



## LEAD MEMBER FOR ADULT SOCIAL CARE AND HEALTH

**DECISIONS** to be made by the Lead Member for Adult Social Care and Health,  
Councillor Carl Maynard

**MONDAY, 16 AUGUST 2021 AT 2.00 PM**

**VIA TEAMS AND COUNCIL CHAMBER, COUNTY HALL, LEWES**

**++Please note that this meeting will be taking place remotely via Microsoft Teams++**

### **AGENDA**

- 1 Decisions made by the Lead Member on 24th June 2021 (*Pages 3 - 4*)
- 2 Disclosure of interests  
Disclosure by all Members present of personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
- 3 Urgent items  
Notification of any items which the Lead Member considers urgent and proposes to take at the appropriate part of the agenda.
- 4 Telecare Contract Extension (*Pages 5 - 6*)
- 5 Housing Related Floating Support Services - Contract Award (*Pages 7 - 12*)
- 6 Any other non-exempt items previously notified under agenda item 3
- 7 Exclusion of the Press and Public  
To consider excluding the public and press from the meeting for the remaining agenda item on the grounds that if the public and press were present there would be disclosure to them of exempt information as specified in paragraph 3 of Part 1 of the Local Government Act 1972 (as amended), namely information relating to the financial or business affairs of any particular person (including the authority holding that information).
- 8 Housing Related Floating Support Services - Contract Award- Exempt Information (*Pages 13 - 14*)
- 9 Any other exempt items previously notified under agenda item 3

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6 August 2021

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NOTE: *As part of the County Council's drive to increase accessibility to its public meetings, this meeting will be broadcast live on its website and the record archived. The live broadcast is accessible at: [www.eastsussex.gov.uk/yourcouncil/webcasts/default.htm](http://www.eastsussex.gov.uk/yourcouncil/webcasts/default.htm)*

## LEAD MEMBER FOR ADULT SOCIAL CARE AND HEALTH

DECISIONS made by the Lead Member for Adult Social Care and Health, Councillor Carl Maynard, on 24 June 2021 at County Hall, Lewes

++Please note that the Lead Member joined this meeting remotely++

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Councillors Adeniji, Azad, Collier and Maples spoke on item 4 (see minute 9)

### 6 DECISIONS MADE BY THE LEAD MEMBER ON 11 JUNE 2021

6.1 The Lead Member approved as a correct record the decisions made on 11 June 2021.

### 7 DISCLOSURE OF INTERESTS

7.1 There were no disclosures of interest.

### 8 URGENT ITEMS

8.1 There were no urgent items.

### 9 EXTRA CARE HOUSING - CONTRACT AWARDS

9.1 The Lead Member Adult Social Care and Health considered a report seeking approval to make direct awards for the three contracts relating to the care provision in the East Sussex County Council's six Extra Care housing units.

9.2 The Lead Member RESOLVED to:

1. Agree to the direct award of the three care contracts that relate to the Council's Extra Care housing provision, as set out in paragraph 2.6, to the current providers for a 15-month period, to 30 January 2023; and

2. delegate authority to the Director of Adult Social Care to take all necessary actions to give effect to the implementation of the above recommendation in consultation with relevant stakeholders.

Reason

9.3 The direct award of the three care contracts that relate to the Council's Extra Care housing provision, to the current providers for a 15-month period, to 30 January 2023 enables the Council to undertake more comprehensive engagement and consultation with providers and clients. This will inform the future service model and align these services to the Home Care contracts for tender via a joint approved list to ensure service resilience and best value.

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**Report to:** Lead Member for Adult Social Care and Health

**Date of meeting:** 16<sup>th</sup> August 2021

**By:** Director of Adult Social Care

**Title:** Telecare Contract Extension

**Purpose:** To seek approval from the Lead Member for Adult Social Care and Health to extend the existing telecare contract to August 2023, to enable a comprehensive review of telecare provision in East Sussex to inform a full recommissioning exercise.

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**Lead Member is recommended to:**

- 1. Agree to the extension of the existing contract with the current provider, Welbeing, for the provision of telecare services until 31 August 2023; and**
  - 2. delegate authority to the Director of Adult Social Care to take all necessary actions to give effect to the implementation of the above recommendation**
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## **1. Background**

1.1. The existing telecare contract with Welbeing, now part of the DORO Group, started in September 2016 and is currently due to end on 31 August 2021. East Sussex County Council has the option to extend this contract for a period of 24 months and must give notice of its intentions prior to 31 August 2021.

1.2. An extension to the existing contract, under Public Contract Regulation 72(1)(a), is proposed to enable sufficient time to undertake a full review of the existing service and ascertain the structure and format of the future service. This will involve working closely with key statutory partners including the East Sussex Clinical Commissioning Group and District and Borough Councils to explore possible synergies including links with telehealth.

1.3. The current annual value of the telecare contract is £1,353,800.

1.4. Income is generated from client contributions of up to a maximum of £2.85 per week. However, this could be less or nil depending on the outcome of a client's financial assessment. The net cost to the Council of the contract therefore fluctuates between £200,000 and £400,000 per annum.

1.5. As of 31 January 2021, 10,366 clients were in receipt of telecare equipment.

## **2. Current Contract and equipment**

2.1. East Sussex County Council currently purchases equipment manufactured by Tunstall which is then managed, installed, and maintained by Welbeing. Much of this equipment is coming towards the end of its lifespan and therefore will need replacing during the course of the proposed contract extension.

2.2. Between January 2021 and April 2023, 7,658 of 8,563 lifelines (89%) will need replacing, providing an opportunity to upgrade to digital equipment in advance of the 2025 digital switchover, at which point the existing analogue equipment will become redundant.

### **3. Service model for the duration of the proposed extension**

3.1. With the existing contract, as the number of lifeline connections rises each year, value for money increases as the contract value remains the same. Extending the contract therefore capitalises on this funding structure. The current provider, Welbeing, have indicated that they are willing to continue to deliver the contract on the current conditions and within the existing financial envelope.

3.2. The proposal is to retain the existing purchase model for the duration of the extension and undertake a full appraisal of alternative models in advance of recommissioning the service in 2023. Consideration has been given to switching to an equipment lease model, however, this would require a significant contract variation and incur additional costs should the incumbent provider not retain the contract.

3.3. The cost of replacing the existing lifeline equipment, sensors and peripherals that are nearing the end of their usable life with digital ready equipment will cost £2.12m plus an ongoing annual cost of £368k for sim card charges, compared to a like for like replacement cost of £1.73m. Provision is contained within the Adult Social Care contract budget to cover the additional cost of the digital upgrades over the coming years.

### **4. Conclusion and reasons for recommendation**

4.1. The current service is of a high quality and represents good value for money. The extension of the existing contract will:

- Enable the Council to undertake a full review of the market alongside key stakeholders and develop a specification that maximises the technical developments in this area.
- Provide an opportunity to upgrade all of the analogue telecare equipment in advance of the digital switchover in 2025.
- Maximise the financial benefits of the current contract structure through ongoing reductions in unit costs as a result of the incremental increases in the number of connections against a static contract value.

#### **MARK STAINTON**

Director of Adult Social Care

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#### Background documents:

None

# Agenda Item 5

**Report to:** Lead Member for Adult Social Care and Health

**Date of meeting:** 16<sup>th</sup> August 2021

**By:** Director of Adult Social Care

**Title:** Housing Related Floating Support Services – Contract Award

**Purpose:** To seek approval from the Lead Member for Adult Social Care and Health to award the contract, for Housing Related Floating Support Services, to the preferred bidder after completion of a competitive tendering process

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**Lead Member is recommended to:**

- 1. Agree the contract award for Housing Related Floating Support to the preferred bidder (Bidder A) as set out in paragraph 3.1; and**
  - 2. delegate authority to the Director of Adult Social Care to take all necessary actions to give effect to the implementation of the above recommendation**
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## **1. Background**

1.1 A key strategic objective for East Sussex County Council (ESCC) and statutory partners is to support people to live independently and safely in their own homes. Stable housing, financial independence and supportive community networks are fundamental for people to thrive and achieve good health and wellbeing.

1.2 The tender sought to combine the existing Older People and Working Age Adults Floating Support contracts into a single, needs-led, countywide service, with a Strategic Partner working with ESCC and other agencies to continuously adapt the service model to meet changing needs over the lifetime of this five-year contract. There is also provision to extend the contract for a further five years.

1.3 The total annual contract value is £3,847,000. The value over the maximum lifetime of the contract, including the potential five year extension, is estimated at £38,470,000.

1.4 An Equality Impact Assessment was completed and signed off before the tender process. The proposals resulting from this are contained in Appendix 1, have been incorporated into the Service Specification and will be reviewed through the standard contract monitoring process.

1.5 The tender was published on 17 May 2021 on the UK Government's 'Find a Tender' portal, with a submission deadline of 14 July 2021. The evaluation criteria were also published with the tender documents in accordance with Procurement Regulations. The tender was grouped into three Lots, as follows:

- Lot 1 – A single Strategic Partner for the East Area of the County
- Lot 2 – A single Strategic Partner for the West Area of the County
- Lot 3 – A single Strategic Partner for the whole County.

1.6 Three tender submissions, all of which were for Lot 3, were received. The names of the three bidders are set out in an exempt report later on in the agenda.

## 2. Tender Evaluation Process

2.1 Bidders were asked to provide further clarification to their responses where required and their scores re-evaluated if necessary.

2.2 The Evaluation Panel members comprised of representatives from ESCC Adult Social Care Commissioner, Children's Services, Orbis Procurement and Hastings Borough Council, representing all five Borough and District Housing Authorities.

2.3 The evaluation criteria were weighted as follows:

- Financial Integrity 15%
- Quality 85%, comprising the following:

Service Model	15%
Service Management	10%
Strategic Partner & Partnership Working	15%
Risk Management, Safeguarding and Complaints	5%
Service Promotion, Client and Carer Engagement and Equality and Inclusion	5%
Workforce	5%
Business Continuity	5%
Quality Monitoring and Performance Management	15%
Transition Plan	5%
Social Value	5%

2.4 Social Value was assessed based on the additional monetary value the Bidder commits to delivering during the life of the contract being tendered. It is in addition to the Services required under the Specification and accounted for 5% of the total score and was measured using the Orbis Social Value Charter.

## 3. Criteria for Contract Award

3.1 Once the Tenders had been evaluated and clarifications made, final scores were calculated, and a spreadsheet was completed showing the total scores for each Provider. The breakdown of scores is shown in the table below:

Bidder	QUALITY WEIGHTED SCORE (80%)	SOCIAL VALUE WEIGHTED SCORE (5%)	BID INTEGRITY WEIGHTED SCORE (15%)	TOTAL %
Bidder A (Preferred)	<b>64.00</b>	<b>1.83</b>	<b>11.25</b>	<b>77.08</b>
Bidder B	<b>48.00</b>	<b>5.00</b>	<b>11.25</b>	<b>64.25</b>
Bidder C	<b>47.00</b>	<b>2.51</b>	<b>11.25</b>	<b>60.76</b>

3.2 The preferred bidder has been appraised by ESCC Strategic Finance and the contract award would present no financial risk to the Council.

3.3 Bidders will be informed of the contract award decision on 23 August 2021 with a contract start date of 22 November 2021.

3.4 As the tender process is competitive, procurement regulations require that all bidders are informed of the tender outcome simultaneously and have the opportunity to review this, and to raise any concerns, during a standstill period. The award of contract cannot therefore be confirmed until the end of that standstill period and it could be problematic in terms of process and reputation to make public the winning bidder's identity before that point.



#### **4. Conclusion and Recommendation**

4.1 The outcome of the competitive tendering process identified a clear leader, which scored equal to or higher than the others in all criteria other than Social Value. Therefore, the unanimous recommendation of the Evaluation Panel is to award the contract to the Bidder A.

#### **MARK STAINTON**

Director of Adult Social Care

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Background documents:

None

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**Equality Impact Assessment Action Plan (incorporated into Service Specification)**

Area for improvement	Changes proposed
<p><b>Age</b> To integrate the WAA and OP into a single service aged 16+ with the potential to be provided as an East / West or countywide service</p>	<p>The Service Provider will be required to share a population-based accountability, working with partners, to meet the housing-related needs of East Sussex residents particularly those who are most vulnerable due to homelessness, age, mental health needs, physical disability, poverty or other issues.</p>
<p><b>Disability</b> A more 'persistent' approach will be commissioned to engage clients who may struggle to engage with support services</p>	<p>Specific measures and targets will be developed and agreed between Commissioners and the Service Provider as part of the 'Strategic Partner' arrangement stipulated in the specification.</p>
<p><b>Disability</b> Language barriers</p>	<p>This may include British Sign Language/community language interpretation, communications that meet the needs of visually and/or hearing-impaired users, those with little or no literacy skills.</p>
<p><b>Ethnicity</b> Language barriers and cultural needs</p>	<p>The Service Provider(s) will be required to arrange appropriate support so that people are not excluded from the Services.</p>
<p><b>Gender</b> Recording and service re-development</p>	<p>The Service Provide(s) will be required to record trans and other genders and this will be reviewed routinely to consider changing needs</p>
<p><b>All Protected Characteristics</b> Increased number of clients supported for a reduced length of time</p>	<p>The Service Provide(s) will be required to support a minimum of 7,000 clients pa for an average of 4 months for Working Aged Adults and 3 months for Older People. Contract monitoring will continuously review the volumes supported and average lengths of service to consider necessary adjustments.</p>

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By virtue of paragraph(s) 3 of Part 1 of Schedule 12A  
of the Local Government Act 1972.

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