

## Procurement of Older Peoples Visiting Support Service

To: Adults and Health Committee

Meeting Date: 17 March 2022

From: Will Patten, Service Director, People & Communities

Electoral division(s): All

Forward Plan ref: 2022/006

Key decision: Yes

Outcome: To provide Committee with an understanding of the approach that will be taken to re-procure the countywide Older Persons Visiting Support Service.

To provide Committee with information on the timescales for the planned procurement.

To seek approval from Committee to proceed with the proposed procurement approach.

Recommendation: Adults and Health Committee is being asked to;

- a) Approve the recommissioning of the Older Persons Visiting Support Service for a contract period of 5 years and total value of £4,537,895.
- b) Agree to delegate the responsibility to award the contract to the Executive Director of People and Communities.

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# 1. Background

- 1.1 The Older Persons Visiting Support Service supports older people (65+) in Cambridgeshire and is currently delivered by 3 local providers; Age UK Cambridgeshire & Peterborough, South Cambridgeshire District Council and Cambridge City Council.
- 1.2 The service offers short-term, low-level support to a range of older people across the County. The service aims to support people to manage presenting needs that impact on their ability to live independently, to enable them to continue to live in their own home for as long as possible and prevent or delay the need for them to access high-cost care services and avoid unnecessary hospital admissions.
- 1.3 This support is available to any older person in Cambridgeshire living in their own home and supports many people who do not currently receive any services or support from Adult Social Care.
- 1.4 Support delivered is very varied and can include signposting to other services, assisting with grant or benefit applications, helping people to apply for home adaptations or access social care assessments and supporting people with hoarding behaviours.
- 1.5 There is no charge for this service, and it is available to people within different types of accommodation including sheltered housing residents, private sector renters and homeowners.
- 1.6 The current services are delivered through a mixture of arrangements. The Age UK service is delivered through a standard contract arrangement, and there are Partnership Agreements in place with Cambridge City Council and South Cambridgeshire District Councils for their services.
- 1.7 The current services have been operating since September 2018. The current contract arrangements for all services end on 31<sup>st</sup> August 2022.

# 2. Main Issues

## Current Service

- 2.1 Approximately 500 older are supported by this service each quarter people. The support provided is based on the needs of the individual.
- 2.2 The table below shows some of the support interventions delivered from April to December 2022, and case studies illustrating the positive impact for customers are included as Appendix A. Whilst not included within the monitoring figures, providers have also all reported an increase in the number of people they are working with who have hoarding behaviours.

Interventions and Support for independent living Quarters 1 to 3 2021/22	Age UK			South Cambs DC			Cambridge City		
	Q1	Q2	Q3	Q1	Q2	Q3	Q1	Q2	Q3
Assisting with Attendance Allowance applications	13	13	27	22	14	14	3	2	7
Assisting with Blue Badge applications	2	4	9	0	0	0	0	0	0
Nutrition advice	4	0	0	0	0	0	0	Not recorded	Not recorded
Arranged shopping support/meals on wheels	7	3	3	13	0	0	0	1	0
Safety at Home advice	25	7	0	12	13	0	0	Not recorded	Not recorded
Assisting with financial and domestic paperwork	3	25	0	15	1	12	6	Not recorded	Not recorded
Providing information on moving to sheltered and extra care accommodation	N/A	3	0	N/A	4	12	N/A	11	9
Reducing social isolation & loneliness	4	7	14	9	12	9	26	Not recorded	Not recorded
Assisting with Homelink applications	N/A	0	10	N/A	7	7	N/A	24	12
Supported to access Lifeline service	8	8	5	13	9	8	55	140	17
No. of referrals to Assistive Technology Team	1	6	1	4	5	4	7	10	11
No. of people supported to access NRS Safe & Well service (for daily living equipment)	5	1	4	5	7	9	2	2	1
Referrals to Cambridgeshire Handyperson service/ SCDC Handy Man	7	12	0	4	3	4	0	24	26
Referrals to Home Improvement Agency	0	0	0	3	2	4	0	8	0
Referrals to exercise classes (RightStart or Forever Active)	0	1	1	0	0	0	0	0	0
Source cleaners, gardeners and/or other services	62	3	0	152	11	11	782	782	1,140

2.3 We know that the current demand on care and support services is high and that the number of people aged 65 and over in Cambridgeshire is predicted to increase significantly over the next 10 years. With this predicted increase in the older population, preventative services like this one will be crucial in supporting older people to remain living in their own homes for as long as possible, therefore reducing or delaying the need for higher support from statutory services.

2.4 During the Covid-19 pandemic, when many older people were advised to remain in their homes, the services moved to supporting people remotely via phone calls, social media or virtual meetings (where available and appropriate). Whilst face to face support is also important, this does highlight the potential for virtual support options to be developed in future.

#### Service Feedback

2.5 A wide range of stakeholders were contacted and given the opportunity to provide feedback on the current service. This included referrers and key partners. An online survey was also undertaken in November to provide current and former customers with an opportunity to give feedback.

2.6 Responses received from referrers and partners was overall very positive and confirmed that there was an ongoing need for the service and that it was valued and well used.

2.7 130 customers responded to the online survey. Respondents indicated a very positive experience with 98% stating they would recommend the service to others. Respondents identified a range of things they had been supported with and also other things which they would like to be able to get support with. Details of responses can be found in Appendix B.

2.8 One particular gap that has been highlighted by various stakeholders is around numbers of older people being 'digitally excluded', either due to costs associated with internet connectivity and digital devices, or due to a lack of digital skills.

2.9 The feedback received has been used to inform the new Service Specification, and particular emphasis has been placed on supporting older people to become digitally connected so that they can enjoy the benefits that this can offer.

#### Procurement Approach

2.10 Feedback and monitoring data suggests the current service is working well and is delivering good outcomes for customers, therefore we are not seeking to redesign this service but will incorporate any potential areas for development into the updated service specification.

2.11 In keeping with the emphasis on 'place based' commissioning and the 'Think Local Act Personal' approach, the services across each area will be offered as separate Lots. This will ensure that there are opportunities for smaller local providers and charitable organisations to bid for a specific area which they may already be working within. However, should a provider wish to bid for more than 1 Lot then they will also be able to do this.

2.12 We are proposing to undertake a different Procurement approach for the Lots 1 to 3 and Lots 3 and 4.

- 2.13 For Lots 1 to 3 we are proposing a standard 'Open' procurement for the Lots to be tendered and to offer a 5 year contract (3 + 1 + 1).
- 2.14 The recommended quality to price ratio for this tender would be 70% quality to 30% price. By giving this greater weighting to quality we can incentivise providers to develop the best possible solution which is focused on quality and delivering the best possible outcomes for individuals, while ensuring price is also given appropriate consideration.
- 2.15 The total proposed contract value is £4,537,895. The annual breakdown is shown below.

District Area	Annual Contract Value	Total Contract Value (5 yrs)
Lot 1 East Cambridgeshire	£151,515	£757,575
Lot 2 Huntingdonshire	£138,687	£693,435
Lot 3 Fenland	£161,437	£807,185
Lot 4 Cambridge City Council	£183,600	£918,000
Lot 5 South Cambs District Council	£272,340	£1,361,700

- 2.16 The amounts allocated to each area reflect the current demand across the Districts. This will be reviewed in line with demand trends over the life of the contract.
- 2.17 For Lots 4 and 5 we are proposing that the existing Partnership Agreement arrangement be continued with our District Council partners. There are three reasons for this being the preferred approach;
- Previous Legal advice was that *"contracts which establish co-operation between public entities with the aim of ensuring that a public task is carried out fall outside the public procurement rules insofar as such contracts are concluded exclusively by public entities and implementation of that co-operation is governed solely by considerations and requirements relating to the pursuit of objectives in the public interest"*. This advice still applies.
  - As all the staff delivering the South Cambridgeshire and Cambridge City services are members of the Local Government Pension Schemes, our Pensions Team were asked to complete a 'Pension Information Memorandum' (PIM) report for each service. These PIM's show that there are likely to be significant financial implications if these services were to be awarded to another service provider. In order to make the contract viable for a new provider, it is likely that at least a proportion of the risk and liability would need to be underwritten by the County Council. Although the total indemnity needed to cover all financial risk would vary in accordance with staff turnover, for the first year, the worst-case scenario position would be £928k. Different approaches could be taken to mitigating risks, but any way of managing this would result in additional costs which could not be met through the current contract value.
  - Both Councils have retained their own housing stock and therefore have an active housing function, which these services are part of. Whilst the Older Persons Visiting Support Service provides a distinct support offer in both areas, being part of wider housing delivery has enabled both district partners to commit additional resources to the services, which would not be available if arrangements changed.

2.18 The proposed timetable for the Procurement is shown below;

<b>Activity</b>	<b>Date</b>
Tender goes Live	March 2022
Tender Submissions	April 2022
Contract Award	May 2022
Contract Start Date	1 <sup>st</sup> September 2022

Social Value

2.17 All bidders will be required to demonstrate how their proposed service solution will deliver social value. Responses will be evaluated and delivery of commitments monitored.

### 3. Alignment with corporate priorities

- 3.1 Communities at the heart of everything we do  
There are no significant implications for this priority.
- 3.2 A good quality of life for everyone  
The report above sets out the implications for this priority in paragraphs 1.2 to 1.3 and 2.1 to 2.3
- 3.3 Helping our children learn, develop and live life to the full  
There are no significant implications for this priority
- 3.4 Cambridgeshire: a well-connected, safe, clean, green environment  
There are no significant implications for this priority.
- 3.5 Protecting and caring for those who need us  
The report above sets out the implications for this priority in paragraphs 2.1 to 2.3

### 4. Significant Implications

- 4.1 Resource Implications  
The report above sets out details of significant implications in paragraph 2.13
- 4.2 Procurement/Contractual/Council Contract Procedure Rules Implications  
The report above sets out details of significant implications in paragraphs 2.8 to 2.15
- 4.3 Statutory, Legal and Risk Implications  
There are no significant implications within this category.
- 4.4 Equality and Diversity Implications  
There are no significant implications within this category.
- 4.5 Engagement and Communications Implications  
There are no significant implications within this category.
- 4.6 Localism and Local Member Involvement  
There are no significant implications within this category.
- 4.7 Public Health Implications  
The report above sets out details of significant implications in paragraphs 2.1 to 2.3
- 4.8 Environment and Climate Change Implications on Priority Areas
  - 4.8.1 Implication 1: Energy efficient, low carbon buildings.  
Status: Neutral  
Explanation:
  - 4.8.2 Implication 2: Low carbon transport.

Status: Neutral

Explanation:

4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.

Status: Neutral

Explanation:

4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.

Status: Neutral

Explanation:

4.8.5 Implication 5: Water use, availability and management:

Status: Neutral

Explanation:

4.8.6 Implication 6: Air Pollution.

Status: Positive

Explanation: Maximising opportunities for people to be supported remotely (where appropriate) rather than face to face will reduce the number of car journeys being made by support workers.

4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.

Status: Positive

Explanation: If there is a climate change event (like flooding), if there is capacity for virtual support then there is a greater chance that customers can still make use of the service, therefore business continuity is improved.

Have the resource implications been cleared by Finance? Yes

Name of Financial Officer: Justine Hartley

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the LGSS Head of Procurement? Yes

Name of Officer: Clare Ellis

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or LGSS Law? Yes

Name of Legal Officer: Fiona McMillan

Have the equality and diversity implications been cleared by your Service Contact?

Yes

Name of Officer: Will Patten

Have any engagement and communication implications been cleared by Communications?

Yes

Name of Officer: Matthew Hall

Have any localism and Local Member involvement issues been cleared by your Service Contact? Yes



Name of Officer: Will Patten

Have any Public Health implications been cleared by Public Health?

Yes

Name of Officer: Emily Smith

If a Key decision, have any Environment and Climate Change implications been cleared by the Climate Change Officer?

Yes

Name of Officer: Emily Bolton