



Social Care Services Board
9 December 2016

Support Services for Carers Contract Award

Purpose of the report: Scrutiny of Services and Budgets

The Board will scrutinise the procurement process and subsequent decision to award a contract for the provision of support services for carers.

Introduction:

1. On 23 November 2016 the Cabinet decided to award a contract for the provision of support services for carers.
2. Following concerns raised by a number of stakeholders regarding the outcome of the procurement process, and resultant Cabinet report the Board decided to call-in the decision for reconsideration.

Background:

3. Decision text :

Independent Carers Support

That the award of new contracts based on four geographical lots to Action for Carers Surrey, each contract commencing on 1 April 2017, be approved.

The contracts will be for an initial two year period, with the option to extend for up to two further periods of twelve months.

The geographical lots being:

- Lot 1 - Woking, Runnymede and Spelthorne
- Lot 2 - Guildford, Waverley and Surrey Heath
- Lot 3 - Covering Epsom and Ewell, Banstead*, Mole Valley and Elmbridge
- Lot 4 - Area within the boundaries of East Surrey CCG (Reigate, Redhill and Horley* and Tandridge)

* The borough of Reigate and Banstead is split between lots 3 and 4 based on the respective boundaries of Surrey Downs and East Surrey CCG

Home Based Breaks for Carers

That the award of new contracts based on two lots to Crossroads Care, each contract commencing on 6 February 2017, be approved.

The contracts will be for an initial two year period, with the option to extend for up to two further periods of twelve months.

The lots being:

- Lot 1 - Home Based Breaks for Carers
- Lot 2 - End of Life Care

Reasons for Decisions:

The Council has a statutory duty to support carers in case of need, which could be met through a variety of approaches. Following an assessment of several service delivery and procurement options, it was decided that a full competitive tender based on geographic lots was the most appropriate approach in both instances. This model increases the reach of the service, without increasing costs and allows for greater efficiencies through rationalisation of services.

An open, fair and transparent tender process was undertaken for each service. Following a thorough evaluation process two suppliers were selected. One for the countywide Independent Carers Support and the other for the countywide Home Based Breaks for Carers.

This procurement exercise has been carried out in collaboration with Surrey's six NHS Clinical Commissioning Groups (CCGs) to secure the best supplier(s) to deliver cost effective, high quality services against agreed specifications that will improve the quality of life for carers.

The recommended bidders have demonstrated that they can deliver high quality services expected by Surrey County Council (SCC) and the CCGs and will work with us over the lifetime of the contract to make continuous improvements and add value.

There is strong evidence from national cost modelling, that support to carers helps prevent breakdown of caring situations and avoids far greater cost for the provision of more expensive, more intrusive "care packages". Based on this calculation an estimated £38.8 million of additional care costs will be prevented over the life of both contracts.

[The decision on this item may be called in by either the Social Care Services Scrutiny Board or the Council Overview Board]

4. The following documents in relation to the decision made on 23 November 2016 are attached:

- Report considered by Cabinet on 23 November 2016 (Appendix 1)
 - The relevant Equalities Impact Assessments, considered by Cabinet on 23 November 2016 (Appendix 2 and 3)
 - The call-in notice received by Democratic Services on 23 November 2016 (Appendix 4)
5. The Cabinet Report also included information considered under Part 2 arrangements. These are attached as a separate report to the meeting agenda.

The Call-In:

6. The Board is asked to consider the above evidence alongside any evidence presented by witnesses at the call-in meeting in order to review the decision taken by the Cabinet.
7. The Board is asked whether or not it wishes to refer the decision back to the Cabinet for reconsideration.
8. If the Board decides to refer back to the Cabinet it must provide its reasons for doing so.

Recommendations:

That the Board reviews the decision of the Cabinet regarding the approval of the contract taken on 23 November 2016 and concludes whether it wishes to refer this back to the Cabinet for reconsideration.

Next Steps:

Should the Board decide to support the decision of the Cabinet; the decision will take effect on the date of the Board meeting.

Should the Board refer the decision back to the Cabinet, it will be discussed at the Cabinet meeting on 13 December 2016. The Cabinet can then decide to amend the decision or not, before adopting a final decision.

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Sources/background papers:

Cabinet Agenda Papers:

<https://mycouncil.surreycc.gov.uk/documents/g4593/Public%20reports%20pack%20Tuesday%2022-Nov-2016%2014.00%20Cabinet.pdf?T=10>

Cabinet Decision Details:

<https://mycouncil.surreycc.gov.uk/documents/g4593/Decisions%20Tuesday%2022-Nov-2016%2014.00%20Cabinet.pdf?T=2>

Annex 1 – Support Services for Carers Contract Award

Annex 2 – EIA Independent Carers Support

Annex 3 – EIA Home Based Carer Breaks

Annex 4 – Call in Sheet