

Adult Social Care Annual Review Compliance

To: Adults and Health Committee

Meeting Date: 17 March 2022

From: Adult Social Care and Commissioning.

Electoral division(s): All

Forward Plan ref: 2022/039

Key decision: Yes

Outcome: Committee approve the contract award process to support the Adult Social Care (ASC) Review Project.

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 contract award to an external provider over 2022/2023 with a total value up to £975,000.00.
- 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 Cambridgeshire County Council is facing an ongoing challenge to complete social care reviews and currently have a significant back log of overdue reviews across all adult client groups. These reviews are for known Adult Social Care (ASC) customers who are in receipt of care and support from support at home, to support in Residential or Nursing Care.
- 1.2 This back log is a direct impact of Covid 19 (2020 – 2021), the redeployment of resources to support the pandemic, national lockdowns, evolving advice re: remote working and stay at home, on-going capacity challenges and the need to reduce footfall into the homes of vulnerable and shielding individuals. As this is a direct consequence of Covid we want to maximise any funding opportunities allocated to support the Council due to Covid challenges.
- 1.3 It is our statutory duty to complete reviews, under The Care Act (2014). Un-met statutory duties can result in complaints, published ombudsman decisions, legal challenge, all hold potential financial and reputational risk. Reviews are also vital to ensure the support that is commissioned to meet the needs of vulnerable citizens are being delivered as planned and good quality services are being received, reducing risk, whilst increasing the safety of individuals. The ASC workforce is the biggest contributors to the intelligence the local authority has from those in receipt of support, that intelligence is gained from the completion of care act reviews.
- 1.4 Therefore, the Council has a duty to ensure a review occurs and if needed a revision (to the care and support plan) follows this. We know that an unplanned review in response to a change in circumstance or crisis, leads to a higher cost increase than those that occur as a planned review. Therefore, the Council is sitting on a significant unknown financial pressure. The cost differential between undertaking a planned statutory review and an unplanned statutory review. For Cambridgeshire, the average increase to customer support plans following a planned review this year is £9.99 per week. For an unplanned review, the average increase is £17.39 per week across all Cambridgeshire County Council teams.
- 1.4 The greater the back log numbers, the greater the budgetary risk. If planned reviews were being undertaken in a timely manner, less unplanned review activity occurs. For individuals with frequently changing needs regular reviews support both better outcomes and better demand management, with a focus on prevention. We need to consider how we can target the capacity we have on the reviews which have the greatest impact on outcomes for people, whilst also balancing our legal duties.

2. Main Issues

- 2.1 In Cambridgeshire, we have a backlog of 2,061 reviews. This represents 1,411 overdue reviews across working age adults and older people's services (220 of these are overdue by longer than 12 months), and 650 of these are overdue reviews within the Learning Disability Partnership (LDP). This pressure has worsened because of COVID and continues to grow.
- 2.2 If we apply 2,061 to our overall long term service user numbers, 2,061/4849 (the number of customers receiving a service from PD/OP and LDP) is around 42.5%, this will mean a completion rate of around 57.5%, if we assume all annual reviews have been completed

since the data was taken but they have not been, therefore, this % position is lower, as this data is not live. This represents an overall worsening position for us from 2020 Q2 and is approximate as our data is not currently live.

- 2.3 Following robust discussion and challenge that the Rapid Improvement Team (RIT) meeting £975,000.00 has already been allocated to support this Project over 2022/2023. This will address approximately 1,350 Reviews and now Committee support is required to secure a contract up to this total value to enable a provider to be secured.

3. Procurement Approach:

- 3.1 External provision has been previously secured to support focused ASC activity, delivering good outcomes for customers, while meeting key statutory duties for the Council.
- 3.2 We are proposing to secure one provider to deliver across Cambridgeshire to maximise Best Value opportunities.
- 3.3 The total proposed contract value is £900,000.00, leaving the remainder of monies secured to support internal project support costs.

4. Alignment with corporate priorities

- 4.1 Communities at the heart of everything we do.
All ASC Annual Reviews focus on how needs can be met by individuals, their informal and formal support network, and local communities.
- 4.2 A good quality of life for everyone
The Covid impact on ASC's statutory duty to review the care and support plans for all customers in receipt of services has been significant and has created significant backlogs. There are 3900 customers in receipt of a service in Cambridgeshire, 1,300 in a Care Home and 2,600 Living in the Community with support.
- 4.3 Helping our children learn, develop and live life to the full. There are no significant implications for this priority.
- 4.4 Cambridgeshire: a well-connected, safe, clean, green environment. There are no significant implications for this priority.
- 4.5 Protecting and caring for those who need us. Without an annual statutory review of care and support needs, we do not fully understand the lived experience for those in receipt of services across all customers, across all ages and all disabilities.

5. Significant Implications.

- 5.1 Resource Implications.
The report above sets out details of significant implications in section 2.
- 5.2 Procurement/Contractual/Council Contract Procedure Rules Implications.
The report above sets out details of significant implications in section 3.

- 5.3 Statutory, Legal and Risk Implications.
The report above sets out the significant implications to none-statutory compliance in section 1.
- 5.4 Equality and Diversity Implications.
There are no significant implications within this category.
- 5.5 Engagement and Communications Implications.
There are no significant implications within this category.
- 5.6 Localism and Local Member Involvement.
There are no significant implications within this category.
- 5.7 Public Health Implications.
There are no significant implications within this category.
- 5.8 Environment and Climate Change Implications on Priority Areas.
There are no significant implications within this category.

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: Sarah Fuller

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or Head of Legal ?
Emailed:09.03.2022

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?
N/A.

Have any localism and Local Member involvement issues been cleared by your Service Contact? N/A

Have any Public Health implications been cleared by Public Health? N/A

If a key decision, have any Environment and Climate Change implications been cleared by the Climate Change Officer? N/A.