

SURREY COUNTY COUNCIL**CABINET MEMBER FOR ADULT SOCIAL CARE****DATE: 10 SEPTEMBER 2014****LEAD OFFICER: DAVID SARGEANT, STRATEGIC DIRECTOR, ADULT SOCIAL CARE****SUBJECT: CONTRACT AWARD FOR THE PROVISION OF OUTSOURCED OCCUPATIONAL THERAPY ASSESSMENTS****SUMMARY OF ISSUE:**

To approve the contract award to two external providers for back up provision of Occupational Therapy (OT) assessments.

OT assessments are predominantly provided in house, but in order to manage demand and sustain timely service provision there is a need for a flexible contractual arrangement with external providers.

RECOMMENDATIONS:

It is recommended that, subject to agreement of the detailed financial information and review of the procurement process followed which is set out in item 3, approval is given for contract awards to:

- Able 2 OT Services - East and Mid Surrey;
- SHA Disability Consultancy – North West and South West Surrey.

Contracts will be for a three year period starting on 1 October 2014 with potential to extend for a further year and services need only be called off as needed.

REASON FOR RECOMMENDATIONS:

The existing contracts will expire on 30 September 2014. A full tender process, in compliance with the requirement of EU Procurement Legislation and Procurement Standing Orders, has been completed and the recommendations provide best value for money for the Council following a thorough evaluation process.

The new contracts will ensure that Surrey residents continue to receive a timely Occupational Therapy assessment and provision of service with no delay as a result of vacancies or increased demand.

DETAILS:**Background**

1. Timely OT assessments can support Surrey residents to maintain their independence at home through the provision of early intervention and prevention support as well as community equipment and adaptations. OT intervention can support people returning home from hospital and can delay

or avoid admission to hospital or residential/nursing care. OT services also provide an opportunity to explore Friends, Family and Community support options early with people.

2. The overarching strategy is to recruit our own staff to deliver the service, however, a review undertaken by Personal Care and Support before the tender commenced determined the need for flexible external support when demand for OT assessment exceeded internal capacity.
3. The Council wishes to improve outcomes for Surrey residents to help them live independently within the personalisation agenda and, in doing so assist, the Council in meeting government targets. Timely assessment and intervention can be evidenced to reduce ongoing care needs.
4. The contracts will ensure the rights of Surrey's most vulnerable residents are protected and promoted.

Procurement strategy

5. Options considered prior to commencing the procurement activity included not delivering any back up services, awarding the contract in separate lots or aggregating demand county wide into one contract.
6. After a full and detailed options analysis, it was decided to invite tenders on a localised approach with the County divided into four zones as this enables the provision of a localised, responsive and flexible service.
7. The detailed results of the procurement process are included in Part 2 (Item 3).

CONSULTATION:

8. Officers from the Adult Social Care Directorate;
9. Finance, Legal Services, Procurement and Commissioning.

RISK MANAGEMENT AND IMPLICATIONS:

10. The Council can terminate the contract with three months notice should priorities change or funding no longer be available. The specification also facilitates flexibility in service levels commissioned.
11. To mitigate any shortcomings (should these arise in delivering services) the terms & conditions of the Contract include standard provision for:
 - Default
 - Dispute resolution.
12. Both Providers successfully completed satisfactory financial checks, as well as checks on competency in delivery of similar contracts. Business Continuity Plans were evaluated as part of the Tender.
13. Quality, responsiveness of service and quality of outcomes for individuals accessing the service will be monitored by Adult Social Care Commissioners

and procurement through quarterly contract review meetings and robust key performance indicators (KPIs).

Financial and Value for Money Implications

14. Full details of the contract values and financial implications are set out in the Part 2 (Item 3).
15. KPIs have been enhanced which will provide an improved service level performance.
16. Both providers have bid for this contract with an expectation of strengthening relationships with locality teams and fully supporting the Friends, Family and Community agenda.
17. Timely OT assessments are proven to reduce the need for and cost of ongoing care.

Section 151 Officer Commentary

18. The contract allows for variation in volume, according to the budget available, due to changes in the level of in-house provision. As such, this call-off contract is fully affordable and provides a flexible and cost-effective way of maintaining appropriate capacity.

Legal Implications – Monitoring Officer

19. Following approval by the Procurement Review Group, a full competitive tendering process has been undertaken by the Council in accordance with the Public Contracts Regulations 2006 and the Council's Procurement Standing Orders. Legal Services have advised on the conditions of contract.

Equalities and Diversity

20. An equality impact assessment has been completed for this service provision (see Annex 1) and will be approved by the Adult Social Care Departmental Equalities Group prior to the contract being awarded. To date no negative impacts have been identified.
21. The contract will be managed and monitored in line with the Council's obligations under the equalities monitoring framework.
22. The contract which the providers will sign stipulates that they will comply with all relevant equality and diversity legislation (including the Equality Act 2010). The contract also requires the providers to adopt Surrey County Council's equal opportunities policy when recruiting and dealing with safeguarding responsibilities for vulnerable children and adults.

Safeguarding responsibilities for vulnerable children and adults implications

23. The providers submitted their safeguarding policies as part of the tender process. This service plays a key role in safeguarding adults and we are confident that the providers can deliver safe, quality and efficient services.

24. The terms and conditions of the Contract which the providers will sign stipulate that the providers will comply with the Council's Safeguarding Adults and Children's Multi-Agency procedures, any legislative requirements, guidelines and good practices as recommended by the Council. This is monitored through contractual arrangements.

WHAT HAPPENS NEXT:

25. The timetable for implementation is as follows:

Action	Date
Cabinet Member decision to award (including 'call in' period)	10 September 2014
10 Calendar day statutory Standstill Period	20 September 2014
Contract Signature	30 September 2014
Contract Commencement Date	1 October 2014

26. The Council has an obligation to allow unsuccessful providers the opportunity to challenge the proposed contract award. This period is referred to as the 'Alcatel' standstill period.

Contact Officer:

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Consulted:

Anne Butler – Assistant Director for Commissioning

Anna Tobiasz – Category Manager, Adults Procurement and Commissioning

Liz Uliasz – Interim Assistant Director SW Surrey ASC

Naz Fox - Legal Services

Paul Carey-Kent – Strategic Finance Manager – Adults

Procurement Review Group

Adult Social Care staff

Annexes:

Annex 1: Equality Impact Assessment Summary of Impact and Actions

Part 2 Report attached as agenda item 3.
