

Brighton & Hove City Council

Adult Social Care and Public Health Sub- Committee

Agenda Item 10

Subject: Home Care Recommission: update on award

Date of meeting: 13th June 2023

Report of: Rob Persey
Executive Director of Health & Adult Social Care

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Ward(s) affected: All

For general release

1. Purpose of the report and policy context

- 1.1 In January 2023 the Health and Adult Social Care Sub-Committee agreed with the proposed procurement and commissioning approach in relation to the provision of Home Care across the city and Extra Care at three establishments: Brooke Mead, Patching Lodge and New Larchwood/Library Court. Authority to award contracts following the procurement process was delegated to the Executive Director of Health and Adult Social Care.
- 1.2 The report provides Members with an update on the procurement process undertaken and the subsequent award of the 5-year (plus potential extension of up to an additional 3 years) contracts to the winning bidders.

2. Recommendations

That the Sub-committee:

- 2.1 notes the contents of the report.
- 2.2 notes that a further report will be presented to Committee one year from commencement of contracts with information on how the contracts are working and the effectiveness of the new service(s) in relation to the previous arrangements.

3. Context and background information

3.1 The procurement documents were issued via the Council's e-tendering platform on 24th January 2023. Completed tender responses were submitted on 24th February 2023. Thirty-two tender responses were received.

3.2 Each tender submission comprised of:

3.2.1 Lot 1: Home Care

Quality Responses (100%)

Each tenderer was required to submit a written statement for eight quality related questions covering their approach to:

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|---|
| 1) Mobilisation and Means of Delivery |
| 2) Maintaining and Building Capacity |
| 3) Delivering a Person-Centred Service |
| 4) Supporting People with Multiple or Challenging Needs |
| 5) Social Value: A Supported and Sustainable Workforce |
| 6) Social Value: Going Beyond Personal Care |
| 7) Quality Monitoring, Systems and Tracking |
| 8) Sustainability |

Price (0%)

Price for Lot 1 was based on a set hourly rate which is agreed by Members as part of the annual Fees Report.

Bidders were required to provide a completed Pricing Schedule detailing how the hourly rate would be used, which included payment to care workers of the Brighton Living Wage as minimum.

3.2.2 Lot 2, 3 and 4: Extra Care

Quality Responses (50%)

Each tenderer was required to submit a written statement for eight quality related questions covering their approach to:

| |
|---|
| 1) Mobilisation and Means of Delivery |
| 2) Maintaining and Building Capacity |
| 3) Delivering a Person-Centred Service |
| 4) Supporting People with Multiple or Challenging Needs |
| 5) Social Value: A Supported and Sustainable Workforce |
| 6) Social Value: Going Beyond Personal Care |
| 7) Quality Monitoring, Systems and Tracking |
| 8) Sustainability |

Price (50%)

Bidders were required to submit a completed Pricing Schedule, with Price broken down into two elements:

“A: Hourly rate for provision of scheduled daytime care” and;
“B: Annual on-call service costs and TUPE costs”

- 3.3 The following bidders are awarded preferred bidder status, based on the award criteria listed in the tender documents:

Area 1: Brighton East

LEAD: Carepoint Services Ltd

BACK-UP: The successful provider withdrew

Area 2: Brighton Hove Central

LEAD: Lauriem Complete Care

BACK-UP: Allied Healthcare

Area 3: Brighton Hove North

LEAD: Not awarded

BACK-UP: The successful provider withdrew

Area 4: Hove West

LEAD: Care Outlook Ltd

BACK-UP: Allied Healthcare

- 3.4 Following evaluation of bids and consideration of the quality aspects required for delivery of the services, Officers deemed the tenders received for Area 3: Lead to not be of sufficient quality to proceed to contract award. Officers therefore intend to re-run the procurement to award a contract for the Lead provider in this Area.
- 3.5 Subsequent to the award notice, the successful provider declined the offer of both Back-Up Brighton East Area 1 and Back-Up Brighton and Hove North Area 3 as these awards alone would not have yielded the volume of referrals to provide stability as a new provider in the city. The procurement to award a contract for Back-Up providers in Areas 1 and 3 will be re-run together with Area 3 Lead. Whilst these Areas are being procured, referrals will be placed via the Dynamic Purchasing System (DPS)

3.6 The highest scoring bids for the Extra Care Lots (2-4) are as follows:

LOT 2: Brooke Mead Extra Care

Highest scoring bidder: Lauriem Complete Care

LOT 3: Patching Lodge Extra Care

Highest scoring bidder: Lauriem Complete Care

LOT 4: New Larchwood Extra Care

Highest scoring bidder: Care Outlook Ltd

4. Analysis and consideration of alternative options

4.1 This section was addressed in the "Re-commissioning Home Care and Extra Care" report presented to Adult Social Care & Public Health Sub-Committee on 10th January 2023.

5. Community engagement and consultation

5.1 This section was addressed in the "Re-commissioning Home Care and Extra Care" report presented to Adult Social Care & Public Health Sub-Committee on 10th January 2023.

6. Conclusion

6.1 The model of the recommission is strengths-based and is in line with social care strategy and best practice; proposals were welcome by all stakeholders.

6.2 The new commission will draw on improved partnership working between the successful bidders, assessment colleagues and commissioning representatives.

6.3 The recommission will benefit those people using the services through having a focused place-based approach to care delivery and a renewed emphasis on enabling approaches to delivering care. Extra Care establishments will restore focus on social value both within their premises and with their interactions with, and their offers to, the residents in the wider community. To this end, the recommissioned Extra Care model includes block hours for each establishment which are to be used flexibly to deliver additional value. Providers were evaluated on their proposed use of the block hours, as example, their proposals to work with the community and voluntary sector to improve outcomes for residents. Care staff will be paid as they are rostered and will receive the Living Wage as minimum, making recruitment more attractive and thereby improving retention. Additionally, providers can anticipate and plan for the volume of work and therefore flex their capacity to meet variances in demand and/or need. Providers will be able to access BHCC's training programme to up-skill their workforce as required.

- 6.4 Contract management will be a key feature of the commission especially in terms of supporting individuals to receive the right care at the right time with an increased focus on provider performance and adherence to the contractual requirements.

7. Financial implications

- 7.1 The additional costs associated with this recommissioning include paying providers based on rostered hours rather than actual hours delivered. This has been funded via the investment and service pressures allocations (totaling £1.7m) included within the 2023/24 Council budget as part of the medium-term financial plan. The proposals were agreed by Budget Council in February 2023 as part of the annual budget setting process.

Name of finance officer consulted: Sophie Warburton
Date consulted: 24/04/2023

8. Legal implications

- 8.1 The Council is required to comply with the Public Contracts Regulations 2015 in relation to the procurement and award of contracts above the relevant financial thresholds for these services. The Council's Contract Standing Orders (CSOs) will also apply.

Name of lawyer consulted: Wendy McRae-Smith
Date consulted: 26/04/2023

9. Equalities implications

- 9.1 Officers have discussed the recommission with the council's Equality leads and an Equalities Impact Assessment has been compiled to support the recommission. As with best practice, an action plan has subsequently followed.
- 9.2 The action plan is a live document, and it will determine any necessary activity to ensure that those with protected characteristics are in receipt of inclusive and affirmative services. Providers will be monitored on specific equality issues as per BHCC Quality Monitoring Standards, and as needed outside of this process.

10. Sustainability implications

- 10.1 Officers have discussed the recommission with the council's Sustainability lead and as part of the tender, bidders were assessed and scored on their proposals regarding transport, including Active Travel and their approach to managing and minimising waste, including PPE. Bidders were also asked for their Carbon Reduction Plan and 'green' space initiatives.

11. Other Implications

Social Value and procurement implications

- 11.1 Officers had discussed the recommission with the council's Social Value lead. Bidders were assessed and scored on their proposals regarding adding social value as part of their service delivery.
- 11.2 Areas of social value that bidders proposed included linking with voluntary sector organisations and the provision and/or signposting of information and advice. Digital inclusion and innovation and the creation of place-based support hubs were also considered.
- 11.3 A key social value factor for the recommission was the employment and conditions of care staff, the vast majority of whom will be Brighton & Hove residents. Bidders were assessed in this area as part of a separate quality question.
- 11.4 Securing additional social value was a particularly strong focus for the Extra Care Lot of the procurement. Bidders were asked to detail their proposals for increasing activities and community engagement within the schemes, outside of the core requirement of delivering care. Both Patching Lodge and New Larchwood have a restaurant and activities; they are busy sites and are also open to the wider community to access.

12 Crime & disorder implications:

- 12.1 There have been no crime and disorder implications identified.

13 Public health implications:

- 13.1 Engagement with relevant Public Health colleagues had taken place to help inform the direction of travel for both Home Care and Extra Care in terms of preventive approaches to contractual delivery.
- 13.2 There are plans to work with Public Health colleagues throughout the life of the contract in terms of sharing information regarding best practice and relevant updates from Public Health England to maintain consistent standards across settings.