

CABINET

13 February 2024

Home Improvement Agency Procurement

Report of the Portfolio Holder for Adults and Health

Strategic Aim	Healthy and Well	
Exempt Information	No	
Cabinet Member(s) Responsible:	Cllr D Ellison, Portfolio Holder for Adults and Health	
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1. SUMMARY AND RECOMMENDATIONS

1.1. Summary

1.2. This report sets out the process and proposed award criteria for the procurement of a Home Improvement agency service contract along with recommendations for approval and delegation of final award.

1.3. Recommendations

1.4. It is recommended that a procurement is undertaken to award the HIA contract for Rutland County Council to one provider for a five-year period, commencing on 1st October 2024.

1.5. It is recommended that Cabinet approves the procurement model and over-arching award criteria, which have been carefully considered to ensure that the successful provider can meet the requirements and can deliver appropriate quality services in Rutland.

1.6. It is recommended that Cabinet delegate approval of the final award criteria to the Director for Adult Services and Health in consultation with the Portfolio Holder for Adult Services and Health.

1.7. It is recommended that approval of the award of contract is delegated to the Director for Adult Services and Health in consultation with the Portfolio Holder. Decisions will only be taken in line with Cabinet approved award criteria.

1.8. Reasons for Recommendations

The provision of the HIA contract plays a key role in supporting vulnerable people to remain in their own homes and to prevent and delay hospital and residential care admissions.

2. REPORT

- 2.1. The Care Act 2014 places a statutory duty on local authorities to support vulnerable adults with eligible needs and to prevent or delay the developing needs for formal or informal care and support and to reduce the needs that already exist. The Home Improvement Agency (HIA) has a key role in prevention as well as supporting essential Adult Social Care Services and is critical to successfully meeting our statutory duties. There are 200 HIAs in England covering 82% of local authorities. Local, trusted organisations offering dependable, support, information, advice, and modifications to people's homes as their needs change, especially for the older population.
- 2.2. Referrals can be made for anyone over 18 but predominantly the HIA serves those aged 85 and over.
- 2.3. The HIA contract is a service provision only contract. Services delivered are the Housing MOT, Digital Inclusion and Minor Adaptation Service.
- 2.4. A Housing MOT is a home check service delivered across Rutland which provides information and support to residents to live as safely as possible in their own home for as long as they choose.
- 2.5. The Digital Inclusion service offers advice on education and safe participation in digital technologies and prevents exclusion from digital poverty.
- 2.6. The Minor Adaptations service will assess for installation of low-cost items such as grab rails. Costs of any equipment are funded separately.
- 2.7. In the year October 22 -September 23 the service responded to 474 referrals, with 373 residents visited at home. The table shows the impact the service had in this period.

Outcome	Individuals Supported
Preventing admission to Residential Care	20
Preventing admission to hospital	263
Supported discharge	5
Prevented readmission	6
Prevented injury due to fall	279
Reduced carer strain	177
Improved quality of life	311

- 2.8. The service delivers cost savings. In October 22 -September 23 HIA intervention prevented 263 hospital admissions. This demonstrates a cost saving of £105,200 based on 1 night in hospital however the average length of hospital stay is much longer, 8.3 days demonstrating a cost saving of £873,160.

- 2.9. From October 22 -September 23 HIA intervention prevented twenty residential care admissions. Demonstrating a cost saving of £18,000 to RCC for every week they would have spent in care. Should an admission to residential care result in long term placement the average cost per placement is £46,800 per annum.
- 2.10. Our HIA model enables a holistic assessment to be completed on behalf of RCC. By commissioning a reliable provider of the service, we can trust the outcomes of assessment.
 - More cost effective per visit than professional RCC therapy staff.
 - Allows qualified therapy staff resource to be focussed on complex care.
- 2.11. The current contract expires on the 30th of September 2024 and the Council should consider continuation of this service to ensure vulnerable adults continue to be supported.
- 2.12. The current contract is for completion of a maximum of 200 referrals per year within the timescales of contract (contact within 24 hours and an assessment within 10 working days)
- 2.13. This contract is commissioned for Rutland to support statutory duties such as housing advice and grant applications. In relation to other Local Authorities the Rutland population size is small. Rutland has an ever-increasing ageing population with complex needs.

3. OPTIONS CONSIDERED

- 3.1. Under the Public Contracts Regulations 2015, award criteria must be set prior to procurement starting. There is no alternative to setting these in advance.
- 3.2. The approval of award of the contracts could be brought back to Cabinet for approval rather than delegated to the Portfolio Holder and Director for Adult Services and Health, however the award will only be made in line with the award criteria Cabinet approve and therefore the only alternative to not approving the award would be if there were reasonable grounds to not award at all.
- 3.3. Cease the service. The service has a key role in reducing the demand placed on statutory Adult Social Care services. The data demonstrates it is a well utilised service that meets current demand and keeps Therapy waiting lists down. Should the service cease, the demand would return to Rutland County Council without resource. Waiting lists would significantly increase and demand on staff be unmanageable at current levels.
- 3.4. Provide the service in-house. There would be significant cost to the Council to set up as there are no current resources to support this. The Council would need to cover the upfront costs of recruitment cycles and staff support services. Staffing the service inhouse would cost an additional £6,500 in staff salary costs compared to the service costs within the proposed contract. There would be a potential risk to business should recruitment be unsuccessful and/or take protracted timescales. The cost of providing the service in-house is a more expensive proposal than commissioning.
- 3.5. Provide the service jointly with another Authority. Joining a service would result in a lack of Rutland-specific focus and would not support the Place-Led Plan objectives

on local delivery. The risk is a decline in local provision and outcome with most neighbouring authorities being significantly greater partners in terms of contract value.

4. CONSULTATION

- 4.1. Consultation with Adult Social Care staff who access the service has been sought. The current provider has provided their latest customer feedback which is complimentary of the service. Consultation with external stakeholders such as the Fire Service and Citizens Advice has been sought.
- 4.2. Feedback, from staff and stakeholders was incredibly positive about the way the service is delivered. Feedback included descriptors such as efficient, timely, and there was a focus on achieving good outcomes for our residents.

5. IMPLICATIONS OF THE RECOMMENDATION

5.1. FINANCIAL IMPLICATIONS

- 5.2. The main financial issues arising for this Report are as follows:
- 5.3. The current contract value is £52,955.00 per annum. This value represents the service responding to 200 referrals per annum. The service is highly valued by stakeholders and is regularly receiving more than 400 referrals per year (Year 5 total for the year was 474) The current contract value is not viable to support the demand and increased staffing is required.
- 5.4. The current contract was fixed 5 years ago with no inflationary increase built in during the contract period.
- 5.5. The service contract value is only half current demand. To meet current demand a further part-time staff member for 21.75 hours is required.
- 5.6. It is proposed to increase the contract value to £84,636.55 per annum, with a 5% inflationary uplift each year. A total of 467,670.37 for the 5 years of the contract. The contract is BCF core funded, and the contract increase will also be funded by BCF. Our total BCF funding has increased by 5.66% in 23/24 and should increase again for 24/25.
- 5.7. A breakdown of the service delivery costs is provided below.
 - 1 Full time Independent Living Advisor (36.25 hours)
 - 1 Part time Living Advisor (21.75 hours)
 - Service Manager support (9 hours)

Pay role Costs	67,567.38
Pension	2,762.34
NI	5,431.4
Travel	1,181.2

10% Management Fee	7,694.23
Total	84,636.55

For every resident remaining in care for a year the average cost is £46,800. If the service keeps two people out of residential care every year the service presents a 'zero cost' to Rutland County Council. The 2022-23 figures showed prevention of 20 residential care admissions demonstrating exceptional value.

Revenue	2023/2024	2024/2025	2025/2026	2026/27
Expenditure	£52,955.00	£84,636.55	£88,868.38	£93,311,80

6. LEGAL IMPLICATIONS

Sarah Khawaja – Head of Legal & Democratic Services

6.1. Legal advice on the process has been sought. There are no legal implications.

7. RISK MANAGEMENT IMPLICATIONS

The main risks to this Report and the Council achieving its objectives are as follows:

7.1. Rejection of the proposal.

- Without the service being commissioned there is an increased risk of dependency on care in our community. This would put pressure on budgets.
- The Assessment of this risk is low.
- Mitigation: Follow due process for recommissioning with expert analysis to support the case.

7.2. A nil or below threshold tender response.

- The Assessment of this risk is low.
- Mitigation: A comprehensive specification and coherent process for tender ensuring Rutland presents as an attractive place to work and RCC a cooperative and supportive partner.

8. DATA PROTECTION IMPLICATIONS

8.1. A Data Protection Impact Assessments (DPIA) has been completed. No adverse or other significant risks or issues were found.

9. EQUALITY IMPLICATIONS

9.1. An Equality Impact Assessment (EqIA) has been completed. No adverse or other

significant issues were identified. A copy of the EqIA can be obtained from Head of Service Adult Social Care

10. COMMUNITY SAFETY IMPLICATIONS

- 10.1. The Council has a duty in accordance with S17 Crime and Disorder Act 1988, when exercising its functions, to have due regard to the likely effect of that exercise of those functions on and the need to do all that it reasonably can to prevent crime and disorder in its area (including anti-social behaviour).
- 10.2. This duty has been considered and there are no community safety implications relating to the recommendations.

11. HEALTH AND WELLBEING IMPLICATIONS

- 11.1. This contract would support Corporate Strategy Priority 3 - Healthy and Well: Promoting health, happiness, and well-being for people of all ages and backgrounds.
- 11.2. This contract would support the Adult Social Care priorities of:
- 11.3. Prevention & Early Intervention - Improving early multi-agency responses to people to prevent the need for care and support and to prevent escalation of needs.
- 11.4. Supporting older people to live independently for longer - Delivering services to older people where they live, providing care and support that maintains independence and reduces social isolation.
- 11.5. Helping people to help themselves - Providing easy to access advice and information so that people can make decisions about their eligibility, care, and support for themselves.
- 11.6. This contract would support the Council's Health and Wellbeing Strategy by assisting Rutland residents to remain healthy and independent, promoting healthy ageing and living well with long term conditions and providing equitable access to health and wellbeing services.

12. ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS

- 12.1. On 11 January 2021 Rutland County Council acknowledged that it was in a climate emergency. The Council understands that it needs to take urgent action to address it.
- 12.2. As part of the Social Value element of the procurement the Council will require bidders to deliver at least one social value outcome to help address the climate emergency.

13. PROCUREMENT IMPLICATIONS

- 13.1. The service will be commissioned as a single lot. The size of the contract and the contract value dictates that it could only work as a single lot. Separating the service provision elements would not be viable.
- 13.2. The service will consist of three elements, Housing MOT, Digital Inclusion and Minor Adaptations installation. Our current provider entered a partnership arrangement with Age UK for the minor adaptation element. All parties recognise this is not working and

alternatives are being sought for the remainder of the current contract. The recommissioning will consequently comprise single lot to include all service provision stated, a partnership arrangement will not be accepted. Management of the services will include monitoring, a comprehensive costing structure for the lifetime of the contract and streamlined referral options.

- 13.3. The proposed contract length is 5 years, with the option to extend annually for a further 3 years. The contract value will be set at £84,637 per year with an annual 5% inflationary uplift. Over the lifetime of the contract the value will be £467,670.
- 13.4. The procurement process will follow a single stage open tender process in line with the Council's Contract Procedure Rules and the Public Contract Regulations 2015. The contract has been drawn up by the Commissioning Team with Welland Procurement Unit, in line with the requirements of the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.
- 13.5. The timetable for the process is set out in Appendix A and the award criteria are set out in Appendix B.
- 13.6. Under the provisions of the Public Services (Social Value) Act 2012 local authorities are required to consider how economic, social, and environmental well-being may be improved by services that are to be procured, and how procurement may secure those improvements.
- 13.7. The award criteria will include specific reference to Social Value. The tender will require bidders to review each section of the Future Rutland Vision and shape their social value offer around these priorities by answering a specific social value method statement.

14. HR IMPLICATIONS

- 14.1. TUPE (Transfer of Undertakings (Protection of Employment) Regulations 2006) and subsequent amendments will apply to the procurement. The existing provider will be required to submit a TUPE spreadsheet as part of the procurement exercise. Bidders will use this information to develop their service and shape their bid. The TUPE process will then be managed by the provider as part of the implementation period.
- 14.2. The Council will not be involved in the TUPE process as it is neither a current nor potential employer.

15. BACKGROUND PAPERS

- 15.1. There are no background papers

16. APPENDICES

16.1 Appendix A - Procurement Timetable

16.2 Appendix B – Award Criteria

Appendix A - Procurement Timetable

Action	By When
Cabinet Approval for Award Criteria	13.02.2024

Invitation to Tender published	08.03.2024
Deadline for questions from bidders	29.03.2024
Deadline for responses to questions	05.04.2024
Tender submissions deadline	12.04,2024
Evaluation of Tenders	10.05.2024
Approval of Contract Awards	14.06.2024
Notification of award/start of standstill	15.06.2024
End of standstill	25.06.2024
Contract award	10.07.2024
Contract start date	01.10.2024

Appendix B Award Criteria

Section Title and Weighting %	Question	Question Weighting %
Quality	Service Model	15%
	Service User Needs	10%
	Digital Inclusion	5%
	Minor Adaptations	5%
	Outcomes	5%
	Partnership Working	5%
	Skills, Competencies and Continuous Professional Development	10%
	Safeguarding	5%
	Implementation Plan	5%
Overall Quality		65%
Price		30%
Social Value		5%
TOTAL		100%

An Accessible Version of this Report is available upon request – Contact 01572 722577.