

Report of: Head of Service for Commissioning (Integration)

Report to: Director of Adult Social Care

Date: 14th December 2016

Subject: Request to approve contract extension in accordance with Contracts Procedure Rule 21.1 – Contract Extension for the existing Carer Support Service contract YORE-9CAFF4

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No

Summary of Main Issues

1. The initial contract period for the Carers Support Service, provided by Carers Leeds, ends on 31st March 2017. However the contract includes options to extend the provision of the service for a further 2 x 12 month periods in agreement with the contractor.
2. The Leeds Carer Support Service provides vital support for unpaid carers by promoting the mental, physical, emotional and economic well-being of carers so that they are supported to maintain their own health and well-being, have a life of their own in terms of opportunities for work, training, education, leisure and social interaction, and have choice and control over their caring role.
3. The recommendation to extend the contract, initially for a period of 12 months until 31st March 2018, will enable continuity of service whilst ASC Commissioning conducts a review which will present a comprehensive picture of current support for carers including what works well and what gaps and opportunities exist, as well as presenting a future model and investment plan. The review will deliver an agreed specification for carer support which is designed around local needs and

which will support the delivery of national and local carers' strategies and the ambition for Leeds to be the best city in the UK for health and well-being.

Recommendations

1. The Director of Adult Social Services is recommended to approve the extension of the current Carer Support Service contract (YORE-9CAFF4) under Contract Procedure Rule 21.1 – Contract Extension for a 12 month period commencing 1st April 2017 to 31st March 2018, with a contract value of £990,776.
2. That during the extension period, a comprehensive review of Carer Support Services in Leeds is undertaken.
3. That the Head of Commissioning (Integration) is responsible for the implementation of this decision. The decision will be implemented once 'Call-in' is complete.

1. Purpose of this report

- 1.1. This report seeks approval from the Director of Adult Social Care to action the first of two available 12 month extension periods to the Leeds Carer Support Service in line with Contracts Procedure Rule 21.1 to commence 1st April 2017 until 31st March 2018. This provision is within the existing Carer Support contract (YORE-9CAFF4)

2. Background information

- 2.1. As public services face continued financial pressures set against increasing demand, the introduction of new legislation and changing expectations of citizens, unpaid carers are taking on responsibility for greater amounts of care. Carers provide the bulk of care in the community and without them our NHS and Social Services would be overwhelmed. However there is strong evidence that many carers pay a heavy price of their caring role in terms of their education, health and wealth.
- 2.2. Leeds City Council and its NHS partners have commissioned generic advice, information and support services for carers since 1995 as well as separate services for carers of people with mental health problems, carers of people from BME backgrounds and older carers of adults with learning disabilities.
- 2.3. The procurement of the Leeds Carer Support Service combined these services into a single service in 2014 to create a single point of access for advice, information and support for unpaid carers. A contract was awarded to Carers Leeds for the period 1st December 2014 to 31st March 2017 with options to extend the provision of the service for a further 2 x 12 month periods in agreement with the contractor.
- 2.4. A variation to the contract was made in January 2015 to incorporate payment for a dementia carer support service.
- 2.5. The Carers Support Service is contract managed by the Leeds City Council Adult Social Care Department. Funding for the service comes predominantly from Adult Social Care but there are also contributions from Children's Services, NHS Leeds Clinical Commissioning Groups and Public Health (see 4.4.4)
- 2.6. The Leeds Carer Support Service provides vital support for unpaid carers by promoting the mental, physical, emotional and economic well-being of carers so that they are supported to maintain their own health and well-being, have a life of their own in terms of opportunities for work, training, education, leisure and social interaction, and have choice and control over their caring role.
- 2.7. The service provides a wide range of support including information and advice, specialist carer support work, practical and emotional support, signposting, advocacy, training, support groups, benefits advice and administration of the 'Time for Carers' grant. Carer Support workers are often engaged in complex and highly specialised work and have particular expertise in the issues faced by carers of people with mental ill-health, dementia and substance misuse as well as supporting young adult carers, parent carers and bereaved carers.

- 2.8. The Leeds Carers Support Service have developed excellent partnership arrangements with a range of local organisations including the 3 Leeds CCGs, Leeds City Council (the Adult Social Care Carers Assessment Team are based in Carers Leeds offices), Leeds Teaching Hospitals NHS Trust, Leeds and York Partnership NHS Foundation Trust, Leeds Community Healthcare, community pharmacies and the wider Third Sector. The service are also key partners to the Leeds Carers Partnership, Older Peoples Forum, Bereavement Forum, and Self-Management Board. The creative use of volunteers to support their work contributes to the overall social impact of the service.
- 2.9. Leeds City Council and the NHS Leeds Clinical Commissioning Groups are committed to improving support for unpaid carers. This commitment will drive a comprehensive review of carers support service in Leeds to ensure that Leeds has the best carer support it can afford. The review is being coordinated by a steering group which includes representatives from Leeds City Council, NHS Leeds Clinical Commissioning Groups and the Leeds Carers Partnership. Services for young carers are also in scope for the review.
- 2.10. The review will deliver an agreed specification for carer support which is designed around local needs and which will support the delivery of national and local carers' strategies and the ambition for Leeds to be the best city in the UK for health and well-being.

3. Main issues

3.1. Reasons for extending the contract

- 3.1.1. Extension to the existing contract, initially for a period of 12 months will ensure there continues to be a service dedicated to promoting the mental, physical, emotional and economic well-being of carers so that they are supported to maintain their own health and well-being, have a life of their own in terms of opportunities for work, training, education, leisure and social interaction, and have choice and control over their caring role.
- 3.1.2. The Carer Support Service supports many of the duties and responsibilities for carers in the Care Act, for example information, prevention and promoting well-being.
- 3.1.3. The current service is in place, is well established, consistently meets the needs of carers and delivers positive outcomes for carers.

3.2. Consequence if the proposed action is not approved

- 3.2.1. Current service provision would cease leaving Leeds without a dedicated support service for its 74,000 carers.
- 3.2.2. Leeds City Council would be at risk of failing to meet its duties and responsibilities to carers under the Care Act
- 3.2.3. There is a high risk of significant reputational damage.

3.3. Advertising

3.3.1. It is not proposed to advertise this opportunity for the reasons set out in this report.

4. Corporate considerations

4.1. Consultation and engagement

4.1.1. During the original commissioning exercise carers were consulted about their priorities and views on how the Carer Support Service would operate.

4.1.2. Feedback from carers submitted by the service provider is positive. There have been no adverse comments from carers that suggest the service should not be extended.

4.1.3. The intention to put this extension in place, has been placed on the Council's Forward Plan and published to the List of Forthcoming Key Decisions on 1st December 2016. This list is published on the Leeds City Council public website and provides details on the decision and how it will be made. It also explains how people can give their views on the matter.

4.2. Equality and diversity / cohesion and integration

4.2.1. An Equality, Diversity, Cohesion and Integration Screening has been completed (see Appendix 1), which demonstrates that the service meets the desired equality requirements to cover the extension period.

4.2.2. Appropriate policies and procedures are in place with the providers.

4.3. Council policy and Best Council Plan

4.3.1. The Carer Support Service contributes to the delivery of key outcomes within the Best Council Plan, specifically to improve the quality of life for our residents, particularly those who are vulnerable or are in poverty,

4.3.2. The Carer Support Service makes a significant contribution to the Leeds Health and Well-Being Strategy and its priority to make Leeds the best city for health and well-being.

4.4. Resources and value for money

4.4.1. The Carer Support Service provide quarterly performance monitoring information to demonstrate the quality of support offered. This support impacts positively on carers mental, physical, emotional and economic well-being. These outcomes are achieved by a workforce of paid staff and volunteers.

4.4.2. The Carer Support Service has attracted additional funding to further enhance the overall support for carers in the city. However, many of these funding streams, particularly NHS funding streams, are ending and are unlikely to be renewed even though they have evaluated well and have created additional demand at Carers Leeds.

- 4.4.3. It is recommended that there is no reduction in funding during the extension period. The service has supported increasing numbers of carers year on year and there is evidence that the complexity of the work they are involved in has increased too. There has been a significant increase in calls to the advice line since the introduction of the Care Act. Social return on investment studies (for example 'Carers Centres – What impact do they have' conducted by Baker Tilly) have shown that investment in Carers Centres result in around £15 in social return for every £1 invested.
- 4.4.4. The value of the contract extension is £990,776. Funding for the service comes predominantly from Adult Social Care but there are also contributions from Childrens Services, NHS Leeds Clinical Commissioning Groups and Public Health. Funding partners have confirmed their commitment to a further years funding.

Funder	Funding
Adult Social Care	£760,870
NHS Leeds CCG's	£115,626
Childrens Services	£49,000
Public Health	£45,000
LD Pooled Budget	£20,280
Total	£990,776

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

- 4.5.1. The decision highlighted in this report will be taken by the Director of Adult Social Services in line with the officer delegation scheme as detailed in Part 3 of the Council's Constitution.
- 4.5.2. As the overall value of this decision exceeds £250,000 this decision is a key decision and is subject to call in.
- 4.5.3. The contract terms allow for the extension to be taken up before their expiry date so long as it still delivers best value for money.
- 4.5.4. Although there is no overriding legal obstacle preventing the extension of this contract the contents of this report should be noted. In making their final decision, the Director of Adult Social Services should be satisfied that the course of action chosen represents best value for the Council.

4.6. Risk management

- 4.6.1. The previous procurement process was conducted in accordance with the Council's Contract Procedure Rules in order to ensure a fair, open and transparent process. This will also be the case with any future procurement.
- 4.6.2. If the extension is not approved there is a risk that the existing services will cease and carers will no longer be able to access opportunities or support.

5. Conclusions

- 5.1. Approving this extension will ensure continuity in service provision will be maintained while officers undertake a comprehensive review of the carer support services in Leeds.
- 5.2. The extension period represents the first of two possible extension periods that were built into the contract and are in accordance with Contract Procedure Rule 21.1.

6. Recommendations

- 6.1. The Director of Adult Social Services is recommended to approve the extension of the current Carer Support Service contract (YORE-9CAFF4) under Contract Procedure Rule 21.1 - Contract Extension for a 12 month period commencing 1st April 2017 to 31st March 2018, with a contract value of £990,776.
- 6.2. That during the extension period, a comprehensive review of Carer Support Services in Leeds is undertaken.
- 6.3. That the Head of Commissioning (Integration) is responsible for the implementation of this decision. The decision will be implemented once 'Call-in' is complete.

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.