a saving of (£262k). This assumes the same level of hours will continue. In 2019/20 we estimate to achieve a saving of (£805k) in this area, again this assumes the level of hours will continue.

These efficiencies are already built into the Medium Term Financial Strategy.

It is important to note that in the interests of protecting public funding the block contract terms and conditions allow for payment for only actual hours delivered.

Other Implications: e.g. Child Poverty, Community Safety, Health and Safety and Risk Management:

These services will contribute towards the delivery of the Integrated Commissioning Strategies and the Ethical Care Charter.

Equality and Diversity

Has an Equality Impact Assessment been undertaken? Yes

Recommendations and Reasons for recommended action:

To award a five year contract, containing an option to extend the contract for a further two years in annual increments, to the successful tenderer for the delivery of an Independence@Home service, incorporating a Rapid Discharge service from the Plymouth hospitals and a Reablement service, identified in the Part 2 report. The tender evaluation process has determined that the provider has the critical knowledge and experience to provide this service and that considering all evaluation criteria has offered the 'most economically advantageous tender'.

Alternative options considered and rejected:

1. Do nothing

This is not the preferred option because this would leave the city without a Rapid Discharge Service or a Reablement service. It is also a statutory requirement for every Local Authority to provide a Reablement type service.

The cost of the current Reablement service remains considerably higher than the independent sector provision. Alternative strategies to improve value for money need to be pursued whilst ensuring continuity of a quality intermediate care support service delivering good outcomes for individuals.

Existing providers could pick up the 1,500 hours a week that is required to deliver these services but in the current climate the current providers do not have the capacity to deliver these hours.

This would leave approximately 170 vulnerable people without home care support in the community, which has been identified as a required need as part of their support plan

2. Extend Existing Contracts

Both the Rapid Discharge Service and the Reablement contract have expired or will expire this year without any further extensions available.

Published work / information:

Equality Impact Assessment

- <S:\Social Services\Community Care\Commissioning Team\PROCUREMENTS\Current tender exercises\Independence@Home - Take 2\04. Equality Impact Assessment\2018-8-06 EIA Independence@Home FINAL.doc>

Background papers:

Title	Part I	Part II	Exemption Paragraph Number							
			1	2	3	4	5	6	7	
Business case - review of personal services	x									
Equality Impact assessment	x									

Sign off: comment must be sought from those whose area of responsibility may be affected by the decision, as follows (insert references of Finance, Legal and Monitoring Officer reps, and of HR, Corporate Property, IT and Strat. Proc. as appropriate):

Fin	DJN 16.19. 67	Leg	MS/2 9741	Mon Off	It/2 97 41/ 16 07	HR	n/a	Assets	n/a	IT	n/a	Strat Proc	HG/ PSF/ 480/ CP/0 818
Originating SMT Member: Carol Burgoyne													
Has the Cabinet Member(s) agreed the contents of the report? Yes													

I. BACKGROUND

A review of personal care services in Plymouth has highlighted that the Reablement contract is due to come to an end and efficiencies could be achieved that will be delivered through a procurement process with a re-focussed ethos centred on a rapid response system flow model. This new service will incorporate an enhanced 7 day front facing home from hospital service in advance of implementation of the SAP model.

This phased approach will ensure we do not destabilise the market over the winter period. There has already been work ongoing with the current block providers to develop promoting independence champions across the sector. This is to embed an ethos of promoting people's independence to remain at home for longer and has the potential to avoid hospital admissions and increase some capacity.

In the longer term, the implementation of a Single Accountable Provider (SAP) model will be responsible for managing the supply chain to deliver all elements of the specification including Independence@Home timely hospital discharge, Community Domiciliary Care and Carers Emergency Response Service, thereby developing/sustaining a person's capacity to live independently at home in the community.

2. INVITATION TO TENDER

A competitive procurement was run as a one stage 'open procedure' with an Invitation to Tender (ITT). The ITT was published electronically via the electronic tendering site www.supplyingthesouthwest.org.uk on the 31st May 2018 in accordance with the following timeline:

Activity	Date/Target Date
Dispatch of ITT	31/05/18
Deadline for Clarification Questions	25/06/18
Return of ITT	06/07/18
Evaluation of Tenders completed	27/07/18
Notification of successful Tenderer	26/09/18
Standstill Period End	18/10/18
Contract Award	19/10/18
Estimated Service Commencement	03/12/18

One provider completed the ITT return document which was evaluated by a team of individuals / stakeholders with various skill sets from across the business, in order to ensure both transparency and robustness.

3. EVALUATION CRITERIA, METHODOLOGY AND SUMMARY

The high-level suitability assessment criteria were agreed prior to despatch of the tender documentation and were published in the ITT:

Suitability Assessment

Section	Heading	Maximum score	Tenderer's Score
6	Technical and Professional Ability	20	15
8:6	Disputes	10	10
8:7	Business Capability	30	30
8:8	Social Value	10	10
8:9	Safeguarding	30	27
TOTAL		100%	92%

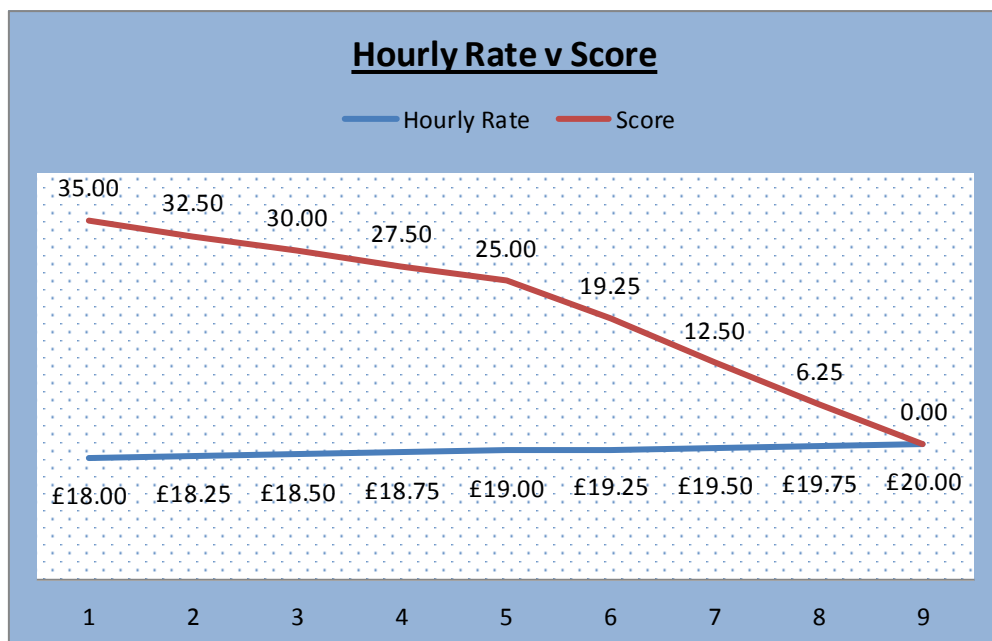
An overall threshold of 62% of the achievable marks for the suitability assessment above was required to determine whether the tenderer met the minimum requirements and the successful tenderer achieved 92% as shown.

Invitation to Tender (ITT)

The ITT return document was evaluated to identify the extent to which the tenderer had the ability, experience, and capacity to deliver the service. The technical response was evaluated to identify how well the tenderer would meet the service specification requirements.

2; Financial Response:

The financial response was evaluated to provide a score for price tendered.



Scores for the ITT as follows:

TENDERER ORGANISATION		Tenderer		
Section	Question Number	Score	Question weighting	Weighted Score
Collaboration, Partnerships and Sub-Contracting	MS3	10	5%	5.00%
Purpose	MS4	5	10%	5.00%
SERVICE DETAILS	MS5.1	5	10%	5.00%
	MS5.2	8	5%	4.00%
QUALITY REQUIREMENTS	MS6.1	5	6%	3.00%
	MS6.2	5	8%	4.00%
	MS6.3	5	8%	4.00%
PEFORMANCE	MS7	5	5%	2.50%
MANAGEMENT AND OPERATION	MS8.1	5	6%	3.00%
	MS8.2	5	2%	1.00%
METHOD STATEMENT TOTAL			65%	36.50%

PRICING

35%	0.00%
------------	--------------

TOTAL SCORE

100%	36.50%
-------------	---------------

Please note that the pricing score of zero is due to the evaluation criteria being set at a minimum hourly rate of £18.00 and a maximum of £20.00.

5. SUMMARY OF EVALUATION

A Tender was submitted on the 6th July 2018 by one supplier and was evaluated, where it passed the minimum threshold value to be awarded a contract.

The name of the tenderer is contained in a Part 2 report.