

CABINET

22 May 2018

PROCUREMENT OF THE HOME IMPROVEMENT AGENCY SERVICE

Report of the Director for People

Strategic Aim:	Safeguarding	
Key Decision: Yes	Forward Plan Reference: 12345	
Exempt Information	No	
Cabinet Member(s) Responsible:	Mr A Walters, Portfolio Holder for Safeguarding - Adults, Public Health, Health, Commissioning , Community Safety including Road Safety	
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DECISION RECOMMENDATIONS

That Cabinet:

- Approves the continuation of the Housing Improvement Agency model in Rutland that has been trialled since November 2017.
- Authorises the Director for People, in consultation with the Cabinet Member with portfolio for Safeguarding – Adults, Public Health, Health, Commissioning, Community Safety including Road Safety, to award the contract resulting from the procurement, in line with the Award Criteria as set out in Appendix B.

1 PURPOSE OF THE REPORT

- 1.1 To feedback to Cabinet the most recent results of the trial Housing Improvement Agency (HIA) operated in partnership with Spire Homes and request approval to procure the service to provide holistic and preventative provision for Rutland residents in the future.

2 BACKGROUND AND MAIN CONSIDERATIONS

- 2.1 Adult Social Care has been piloting a service delivered by Spire Homes for five months starting officially in November last year. The overall aim of the Service is to deliver housing related support services to enable more people to remain living independently for longer in their own homes.
- 2.2 The service is primarily preventative therefore reducing the need for more long-term services from the council and health services or delaying the need for them.
- 2.3 The HIA utilises our Housing MOT with a Trusted Assessor model to assess both the property and person's needs, and to enable a timely preventative response. The service then sources and arranges installation of minor adaptations to the home environment and provides a "handyman" service and/or signposts to other local handyman schemes (eg. the British Legion Handy Van scheme) and other support services where appropriate to do so.
- 2.4 Where a possible need for a Health and Prevention Grant is identified, then a referral is made to Rutland County Council for an Occupational Therapist assessment.
- 2.5 From November 2017 to February 2018, 72 visits had been completed. From these 72 visits there were 182 onward referrals made to other services. Examples of these services are: minor aids (42%); energy efficiency advice (14%); Assistive technology (14%); Housing and Prevention Grants for adaptations (6%). Seventy-three percent of the clients were aged 75 and over.
- 2.6 The Service feeds directly into the Better Care Fund programme outcomes of: reducing admissions to residential care; reducing delayed transfers of care (ie ensuring people can leave hospital and return home in a timely manner); and reducing non-elective admissions through the work it does to adapt and maintain individuals' properties.

3 PROPOSED MODEL

- 3.1 Different options were considered prior to the start of this trial, and this model was developed specifically to minimise the number of professionals going into individuals' homes and to reduce the number of stages in the process. The trial has allowed the model to be tested ensuring that the specification is now fully fit for purpose.
- 3.2 It is proposed that the current model of service delivery is continued as is – the feedback and service user outcomes evidence that it is working well. The service also enables a rapid response for those in need, often without it involving the Council's own in-house services unless requested to do so.

3.3 The model will continue to promote wellbeing in a holistic manner to improve the whole environment and situation for the person, usually before the need for statutory agency involvement, across all housing types and tenures.

3.4 The proposed contract length is three years, with an option to extend for a further three years in annual increments subject to satisfactory performance.

4 PROCUREMENT PROCESS

4.1 The value of the contract is above the EU procurement thresholds for goods and services and as such will be subject to the full OJEU process as set out in the Public Contracts Regulations 2015.

4.2 The procurement process will follow a single-stage open process in line with the Council's Contract Procedure Rules. This includes the mandatory suitability questionnaire for OJEU procurements, and only those organisations which pass will have their full tender submissions evaluated.

4.3 The tenders will be evaluated against the proposed award criteria in Appendix B.

5 CONSULTATION

5.1 Feedback has been sought from Service Users throughout the trial period, with all Service Users being satisfied or very satisfied with the support they received:

<i>How satisfied were you with the following?</i>	<i>Very satisfied</i>	<i>Satisfied</i>
the advice and support given focused on you and your needs	92%	8%
the Caseworker was knowledgeable and easy to deal with	92%	8%
the information given to you was easy to understand	84%	16%
the referrals made improved your wellbeing	88%	12%

5.2 Consultation has also been undertaken with the Portfolio Holder.

6 ALTERNATIVE OPTIONS

6.1 There are no viable alternative options. To bring the service in-house would be more expensive and require additional management capacity. The Council needs to go through a procurement process for the service in order to ensure any contract is awarded in a fair and transparent manner, and to ensure value for money.

7 FINANCIAL IMPLICATIONS

7.1 The contract value is proposed at up to £53,000 per year for the provision of the service.

7.2 In addition, an indicative amount of £35,000 per year is available to spend on the minor adaptations and equipment for individuals' homes as part of the service offer. The funding is held by the Council and will be recharged against actual spend by the provider.

7.3 The estimated contract value over the lifetime of the contract is £528,000 including the service value and the indicative minor adaptations/equipment value.

7.4 The contract will be funded from the Better Care Fund ringfenced grant, with the adaptations/equipment costs being met from the general Council minor adaptations budget.

8 LEGAL AND GOVERNANCE CONSIDERATIONS

8.1 The procurement process has been drawn up by the Procurement and Contract Management Team in consultation with the Welland Procurement Unit, and is in line with the requirements of the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.

8.2 Legal advice on the process has been sought.

9 EQUALITY IMPACT ASSESSMENT

9.1 The provision of the service as set out in this paper supports the health and social care needs of all vulnerable individuals. The service is available to anyone within Rutland.

10 COMMUNITY SAFETY IMPLICATIONS

10.1 Section 17 of the Crime & Disorder Act 1998 requires the Council to take into account community safety implications. The service will contribute to the safety and reduction of risk to vulnerable people through the support provided to them.

11 HEALTH AND WELLBEING IMPLICATIONS

11.1 Service Users will be enabled to achieve maximum independence within their own homes through the provision of a Service that seeks to ensure that they are safe and secure. The Service should minimise the risk of falls through the assessment and supply of appropriate equipment and the identification and management of risks and hazards within the home.

11.2 A key outcome for Service Users is to avoid homelessness and to prevent inappropriate and unnecessary admission into long term care or acute admissions into hospital by enabling them to remain as independent as possible through improvement of the home environment.

12 ORGANISATIONAL IMPLICATIONS

12.1 TUPE IMPLICATIONS

TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) and subsequent amendments will apply to the procurement. TUPE information has been sought from the current provider and will be made available to bidders via the Invitation to Tender.

13 SOCIAL VALUE IMPLICATIONS

13.1 Under the provisions of the Public Services (Social Value) Act 2012 local authorities are required to consider how economic, social, and environmental

wellbeing may be improved by services that are to be procured, and how procurement may secure those improvements.

- 13.2 The award criteria include specific reference to Social Value and require demonstration of the additional value gained by Rutland through the delivery of the contracts.

14 CONCLUSION AND SUMMARY OF REASONS FOR THE RECOMMENDATIONS

- 14.1 The model of the service has been developed throughout the trial period and has demonstrated that it meets Service Users' needs. It is recommended that this model continues to be used in the future and that this is procured via an open tender process.

- 14.2 It is believed that this model is best able to meet Rutland's needs, delivering an appropriate and effective service. It is recommended that the proposed model is procured via an open tender process. This will provide assurance of commissioning the most appropriate provider and of value for money.

- 14.3 In order for the procurement process to commence the award criteria need to be approved by Cabinet. The criteria have been carefully considered to ensure that the provider successful in the process is capable of meeting the requirements and can deliver appropriate quality services in Rutland.

- 14.1 It is recommended that once the award criteria are approved, approval of the award of contracts is delegated to the Director for People in consultation with the Portfolio Holder. Decisions will only be taken in line with Cabinet approved criteria.

15 BACKGROUND PAPERS

- 15.1 There are no background papers to this report.

16 APPENDICES

- 16.1 Appendix A – Indicative Procurement Timetable
- 16.2 Appendix B – Proposed Award Criteria

A Large Print or Braille Version of this Report is available upon request – Contact 01572 722577.