



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.

THURSDAY, 18 AUGUST 2022 AT 2.00 PM

REMOTE MEETING VIA MICROSOFT TEAMS

AGENDA

++Please note that this meeting will be taking place remotely++

1. Decisions made by the Lead Member on 15 July 2022 (*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. Homes for Ukraine (HfU) East Sussex employability programme (*Pages 5 - 12*)
5. Integrated Community Equipment Service - Contract Award (*Pages 13 - 18*)
6. Any urgent items previously notified under agenda item 3
7. Exclusion of the public and press
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. Integrated Community Equipment Service - Contract Award (*Pages 19 - 22*)
9. Any other exempt items considered urgent by the Lead Member

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10 August 2022

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LEAD MEMBER FOR ADULT SOCIAL CARE AND HEALTH

DECISIONS made by the Lead Member for Adult Social Care and Health, Councillor Carl Maynard, on 15 July 2022 remotely via Microsoft Teams.

4. DECISIONS MADE BY THE LEAD MEMBER ON 24 MAY 2022

4.1 The Lead Member approved as a correct record the minutes of the meeting held on the 24 May 2022.

5. REPORTS

5.1 Copies of the reports referred to below are included in the minute book.

6. HOMES FOR UKRAINE - PAYMENTS TO DISTRICT AND BOROUGH COUNCILS

6.1 The Lead Member considered a report by the Director of Adult Social Care to revise the payment arrangements to Borough and District Councils in respect of the activities they are undertaking to support the Homes for Ukraine scheme in East Sussex.

6.2 The Lead Member RESOLVED to:

- 1) agree to continuing to pay District and Borough Councils for 'host' payments under the 'Homes for Ukraine' scheme upon receipt of an invoice;
- 2) agree to continuing to pay District and Borough Councils for 'guest' payments under the 'Homes for Ukraine' scheme upon receipt of an invoice;
- 3) approve upfront grant funding being provided to each of the District and Borough Councils, with the amount of each grant calculated in accordance with paragraph 2.7 of this report;
- 4) delegate authority to the Director of Adult Social Care to agree the terms of the grant agreements and to take all other steps necessary to implement the recommendations in the report.

Reasons

6.3 District and Borough Councils are incurring cost due to administering payment systems to hosts and guests, managing homelessness cases and supporting rematching.

6.4 Significant delays have been experienced in setting up payments systems due to a lack of capacity and resilience within their staffing model.

6.5 Workload is increasing, and it is anticipated will continue to increase, given the current issues with relationship breakdown, rematching activity and homelessness applications. In order to be able to respond in a timely way moving forward, it is vital that the Borough and District Councils have the necessary capacity required to fulfil their part of the whole system response.

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Report to: Lead Member for Adult Social Care and Health

Date of meeting: 18 August 2022

By: Director of Adult Social Care and Health

Title: Homes for Ukraine (HfU) East Sussex employability programme

Purpose: To request the use of HfU funding to support Ukrainian guests and other refugee groups into employment and training in East Sussex.

RECOMMENDATIONS:

The Lead Member is recommended to:

1. approve the proposed programme for supporting Ukrainian guests and other refugee groups into employment in East Sussex as set out in Appendix 1:
2. agree spend of £491,675 of the HfU Grant for this programme which will be delivered by commissioning a partnership of expert community sector organisations; and
3. authorise the Employment and Skills Team to implement the programme.

1. Background

1.1 East Sussex County Council (“ESCC”) is coordinating the Homes for Ukraine (HfU) programme and associated HfU Grant to support Ukrainians with integration into life while in the UK. The funding is not ringfenced, and consequently, although primarily focused on Ukrainian beneficiaries, our programmes can be extended to support other refugee and vulnerable groups where there are related needs and pressures.

1.2 ESCC has started to commission or provide a range of provision to support Ukrainians arriving in the county. This includes:

- Funding 3 Voluntary Action groups, to deliver direct services and administrate a Community Support Fund to support community integration and a range of wellbeing needs.
- Three ‘refugee buddy’ organisations covering East Sussex to help refugees with accessing services and conversational English.
- East Sussex Mediation Alliance has been funded to offer mediation of host and guest relations.
- BHT Sussex operate an existing Floating Support Service in East Sussex and have been commissioned to offer a dedicated sustainment and move on service to Ukrainians
- Laptops with data gifted to each family to support services access, learning and communication.

1.3 As at 27 July 2022 there were 1147 Ukrainian guests currently in East Sussex in 487 sponsor homes. A further 445 Ukrainians are already matched to an additional 178 sponsor homes, and we are anticipating their arrival. This is a total of 1592 Ukrainians matched with 665 sponsors. 57% of Ukrainian families or groups entering under the HfU scheme include

dependent children. An additional number of Ukrainians have entered the UK including East Sussex on the Ukraine Family Scheme (numbers are not known).

- 1.4 The Homes for Ukraine visa enables Ukrainians to stay in the UK for up to 3 years, spending an initial 6-12 months living with their sponsors/hosts. After this initial period of sponsorship, Ukrainians will need to be able to live independently and will need to be economically independent to move on from their hosts in a planned way. To enable this, there is clearly a need to support adults with finding work, which will in turn increase their ability to access stable accommodation.
- 1.5 It is estimated that a significant proportion of hosts may not be able to support their guests beyond six months, and unless guests can be supported into employment and independent living, this will place considerable pressure on ESCC and District and Borough housing teams and budgets. September 2022 will start to see the initial six-month hosting period reach a conclusion for the first arrivals in the UK, with most host families reaching this milestone in autumn and winter 2022.
- 1.6 The number of Ukrainians living in the rural areas of East Sussex will add some additional barriers to work and learning - such as transport and lack of local services (training providers, job centres, childcare facilities etc) and lower availability of jobs.
- 1.7 ESCC has had funding confirmed of £9.3m, and we expect further funding relating to future arrivals of £6.6m at £10.5k per guest. Of this, £5.6m is either spent or committed currently, leaving a balance of £10.3m. In addition, we expect to receive ring-fenced funding for host payments and education.

2. Supporting information

- 2.1 ESCC needs to introduce a programme that can support new arrivals from the Ukraine, and from other refugee groups, into work and training, as they feel ready to do so, with many Ukrainians expressing an intention to settle locally and a desire to enter the job market. This programme should work in conjunction with other provision currently being funded via HfU to offer cohesive assistance across all needs of the cohort. For example, the delivery of the BHT Sussex sustainment and move on service will particularly benefit from employability support to help people develop the confidence to access employment and independent accommodation.
- 2.2 The programme needs to be county-wide, cover the rural and urban areas proportionate to need and location of Ukrainian guests and other cohorts of refugees.
- 2.3 The programme needs to include engagement activity, initial skills and work assessments and the creation of individual work and learning plans, support with employability and job search, and triage to other services that can offer specialist provision including language support. The proposed delivery programme is detailed in Appendix 1. Translation and interpreting costs are also factored into the proposal, with a view to recruiting Ukrainian guests into these roles where possible.
- 2.4 The programme will be commissioned via grant funding drawing on the expertise and reach of local community sector organisations who are specialist at offering support into work.

They will support Ukrainian guests and other refugees to access other funded provision such as National Careers Service support or Adult Education Budget funded learning.

- 2.5 The delivery of the programme will take into consideration the wide variety of jobs available in East Sussex, particularly those where there are known job vacancies for example in adult social care roles, construction, and our local visitor economy. These roles offer an opportunity for adults to develop their work experience and language skills prior to progressing into further roles should they choose to do so.
- 2.6 For example, this programme will link into the ESCC recruitment team proposals which explore the opportunities to engage Ukrainians and refugees in ESCC vacancies through direct recruitment processes.
- 2.7 This employability offer can also help Ukrainians and other refugees to access the local independent sector social care sector. As at 2020/21 there were 19,000+ social care jobs in East Sussex, 84% with independent sector. In 2020/21 the turnover rate in social care jobs in East Sussex was 27.8% (4,600 leavers) and the vacancy rate was 4.6% (800 jobs). We expect the 21/22 turnover and vacancy figures to increase. Crucially, the workforce shortages mean that the independent sector is struggling to meet demand, which can result in delays in the provision of care, especially in more rural areas of the County.
- 2.8 Until the end of March 2023, Ukrainian guests will be referred into the Moving on Up (COMF funded programme) for additional support and should they move into a job, will have access on a needs assessed basis, to an incentive payment of up to £1500, to support them into independent and stable accommodation. This incentive payment can be used towards the purchase of key equipment (fridge, cooker, beds etc). Take-up of this offer by Ukrainian guests will be monitored by the Moving on Up scheme and should it prove effective, a paper will be put to DMT in February 2023, seeking a budget to enable the continuation of this incentive payment for Ukrainians who access work and accommodation. This programme is only available to those who are vulnerably housed, so other refugee groups who have secure tenancy agreements are not able to access it.
- 2.9 The programme will be carefully monitored with support to individuals and progress into learning and work tracked and reported against at quarterly intervals. Programme delivery, capacity and effectiveness will be evaluated on an ongoing basis and can be reviewed and improved as it develops.

3. Conclusion and Reasons for Recommendations

- 3.1 The HfU Programme leads have worked with the Employability and Skills Team Manager to develop a programme to address the needs of Ukrainians and other refugee cohorts who wish to work while residing in East Sussex.
- 3.2 It is recommended that the Lead Member considers the appended delivery proposal, and:
- Approves the appended proposal (Appendix 1) which outlines the suggested programme for supporting Ukrainian guests and other refugees into employment in East Sussex
 - Agrees the spend of £491,675 of HfU Grant for this programme which will be delivered by commissioning a partnership of expert community sector organisations
 - Delegates programme oversight to the Employment and Skills Team.

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Appendix: Homes for Ukraine Employability proposal

Delivery Programme: Homes for Ukraine Employability proposal

1. Engagement

- Work with partner organisations (VAs, BHT and Buddies) to gain contact with the Ukrainian guests.
- Partner organisations should signpost and refer in Ukrainian guests and other refugee groups, potentially with accompanying the service users at their first point of contact.
- Employability partners delivering the programme should attend local and community events to raise awareness.
- Flyers should be created to promote the employment support programme.

2. Work readiness assessment

- Service users should be assessed for needs and wants and employment history. A form capturing this information should be created and used to create an individual employability plan for the individual which can be used to inform the next stages.
- This should include work willingness/readiness, skills level, transport needs, childcare needs, language levels and understanding of UK work culture.
- This should be supported by interpreters as necessary.

3. In-house support

Providers should be directing service users towards the appropriate support to meet their needs (see 4. below).

In addition to this external provision, providers should offer the following via one-to-one sessions or small groups:

- Job search support, mentoring, CV writing, confidence building, UK work culture training and understanding employability skills and expectations (time keeping, confidentiality, dressing for work, appropriate attitude etc), job matching, benefits calculations, voluntary opportunities, travel advice, interview skills, Right to Work advice and other appropriate support related to employability.
- Employer engagement activities should be undertaken by the provider to support job matching.
- Engagement with National Careers Service Providers to deliver DWP careers advice and guidance to each individual.
- Interpreters should offer assistance with English for the workplace and facilitate other training as needed.
- Employer engagement officers should be working with employers to on board them and prime them for working with this cohort. ESCC can offer a variety of roles as other local authorities can. Where applicable jobs can be converted to 'Moving on Up' roles to allow the in-work support and the release of the move on bursary.

4. Triage

Service users should be referred to already existing services for specialised support and guidance. This may include other employability schemes as well as wellbeing services, drug and alcohol services, childcare providers and financial support. Some programmes that can be accessed include:

- ‘Moving on Up’ offers mentor lead employment support. This project will provide training and support with benefits as well as job matching. Successful job seekers can access a grant of up to £1500 to furnish move on accommodation supported by a move on coordinator. This service is currently running until March 2023.
- The Multiply project will run from September 2022 offering a range of pre-employment provisions of maths training embedded within other skills such as cooking, budgeting and other creative pursuits.
- English to Speakers of Other Languages (ESOL) provision - including sector specific ESOL - can be found through local colleges and community run provisions.
- BHT floating support service to be accessed for housing sustainment.
- IT training for using the provided laptops through East Sussex Library Service and other organisations such as Tech Resort.
- Where Ukrainian guests and refugees from other geographies have specialist/technical qualifications they should be supported in finding equivalence - to see if they are recognised or can be recognised by UK employers.
- Other funded provisions as found on the ESTAR brochure, DWP programmes or as appropriate and into colleges. ESTAR is the Employability for Supported & Temporary Accommodation & Refugees project, which works in partnership with a range of stakeholders to improve opportunities for those experiencing, or at-risk of homelessness in the county

Proposed delivery programme

Over the course of a year’s delivery 1000 individuals will receive an initial assessment to identify their needs and abilities (1 above).

Of these it is estimated that up to 600 will go on to receive a personalised support plan based on their assessment, as well as referrals to the correct organisations such as ESOL provision or Moving on Up. These 600 individuals will receive in house support on a 1-2-1 basis or in small groups to address employability skills (10 hours of support per person), job search and applications for work (5 hours of support per person).

This works out at approximately 83 individuals seen each month with 50 of these accessing the full programme.

Project budget

Staff	Per staff, including on boarding costs	Cost total
5 x Employability support workers - Full time	£35,000	£175,000
2 x Employer engagement officers - Full time	£35,000	£70,000
5 x Interpreters - Part time 0.5fte	£17,500	£87,500
Staff total		£332,500
Project overheads		Cost
Learning resources - forms, printed support packs		£6,000
Admin and project oversight @ 15%		£62,175
Venue hire (approx. 2000 hrs per annum)		£30,000
Marketing (programme flyers and web content)		£1,000
Translation (of learning materials and marketing)		£5,000
Childcare budget - support for 200 parents to access support @ £8ph while undertaking the 15 hours of support if required.		£24,000
Professional clothing budget - for accessing jobs (uniforms/appropriate footwear) and interviews @ £50 pp for up to 200 people		£10,000
Travel budget - assuming support workers and engagement officers are delivering through outreach.		£6,000
Housing support officer - continuation of role from MOU programme for six months		£15,000
Project overheads total		£159,175
Total		£491,675

Estimated spend in line with demand

District and Borough	Percentage of cohort	£476,675 total
Wealden	43%	≈£205,000
Rother	19%	≈£91,000
Lewes	18%	≈£86,000
Eastbourne	12%	≈£57,000
Hastings	8%	≈£38,000

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

Date: **18th August 2022**

By: **Director of Adult Social Care & Health**

Title of report: **Tender process for Provision of a Community Equipment and Installation Service (ICES) for people living in East Sussex or registered with an East Sussex GP.**

Purpose of report: **To seek Lead Member approval for the recommended Provider to be awarded the Contract to provide the service**

RECOMMENDATIONS:

The Lead Member is recommended to approve the award of the contract for the provision of the Community Equipment and Installation Service for people living in East Sussex or registered with an East Sussex GP to bidder 2 as set out in the exempt report at a later agenda item

1. Background Information

- 1.1 The Community Equipment and Installation Service (the “Service”) is part of the Integrated Community Equipment Service (“ICES”) and is a critical service commissioned by East Sussex Adult Social Care and the local NHS to deliver the whole systems objective to support more people to live in the community. The Service supports the delivery of a range of health and social care strategies and care pathways that aim to support people to remain in the community, or to return home following an acute episode of illness. The current service contract with Millbrook Healthcare Ltd ends 31 March 2023.
- 1.2 East Sussex Adult Social Care and the local NHS wish to commission an ICES which reflects the needs of East Sussex residents and supports a 7-day responsive health and social care system is essential. The supplier will be required to take full responsibility for the Service, having the appropriate staffing, infrastructure, premises and facilities to receive process and deliver all service demands and requirements. The proposed contract term is for 5 years, with an option to extend by up to a further 24 months.

2. Procurement Approach

Following agreement by the Lead Member, NHS Sussex and the ICES Commissioning Board, the new contract was sourced via a further competition under a Kent Commercial Services (KCS) framework. The KCS framework is a free to access, national framework for the provision of a full range of daily living health and social care equipment. There are five suppliers on this framework (AJM Healthcare, Medequip, Millbrook Healthcare Group, NRS Healthcare and Ross Care).

3. Financial Appraisal

- 3.1 The issue of general financial and economic standing of the suppliers has been addressed as part of the process establishing the Framework Agreement. However, as the guidance in the framework states, due diligence will be undertaken by the Contracting Authority, but

will not form any part of the selection process. ESCC have undertaken their standard financial appraisal of the preferred supplier and are satisfied with their financial status.

3.2 Details regarding the contract value and the equipment budget are set out in the exempt report.

3.3 The service will be funded via the established ICES pooled budget arrangements between East Sussex County Council and the local NHS.

4. Tender Process

4.1 As part of the mini-tender process, market engagement was conducted with the suppliers on the KCS Integrated Community Care Equipment Framework, to advise them of the forthcoming tender opportunity and to establish whether they would be interested in the opportunity or not. We also used the opportunity to gather some initial information regarding preferred pieces of equipment to ascertain whether the supplier would provide these, or a close technical equivalent, as this could have an impact on the time and resource required for evaluation.

4.2 Prior to the publication of the mini-tender, four of the five suppliers indicated an expression of interest. Once published on the portal, all five suppliers on the framework indicated an expression of interest.

4.3 The mini-tender was published on 21 April 2022. The deadline for the receipt of tenders was 31 May 2022. The evaluation question weightings were agreed in advance of this and communicated to all potential bidders in the tender documents.

4.4 Three bids were received, and these were evaluated in accordance with the framework process set out and as communicated to all potential bidders in the tender documents.

5. Evaluation

5.1 The aim of the evaluation was to identify the offer representing the best service delivery model and which provided value for money to ESCC and the NHS.

5.2 Details of the evaluation panel are set out in the exempt report.

5.3 The mini-tender process required bidders to respond to a questionnaire in which the individual sections and weightings were as follows:

Evaluation Criteria	Weighting
Quality – Service Delivery	45%
Quality – Customer Service	6%
Quality - Social Value	5%
Quality – Technical Requirements	10%
Price (Service Costs and Equipment Costs)	34%
Total	100%

- 5.4 In accordance with the framework agreement, a scoring system was used for the evaluation of the 'Quality' responses (excluding Technical Requirements) as detailed below:

Rating of Response	Score
Very good submission that exceeds the required standard, is clear, fully explained and delivers additional benefit on all aspects of the requirement.	10
Very good submission that exceeds the required standard, is clear, fully explained and delivers additional benefit on many aspects of the requirement.	8
Good submission that meets all the requirements, is fully explained demonstrates the business benefits to be gained.	6
Satisfactory submission that meets the essential requirements and is explained adequately.	4
Submission that meets only some of the requirements and will not deliver the value required of the opportunity	2
Weak submission that falls short of the requirements, is poorly explained and will not deliver the value required of the opportunity or no response received	0

- 5.5 The bidder proposing the highest monetary proxy value of Social Value commitment received the full 5 marks available, whilst others were scored according to how far from the highest commitment value they were.

- 5.6 The bidders had to meet all "Must" requirements of the Technical Requirements and received a score according to the percentage of all other requirements they met.

- 5.7 The bidder offering the lowest price for Equipment Costs received the full 20 marks, whilst all others scored according to how far away from the lowest price they were.

- 5.8 The Service Costs were scored as detailed below:

4 – Excellent Response is completely relevant and provides an excellent understanding of the requirement and proposed service model. The response is comprehensive and clearly matches all resources required to deliver the service model as outlined in the Bidder's written responses.

3 – Good Response is relevant and good. It demonstrates a good understanding of the requirement and of the proposed service model and matches the resources required to deliver the service model as outlined in the Bidder's written responses.

2 – Satisfactory Response is relevant and acceptable and demonstrates an understanding of the requirement. The response matches the key resources required to deliver the service model as outlined in the Bidder's written responses, with few omissions or areas for concern.

1 – Poor (Fail) Response is partially relevant but lacks sufficient understanding of the requirement. The response matches some of the resources required to deliver the service model as outlined in the Bidder's written responses, but fails to underpin the model effectively, leaving significant concerns. Does not demonstrate a sustainable financial offer through the life of the contract.

0 – Unacceptable (Fail) Nil or inadequate response. Fails to demonstrate an ability to meet the requirement. Does not demonstrate an understanding of the need or the required resource to deliver the proposed service model. Does not demonstrate a sustainable financial offer through the life of the contract.

6. Outcome

- 6.1 Once the tenders had been evaluated, moderated and final scores were calculated, a spreadsheet was completed showing the total scores for each Provider. The summary of the scores are below:

Bidder name	Total Score	Quality of Service/Added Value				Price	
		Social Value	Customer Service	Service Delivery	Technical Specification	Service Cost	Equipment Cost
Bidder 1	68.25	0.61	2.8	25.8	10	10.5	18.54
Bidder 2	85.20	5	4.8	31.4	10	14	20
Bidder 3	71.34	0.47	3.2	29.6	10	10.5	17.58

6.2 Bidder 1 ranked third for Customer Service and Service Delivery. There was a lack of detail in the response as to how communication of specific issues would be communicated, some of the responses indicated a lack of full understanding of client requirements. There was also a concern around the capacity of the premises being too small and therefore not fit for purpose.

Bidder 1 ranked second for Social Value, with some worthwhile commitments such as committing a proportion of equipment spend with local providers and a number of training and development opportunities to local people.

Bidder 1 were able to demonstrate that they met all the Technical and Business Requirements that were recorded as 'Must' have requirements.

With regards to their Service and Equipment Costs, Bidder 1 met the specified criteria, and they did not supply any cheaper close technical equivalents.

Bidder 1's utility costs seemed slightly understated in the current climate.

6.3 Bidder 2 met the requirements of the specification and all the scored criteria and ranked first for Customer Service and Service Delivery.

Their bid set out a clear proposed organisational structure and provided many additional benefits to the proposal which exceed the requirement (e.g., one hour delivery slots to support hospital discharge, click and collect and a client portal for online order tracking). They were also able to demonstrate a strong commitment to equality and diversity within the workforce and several well-being initiatives for staff which all support staff retention. Their Customer Service responses provided a clear intention of how they would operate and demonstrated a personable approach in communications with service users and their carers.

Bidder 2 also committed the highest value towards Social Value and have made a substantial commitment to offering professional development opportunities and NVQ Level 2 qualifications to local people and offering job opportunities to local people for example, who are long term unemployed, people with disabilities and to 18–24-year-olds not in employment, education, or training.

With regards to their Service Costs, Bidder 2 were within budget and for their Equipment Costs, some of their cheaper close technical equivalents were accepted.

6.4 Bidder 3 were the second ranked bidder; however they could not be awarded the contract as they also did not meet one of the 'Must' technical requirements, even after clarification. Bidders were advised that they must meet all the requirements prioritised as a 'Must' and if they do not do this, it would be considered a 'Fail' and the tender submission would not be eligible for contract award.

Bidder 3 ranked second for Customer Service and Service Delivery; they were able to provide a good level of detail as to how they would meet the requirements of the service, but the response lacked detail on some aspects, for example the peripheral stores and engagement with wider stakeholders. The responses for the Customer Service questions were good in parts and provided details of additional benefits such as a Service User portal but did not cover potential barriers to the delivery of equipment.

Bidder 3 ranked third for Social Value and the commitments offered included a number of training and development opportunities and job opportunities to local people.

With regards to their Service Costs, Bidder 3 were within budget and for their Equipment Costs, some of their cheaper close technical equivalents were accepted.

6.5 The Evaluation Panel, having considered all quality and affordability aspects of the submitted tender, decided that Bidder 2 should be recommended for award of the contract.

7 Recommendation for Contract Award

7.1 The recommendation of the Panel is to award the Contract to the Bidder listed below on the basis that their bid fulfilled the requirements for the new service model and is financially affordable.

- **Bidder 2**

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Director of Adult Social Care & Health

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