

Report of: Head of Service Access and Care**Report to: Director of Adult Social Services****Date: 2.12.16**

Subject: Report to waive Contract Procedure Rules (CPR's) 8.1 and 8.2 using the authority set out in CPR 1.3 and enter into a new contract with Advanced Health and Care StaffPlan licences for Reablement and Extra Care Housing Services

Are specific electoral wards affected?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes, name(s) of ward(s):	
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Is the decision eligible for call-in?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If relevant, access to information procedure rule number:	
Appendix number:	

Summary of main issues

1. The reablement service provides short term home care intervention, for approximately six weeks to work with people to regain skills and independence following a period of illness or impairment, or to contribute to an assessment where daily support is needed to fully understand what a person's needs are. The service is delivered through 192 (head count) Support Workers working on rotas over 7 days. Home Care Support to Extra Care Housing at 3 sites is provided by the LCC Community Support Service.
2. The contract for the current rostering solution currently used within the reablement service and extra care service expires on the 14th December 2016, a full procurement exercise has been completed and a new contract was awarded to a new supplier with an agreed go live date of 21st November 2016.
3. Issues with implementation mean that the planned implementation date of the 21st November 2016 has not been met and the system will not be in place before the current contract ends on the 14th December 2016.
4. It is critical that there is not a break between the contracts as this would mean the services are left without an electronic system to support rostering. This would lead to high levels of risk in the planning and communication of Support Worker visits and

potentially missed customer visits. Therefore the contract with current provider, Advanced Health and Care, needs to be extended in the interim.

5. The current provider has been contacted about the existing contract being extended to ensure continuity of service and they have provided a quote to provide the solution for a 12 month period.

Recommendations

1. The Director of Adult Social Services is recommended to approve the waiver of Contract Procedure rules (CPRs) 8.1 and 8.2 using the authority set out in CPR 1.3 to enter into a new contract with the existing provider, Advanced Health and Care, for one year, from 15th December 2016 to 14th December 2017, to ensure that there is not a break between contracts.
2. The Director of Adult Social Services is recommended to approve the expenditure of £14,676.75 for the cost of this.
3. Implementation will be by the Head of Service Assessment and Provision from 15th December 2016.

1. Purpose of this report

- 1.1 To seek the approval of the Director or Adult Social Services to waive the following Contracts Procedure Rule(s):

To waive Contracts Procedure Rules (CPR's) 8.1 and 8.2 using the authority set out in CPR 1.3 and award a contract to Advanced Health & Care in the sum of £14,676.75. The contract shall commence on the 15th December 2016 and expire on 14th December 2017.

2. Background information

- 2.1 The StaffPlan staff rostering system is used within the ASC Reablement team, and Extra Care Housing service to manage and co-ordinate the schedule of work to support staff who need to visit service users in their homes in order to deliver the care and support needed to enable those individuals to continue living independently for longer.
- 2.2 The Reablement team has over 200 support workers, who rely upon the StaffPlan system to provide them with the details of the service users they will be supporting each day, the address and contact details of those users, their specific support requirements, and any associated information that may be needed in the delivery of the agreed support.
- 2.3 The StaffPlan product is supplied by Advanced Health & Care (part of the Advanced Computer Software Group Limited), and as a product is considered to work well and to be meeting most of the needs of the teams and services that use it. However the current contract with the supplier expires in December 2016.

3. Main issues

- 3.1 The current contract with AHC for support and maintenance of the StaffPlan product ends on the 14th December 2016
- 3.2 A tender exercise was carried out from April 2016 and a contract awarded to a new supplier. A go live date was set to bring the product into use before the expiry of

StaffPlan but issues with implementation means that the planned implementation date of the 21st November 2016 has not been met and there is a very high risk that the system will not be fully functioning before the current rostering contract ends on the 14th December 2016.

- 3.3 If the services are left without an electronic rostering system from 14th December 2016 this will pose a significant risk to customers. With a large number of customers and a quick turnover, without an electronic rostering system it is highly likely customer visits would be missed.
- 3.4 The business is currently considering options for the way forward but implementation of the new solution will not be completed by 14th December 2016, therefore there is no alternative but to extend the AHC contract in the interim.
- 3.5 The current provider, AHC has been contacted about extending the current contract. They have stated that the minimum time that this can be done for is 1 year.
- 3.6 The cost of the contract extension is £14,676.75.

4. Corporate considerations

4.1 Consultation and engagement

- 4.1.1 The Head of Service, as project sponsor, has been consulted on the approach. They are in agreement with the proposed extension to contract as an interim arrangement.
- 4.1.2 The Council's ICT services have been consulted and have advised us to take this course of action.

4.2 Equality and diversity / cohesion and integration

- 4.2.1 A screening document has been prepared and an independent impact assessment is not required for the approval requested as attached at Appendix 1

4.3 Council policies and best council plan

- 4.3.1 The project aligns to the Delivering Better Lives programme of the Best Council Plan and impacts on all the outcomes that people with care and support needs in Leeds:
 - Are contributors to their community and live healthy, fulfilling lives with adequate access to, and choice and control over any support that they may need
 - Stay independent for as long as possible
 - Live safely and with dignity
 - Are treated as 'whole people' and have an altogether smoother, more seamless, less fragmented experience of their health and social care services
 - Have access to a greater choice of services that are geared to respond to people's specific needs
- 4.3.2 It contributes to the key performance indicators of:

- Increase proportion of older people (65 and over) who are still at home 91 days after discharge from hospital into reablement/rehabilitation services
- Increase the proportion of older people offered reablement service following hospital discharge

4.4 Resources and value for money

- 4.4.1 The tender exercise undertaken considered best value for money within the council's goal of spending money wisely. The extension to the current contract is a necessary cost to ensure there is continuity of care for customers in scheduling visits and that visits aren't missed. The current contract was procured in 2008.
- 4.4.2 The cost of the extension to the existing contract with Advanced Health and Care is £14,676.75
- 4.4.3 Funding for this extension has been identified from underspend in the reablement budget

4.5 Legal implications, access to information, and call-in

- 4.5.1 The decision in this report is a Significant Operation Decision and not subject to call in.

4.6 Risk management

- 4.6.1 There are no significant risks involved in awarding a further 12 month contract for the StaffPlan product as proposed and in line with the current contract terms.
- 4.6.2 It is critical that there is not a break between the contracts as this would mean the services are not supported by an electronic rostering system, leading to high levels of risk in the planning of work and communication of Support Worker visits, ultimately putting customers at risk of missed visits.
- 4.6.3 A safe service cannot be delivered, even for a very short term period, without a rostering system.

5. Conclusions

- 5.1.1 The newly tendered contract will not be in place before the current contract with StaffPlan expires.
- 5.1.2 It is critical that there is not a break between the contracts as this would mean the services are not supported by an electronic rostering system, leading to high levels of risk in the planning of work and communication of Support Worker visits, ultimately putting customers at risk of missed visits.
- 5.1.3 Extending the contract with the current provider would provide continuity of care until the new contract is implemented. The current provider has been contacted about extending the current contract. The minimum time that this can be done for is 1 year with a cost of £14,676.75

6. Recommendations

- 6.1 The Director of Adult Social Services is recommended to approve the waiver of Contract Procedure rules (CPRs) 8.1 and 8.2 using the authority set out in CPR 1.3 to enter into a new contract with the existing provider, Advanced Health and Care, for one year, from 15th December 2016 to 14th December 2017, to ensure that there is not a break between contracts.
- 6.2 The Director of Adult Social Services is recommended to approve the expenditure of £14,676.75 for the cost of this.
- 6.3 Implementation will be by the Head of Service Assessment and Provision from 15th December 2016.

7. Background documents¹

- 7.1 none

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works.