

12 February 2019		ITEM: 15 Decision 110506
Cabinet		
Elizabeth Gardens Procurement for a Care and Support Contract		
Wards and communities affected: All	Key Decision: Key	
Report of: Councillor Sue Little, Portfolio Holder Adult and Children's Social Care		
Accountable Assistant Director: Les Billingham, Assistant Director - Adult Social Care and Community Development		
Accountable Director: Roger Harris, Corporate Director Adults, Housing and Health		
This report is: Public		

Executive Summary

The term 'Extra Care Housing' is used to describe a type of housing, care and support that falls somewhere between traditional sheltered housing and residential care. Extra Care Housing offers a higher level of support than sheltered housing with care workers available on site up to 24 hours a day for those who need them. This means Extra Care Housing is often suitable for people with higher care needs.

Elizabeth Gardens is a development of 65 Extra Care flats; it is managed by Hanover Housing Association and is situated in Long Lane in Grays having properties both for rent and for sale. The scheme is designed to provide Extra Care to meet the needs of older people and, exceptionally, younger people with higher levels of need.

Elizabeth Gardens has now been open for 5 years and as such the contract for the Care and Support services is coming to an end and requires re-tendering. This report outlines the details of the tender process and the award of the new contract.

1. Recommendation(s)

1.1 That Cabinet agrees to proceed with the retender of the Care and Support services for Elizabeth Gardens.

1.2 That Cabinet agrees the award of the contract should be delegated to the Corporate Director for Adults, Housing and Health in consultation with the Portfolio Holder for Adult and Children’s Social Care.

2. Introduction and Background

2.1 A procurement exercise is required to tender for the award of a new contract for the provision of a high quality care and support service which provides value for money and is available to meet the needs of the resident service users.

2.2 Extra Care supports people towards an inclusive fulfilling future by providing independence dignity and security.

This will:

- support individuals to stay in their own home for as long as possible
- increase the choice of housing available
- provide an alternative choice to residential care
- help individuals to remain more independent
- give individuals all the usual rights of a tenant and provide the care and support required
- provide significant personal support that will enable people stay in their own home

To qualify for Extra Care housing through Thurrock Council you must be:

- a Thurrock Council tenant or eligible to join the housing waiting list
- over 55 years of age for Elizabeth Gardens, with care needs or receive higher rate Personal Independent Payment (PIP)
- live in Thurrock or have the need to live in Thurrock – for example, to receive support from relatives
- receive or need at least 7 hours of care per week

Elizabeth Gardens also provides the opportunity for residents to buy a flat and access the support for a charge which is subject to a financial assessment.

2.3 Elizabeth Gardens is designed to meet a wide range of needs including physical disability and sensory impairment as well as providing a safe and secure environment for people with dementia and mental health needs. It will also offer end of life care, so that the accommodation provides a home for life and there should be no need to move to a care home if needs increase, in addition unnecessary hospital care can be avoided, both with the associated higher costs.

2.4 The Contract for Care and Support Services at Elizabeth Gardens has two parts the first is the core service provided through a block contract the value of the block contract is £225,132 a year. The proposal is that this will be

tendered for a 5 year contract at a value of £1,125,660. The Core element of the contract provides 24 hour onsite support, housing support and advice, personal care and support with communal activities.

- 2.5 The second part of the contract is to provide additional personal care and support to meet increased assessed need this is through a declared hourly rate of £14.43. This has equated in the most recent full financial year 2017-2018 to £251,704 this will be a variable amount dependant on the level of needs of the residents. For a 5 year contract this will be approximately £1,258,524. Residents are able to purchase additional care from other registered home care providers if they prefer ensuring that they have a choice of provider. In real terms most residents purchase the additional support from the provider who delivers the block contract which ensures consistency.

Table 1 below illustrates the current cost of the block and the spot contracts and the financial commitment for a 5 year contract:

Table 1

2017/2018 Block Contract Per Annum	2017/2018 Spot Contract (variable)
£225,132	£251,704
Total cost for 5 year contract	Total for a 5 year spot contract cost based on 2017/2018 expenditure
£1,125, 660	£1,258,524

- 2.6 In 2013 the Core contract was awarded to the current provider, Care Support Ltd (formerly Carewatch East London) to provide care and support services at Elizabeth Gardens. The current contract has been extended so as to allow the time necessary to re-procure the services.

3. Issues, Options and Analysis of Options

- 3.1 A core block contract will be re-procured for a period of five years.
- 3.2 The spot purchase element of the contract will be included in the procurement at a declared rate of £14.43 an hour to offer value for money and consistency of approach. However it will be clear in the tender process that residents will also have a choice to purchase any additional care from another registered provider or through direct payments if they wish too.

- 3.3 The procurement process and timetable will be implemented in accordance with the Public Contracts Regulations 2015 and associated Directives to ensure fairness and transparency. Table 2 details the procurement timetable.

Table 2

Procurement Timetable

TASK	WHEN
Directors Board	8 th January 2019
Cabinet Meeting	13 th February 2019
Finalise all tender documents: <ul style="list-style-type: none"> • ITT (including evaluation criteria) • Terms and conditions (Legal) • Specification • TUPE Information • Pricing Schedule • GDPR 	By end January 2019
Publish Tender	25/02/2019
Closing	05/04/2019
Evaluations / Interviews	To 03/05/2019
Notification of award	13/05/2019
Standstill Period	To 23/05/2019
Final Award	24/05/2019
Contract Start	01/07/2019

3.4 Tender Evaluation

The Tender Evaluation Panel will include the Strategic Lead for Commissioning and Procurement, the Interim Commissioner for Supported Housing, a procurement officer, a representative of Older People’s Services and someone with lived experience of services.

4. Reasons for Recommendation

- 4.1 The contract with the current provider (Care Support), to provide care and support was extended for one year which is coming to an end.
- 4.2 The service provided by Elizabeth Gardens is one that supports residents with high levels of need to remain in their own homes rather than accessing residential care or nursing home support it offers a high quality service and giving real value for money.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 The Interim Supported Housing Commissioner for Adult Social Care has met with the residents at Elizabeth Gardens to canvass their views. Another visit will be arranged so that more residents are consulted. The residents who were consulted expressed anxiety about the possibility of change to the care provider through the tender process.
- 5.2 Meetings have also been held with Hanover Housing Association and the current provider of care and support Care Support Ltd.

6. Impact on corporate policies, priorities, performance and community impact

- 6.1 Elizabeth Gardens offers value for money and enables residents in Thurrock to benefit from a service that enables people with high levels of need to remain at home with appropriate care and support.

7. Implications

7.1 Financial

Implications verified by: **Joanne Freeman**
Management Accountant

The Care and Support Block and Spot Contract is approximately £475,000 per annum. The Block contract remains consistent at £225,132 per year and the spot contract varies dependant on how many residents access additional care and support. The value of the overall 5 year contract will be £1,125,660 for the core block element and approximately £1,260,000 for the spot purchases based on the 2017-2018 figures.

The Elizabeth Gardens care and Support funding forms part of the Adult Social Care base budget as an ongoing commitment and represents good value for money providing high levels of support and preventing as far as possible admission to residential or nursing care at a much higher cost.

7.2 Legal

Implications verified by: **Courage Emovon**
Principle Lawyer

There are no additional legal implications other than the procurement as proposed in this report should be carried out adhering to all legal requirements and procurement regulations including the Council's Contract procedure rules. Legal Services will be available to advise on any legal implications that may arise during the tender process.

7.3 Diversity and Equality

Implications verified by: **Roxanne Scanlon**
**Community Engagement and Project
Monitoring Officer**

Elizabeth Gardens is situated in the heart of its community it offers a wide range of services to residents in Thurrock supporting the equality and diversity agenda's. The procurement process will deliver equality and diversity standards.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

N/A

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- N/A

9. Appendices to the report

- N/A

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