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<b>Report To:</b>	<b>Policy &amp; Resources Committee</b>	<b>Date:</b>	<b>15 August 2023</b>
<b>Report By:</b>	<b>Chief Officer Inverclyde Health &amp; Social Care Partnership</b>	<b>Report No:</b>	<b>PR/17/23/KB/AB</b>
<b>Contact Officer:</b>	<b>Alan Best</b>	<b>Contact No:</b>	<b>01475 715381</b>
<b>Subject:</b>	<b>Update on HSCP Contracts</b>		

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## **1.0 PURPOSE AND SUMMARY**

- 1.1  For Decision  For Information/Noting
- 1.2 The purpose of this report is to seek approval to change the Council's standard tender weightings, as noted in Contract Standing Order 16.2, in respect of the forthcoming tender for the provision of Carers Advice, Information and Support Service in Inverclyde. In addition, an update is provided regarding the Electronic Care Monitoring system tender last reported to Committee in January 2023.
- 1.3 The tender for the provision of a Carers Advice, Information and Support Service in Inverclyde is being prepared. As in all cases with Social Care service provision, the quality of this support service is of paramount importance. The Council's standard tender weightings are 60% Cost / 40% Quality. It is recommended that the Carers Advice, Information and Support Service contract is awarded on a 60% Quality and 40% Cost of Service weighting split to help ensure the required quality of service and best value cost of service can be procured. The proposed weighting split requires Committee approval in terms of Contract Standing Order 16.3.
- 1.4 In January 2023 the Policy & Resources Committee agreed that a tender on Electronic Care Monitoring System for Care at Home Service be advertised and delegated authority to the Head of Legal, Democratic, Digital and Customer Service to accept in accordance with contract Standing Orders 20.3(ii). However, following a tender exercise none of the tenderers could meet the Council's specified essential requirements. The tender exercise has been halted and a further year Direct Award from 1 August 2023 was made to the current supplier whilst officers review the specification prior to undertaking a new tender exercise later this year.

## **2.0 RECOMMENDATIONS**

- 2.1 It is recommended that the Policy & Resources Committee:
- Approve the use of a 60% Quality and 40% Cost of Service weighting in the forthcoming tender for the Carers Advice, Information and Support Service in terms of Contract Standing Order 16.3.

- Note the further 12 month Direct Award to the current Electronic Monitoring System provider whilst a revised tender exercise is progressed.

**Kate Rocks**  
**Chief Officer**  
**Inverclyde HSCP**

### **3.0 BACKGROUND AND CONTEXT**

#### **Carers Service**

- 3.1 Inverclyde Council operating through a Health and Social Care Partnership has a statutory duty to provide an advice and information service to Carers in Inverclyde under the Carers (Scotland) Act 2016 & Scotland's Carers Charter published in 2018.
- 3.2 The service to be commissioned is to ensure that all Carers in Inverclyde have access to advice, information and support to assist them in their caring role.
- 3.3 A 5 year contract is being progressed which will have a value of approximately £1,515,000. The annual cost will be funded by the Council through Inverclyde HSCP IJB from the recurring Carers funding from the Scottish Government to support informal carers.
- 3.4 A tender process is about to commence for the procurement of this service which will be in place for May 2024. The weighting change will ensure a quality service provision in a cost effective manner and the Contract length will allow to ensure that Inverclyde Council fulfils its statutory duty and provides consistency to carers within Inverclyde.

#### **Care at Home Electronic Monitoring System**

- 3.5 The latest annual contract for the Electronic Monitoring System was awarded on 1<sup>st</sup> August 2022 for a period of 12 months, via the Crown Commercial Services (CCS) Cloud 12 Framework Agreement.
- 3.6 The system required to manage the delivery of care with a range of easy to use, mix and match solutions including real time care monitoring, mobile monitoring, scheduling of visits. The system allow the HSCP, and external providers to maximise the usages of available resources and support the delivery of people's care plans.
- 3.7 In January 2023, the HSCP reported that the service would go out to tender, however following a tender exercise officer in the HSCP advised that none of the tenderers met the essential requirements and therefore the tender exercise was stopped. The HSCP advised that to reduce the risk, minimise disruption and ensure continuity of care that an extension to the current award was put in place from 1<sup>st</sup> August 2023 for 12 months whilst the specification is reviewed and a new tender exercise is progressed in the coming months. This further Direct Award was dealt with under delegated authority, under the Council's Standing Orders relating to Contracts.

### **4.0 PROPOSALS**

- 4.1 The tender for the provision of the Carers Advice, Information and Support Service is due to be published in October 2023. As in all cases with social care services, the quality of the service is of paramount importance.
- 4.2 As the provision of a local Advice and Information Service is a statutory duty of Inverclyde Council the award of a 5 year contract will ensure a sustainable service and consistency for Carers within the area and allow the successful provider to apply for further external funding which requires the security of a longer term contract. This additional funding will enhance the service that can be provided to Carers within Inverclyde.

- 4.3 It is recommended that the Carers Advice, Information and Support Service contract is awarded on a 60% Quality and 40% Cost of Service weighting split. This will help to ensure the required quality of service and best value cost of service can be procured.

## 5.0 IMPLICATIONS

- 5.1 The table below shows whether risks and implications apply if the recommendation(s) is(are) agreed:

SUBJECT	YES	NO
Financial		X
Legal/Risk		X
Human Resources		X
Strategic (Partnership Plan/Council Plan)		X
Equalities, Fairer Scotland Duty & Children/Young People's Rights & Wellbeing		X
Environmental & Sustainability		X
Data Protection	X	

### 5.2 Finance

The tender for the Carers Advice service will be structured and managed in a way which ensure that the costs included in and the overall value of any contract award resulting from the tender will be met within the overall contract budget. The costs for the Electronic Care Management Service will be contained within existing resources.

One off Costs

Cost Centre	Budget Heading	Budget Years	Proposed Spend this Report	Virement From	Other Comments

Annually Recurring Costs/ (Savings)

Cost Centre	Budget Heading	With Effect from	Annual Net Impact	Virement From (If Applicable)	Other Comments
	Carers Budget		303		

### 5.3 Legal/Risk

In terms of the Council Standing Orders for Contracts, approval of the Committee is required to change the tender weightings.

### 5.4 Human Resources

There are no specific human resources implications arising from this report.

### 5.5 Strategic

There are no strategic implications from the information contained within the report.

## 5.6 Data Protection

Has a Data Protection Impact Assessment been carried out?

Yes – DPIA identified the requirement for a Data Sharing Agreement to be put in place with the successful bidder.

X	YES – This report involves data processing which may result in a high risk to the rights and freedoms of individuals.
	NO – Assessed as not relevant as this report does not involve data processing which may result in a high risk to the rights and freedoms of individuals.

## 6.0 CONSULTATION

6.1 The report has been prepared by the Chief Officer of Inverclyde Health and Social Care Partnership (HSCP) after due consideration with relevant senior officers in the HSCP. There is further consultation planned with carers and young carers as detailed in this report. The Corporate Management Team support the proposals in this report.

## 7.0 BACKGROUND PAPERS

7.1 None.