

**Report of:** Deputy Director, Integrated Commissioning

**Report to:** Director of Adults and Health

**Date:** 24<sup>th</sup> January 2018

**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 type="checkbox"/> Yes	<input checked="" 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, ended on 31<sup>st</sup> 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. The Director of Adults and Health approved the first of the two extension periods in January 2017.
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, for a final period of 12 months until 31<sup>st</sup> March 2019, will enable continuity of service during which time Adults and

Health will undertake a procurement process to identify a suitable service provider to deliver the service from April 2019.

4. The Carer Support Service is well established and consistently meets the needs of carers as well as supporting many of the duties and responsibilities for carers in the Care Act, for example information, prevention and promoting well-being. Our commissioning information gathered through quarterly reports assures us that the service consistently exceeds performance targets and is valued by carers.
5. The extension period represents the second of two possible extension periods that were built into the contract and is in accordance with Contract Procedure Rule 21.1.

## **Recommendations**

1. The Director of Adults and Health 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 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019, with a contract value of £990,776.
2. That the Head of Commissioning (Integration) is responsible for the implementation of this decision.

## **1. Purpose of this report**

- 1.1. This report seeks approval from the Director of Adults and Health to action the second of two available 12 month extension periods to the Leeds Carer Support Service in line with Contracts Procedure Rule 21.1 to commence 1<sup>st</sup> April 2018 until 31<sup>st</sup> March 2019. 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 approaches 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 for 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 1996 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 1<sup>st</sup> December 2014 to 31<sup>st</sup> March 2017 with options to extend the provision of the service for a further 2 x 12 month periods in agreement with the contractor. A variation to the contract was made in January 2015 to incorporate payment for a dementia carer support service.
- 2.4. The Leeds Carers Support Service is contract managed by the Leeds City Council Adults & Health Directorate. Funding for the service comes predominantly from Adults & Health but there are also contributions from Children's Services and NHS Leeds Clinical Commissioning Groups Partnership (see 4.4.5).
- 2.5. 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.
- 2.6. 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.
- 2.7. Over the contract period Carers Leeds have consistently exceeded performance targets. In 2016/2017 they supported 9,300 carers of which 3,200 were 'new'

carers contacting Carers Leeds for the first time. This is set against an annual target of 8,000 carers (of which 3,000 should be 'new'). Indications from the first quarter of 2017/2018 suggest that numbers continue to increase. Carers Leeds routinely ask carers to provide feedback as to how satisfied they are with the support they have received. Around 90% of carers satisfaction scores are 9 or 10 (out of ten) and it is rare for a score below 8.

- 2.8. The Leeds Carers Support Service have developed excellent partnership arrangements with a range of local organisations including NHS Leeds CCGs, Leeds City Council (the Adults & Health 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. Carers Leeds, with Leeds City Council and NHS Leeds CCG's, won the Health Service Journal (HSJ) Award in the category 'integrated commissioning for carers in 2016 for the 'Yellow Card' scheme which promotes carer identification in primary care. The Carers Leeds Specialist Dementia Hub was shortlisted for the same award in 2017. Carers Leeds has also won a Kings Fund award in 2017 which recognises voluntary sector excellence in improving people's health.
- 2.10. Leeds City Council and the NHS Leeds Clinical Commissioning Groups Partnership are committed to improving support for unpaid carers. This commitment has driven a joint review of the carers support service in Leeds to ensure that Leeds has the best carer support it can afford. The review, which as well as presenting an analysis of the current service, local and national policy relating to carers and a profile of caring in Leeds, recommends that we continue to invest in information, advice and support for carers and that a single point of access remains the right approach.
- 2.11. It is envisaged that there will be four key strands to the service:
  - Universal support, for example information, advice, signposting
  - Targeted support where universal support is not adequate, for example training, emotional and practical support, specialist support
  - Collaboration with statutory health and care agencies
  - Promoting public awareness of carers and caring to include support for employers/working carers
- 2.12. An online survey and a series of public consultation events are taking place between November 2017 and January 2018 to provide carers and professionals with an opportunity to influence the final shape and design of the service.
- 2.13. A steering group is in place, chaired by the Head of Integrated Commissioning and supported by Adults and Health Better Lives Programme Office, to oversee the project timeline and the procurement process to identify a suitable provider to deliver the service from April 2019.

### **3. Main issues**

#### **3.1. Reasons for extending the contract**

- 3.1.1. Extension to the existing contract, 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.
- 3.1.4. Our commissioning information gathered through quarterly reports assures us that the service consistently exceeds performance targets and is valued by 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 72,000 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 8<sup>th</sup> December 2017. 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 and is appended to this report, which demonstrates that the service meets the desired equality requirements to cover the extension period.
- 4.2.2. The provider has appropriate equality and diversity policies and procedures in place.

## **4.3. Council policies and best council plan**

- 4.3.1. The Carer Support Service contributes to the delivery of key outcomes within the Best Council Plan 2015-2020, 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 shows that 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. Although some of these funding streams, particularly NHS grants funding, have ended and are unlikely to be renewed, 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.
- 4.4.4. Analysis undertaken in 2011 by The Princess Royal Trust for Carers (now known as Carers Trust) and Baker Tilly into the activities of five carers information, advice and support services indicated that the five services generated annual gains to society of at least £73 million set against total annual funding of less than £5 million. The report highlighted the varied activities undertaken by services and their responsiveness to individual needs, but also highlighted that this is only a partial evaluation of the wider gains from their activities. It is widely recognised that the report fairly represents the very valuable contribution of carer support services to local government, the NHS, communities and others, and to the wider UK economy in the fields evaluated. A scoping review commissioned by NHS England in 2017 to look at the main economic arguments for supporting carers concluded that:

*“Though difficult to calculate, the value of unpaid care is significant and supporting carers will help to deliver better and more effective unpaid care will take pressures*

*off funded health and social care services. This is of particular economic importance given that many people now have longer-term conditions (because of improved medical care) and because many people are living longer. Support to carers also helps to negate any use of NHS or social care services they will require as a consequence of the physical and psychological stresses of their caring responsibilities. Enhancing support to carers also helps to reduce other 'hidden' costs on personal finances and time. In particular, increased support can help carers to manage financial challenges which result from the extra expenditure on caring. This is significant as carers often have to reduce their participation in the labour market as they may find it difficult to find working opportunities that can fit around their caring responsibilities or re-enter the labour market. This leads to 'knock-on' effects for employers, businesses and the wider economy".*

- 4.4.5. The value of the contract extension is £990,776. Funding for the service comes predominantly from existing Adults & Health budget, but there are also contributions from Children's Service and NHS Leeds Clinical Commissioning Groups Partnership. Funding partners have all confirmed their commitment to a further years funding.

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

#### **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 Adults and Health 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 the expiry date so long as it still delivers best value for money.
- 4.5.4. Due to the matters set out in this report at sections 3 and 4.4.5 above it is considered that these requirements have been met.
- 4.5.5. 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 Adults and Health 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 the existing services will cease and carers will no longer be able to access opportunities or support.

## **5. Conclusions**

- 5.1. The initial contract period for the Carers Support Service, provided by Carers Leeds, ended on 31<sup>st</sup> 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. The Director of Adults and Health approved the first of the two extension periods in January 2017.
- 5.2. 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.
- 5.3. The recommendation to extend the contract, for a final period of 12 months until 31<sup>st</sup> March 2019, will enable continuity of service during which time Adults and Health will undertake a procurement process to identify a suitable service provider to deliver the service from April 2019.
- 5.4. The Carer Support Service is well established and consistently meets the needs of carers as well as supporting many of the duties and responsibilities for carers in the Care Act, for example information, prevention and promoting well-being. Our commissioning information gathered through quarterly reports assures us that the service consistently exceeds performance targets and is valued by carers.
- 5.5. The extension period represents the second of two possible extension periods that were built into the contract and is in accordance with Contract Procedure Rule 21.1.

## **6. Recommendations**

- 6.1. The Director of Adults and Health 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 1<sup>st</sup> April 2018 to 31<sup>st</sup> March 2019, with a contract value of £990,776.
- 6.2. That the Head of Commissioning (Integration) is responsible for the implementation of this decision.

## 7. **Background documents**<sup>1</sup>

7.1. None

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<sup>1</sup> 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.