

Report of: Disability Service Manager

Report to: Director of Adults and Health

Date: 21 February 2018

Subject: Request to waive Contract Procedure Rules 8.1 and 8.2 to extend Advanced Health and Care Staff Plan licences for Reablement and Extra Care Housing Services

Are specific electoral wards affected? If yes, 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 type="checkbox"/> Yes <input checked="" 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 reablement service provides short term support at home, 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 expired on the 14th December 2017. A full procurement exercise was completed during 2016 for a new provider and a new contract was awarded to a new supplier with an agreed go live date of 21st November 2016.
3. Issues with implementation meant that the planned implementation date of the 21st November 2016 was not met, ongoing negotiation with the new supplier led to further delays and a replacement system was not in place before the current contract ended on the 14th December 2017.
4. It was critical that there was not a break between the contracts as this would mean the services would be 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, needed to be extended in the interim.

5. The current provider was contacted about the existing contract being extended to ensure continuity of service. A waiver report was written and agreed for a one year extension to December 2018.
6. A contract was signed on the 6th December 2017. At the point of paying Advanced Health and Care for the contract extension the Company stated that they could only do a 2 year extension. Therefore funding is needed for the additional year, December 2018-December 2019.

Recommendations

1. The Director of Adults and Health to waive CPRs 8.1 and 8.2 using the authority set out in CPR 1.3 to enter into a further contract with the existing provider, Advanced Health and Care, for an additional year, 15th December 2018- 14th December 2019 to ensure that there is not a break between contracts.
2. The Director of Adults and Health to approve the additional expenditure of £16,977.15 for the cost of this.
3. Implementation will be by the Head of Service Assessment and Provision, Adults & Health

1. Purpose of this report

- 1.1 To seek the approval of the Director of Adults and Health to waive Contracts Procedure Rules (CPR's) 8.1 and 8.2 using the authority set out in CPR 1.3 to award an additional year's contract to Advanced Health & Care in the sum of £16,977.15. The contract shall commence on the 15th December 2018 and expire on 14th December 2019.

2. Background information

- 2.1 The StaffPlan staff rostering system is used within the A&H 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 192 support workers, who rely on 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 Work commenced in 2015 to procure a replacement IT system for the rostering and monitoring of staff and a contract was awarded in September 2016, with implementation being planned for 21st November 2016.
- 2.4 The implementation could not be completed in November 2016 due to security issues with the system, and that contract was ended by an Admin decision on 16th March 2017.
- 2.5 In order to deliver safe services a one year extension to the contract was agreed in November 2016 but now needs to be further extended to allow for a re-procurement exercise to take place.

3. Main issues

- 3.1 The current contract with Advanced Health and Care for support and maintenance of the StaffPlan product which was put in place as a one year extension on 2 December 2016, ended on the 14th December 2017.
- 3.2 The extension was required following a tender exercise which 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 meant that the planned implementation date of the 21st November 2016 was not met. To mitigate the service being left without a rostering system until the new one was brought in, a waiver was approved to extend StaffPlan for a year up until December 2017.
- 3.3 There were issues during implementation and the implementation was stopped. The provider was given notice on the contract following an Administrative Decision by the Chief Officer on 16 March 2017.

- 3.4 The Company requested a period of further negotiations, which further delayed the start of another procurement. Therefore it was not possible to implement a new system by November 2017.
- 3.5 A waiver report was written and agreed for a further year extension, for 2017-2018. At the point of paying the company they have stated that they would only do an extension for 2 years. Therefore additional funding is requested to cover the second year, 15th December 2018- 14th December 2019.
- 3.6 The cost for the second year, from 15th December 2018-14th December 2019 is £16,977.15.
- 3.7 On the 5th December 2017 the Deputy Director agreed in principle to the two year contract subject to another waiver report being submitted.
- 3.8 A new timeline has been drawn up for the new procurement and going through the complete process within a year, with no delays, would be very challenging and therefore a second year does give assurance that the new system would be implemented before December 2019 and allows for arrangements to transfer historical data out of the old system.

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 further extension to the contract to enable procurement of a new system.
- 4.1.2 The Council's Digital Information 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 An Equality Impact Assessment Screening Tool has been completed for this decision which has shown a full Equality Impact Assessment is not necessary. The EIA Screening Tool is 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 original tender exercise undertaken in 2008 was 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.
- 4.4.2 The total cost of the two year extension to the existing contract with Advanced Health and Care is £32,238.95. The first year has already been paid for the licence from December 2017 to December 2018. Additional funding of £16,977.15 is requested to cover the second year up to December 2019.
- 4.4.3 The one off cost will be managed within existing resources.

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

- 4.5.1 The award value is an administrative decision and the waiver of the Contract Procedure Rules is a Significant Operational Decision
- 4.5.2 There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.

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.

5. Conclusions

- 5.1 A new procurement needs to be commenced, following termination of the previous contract. Due to the timescales involved it is unlikely that a new system would be fully implemented, and training completed, within one year.
- 5.2 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.
- 5.3 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 2years, and an additional £16,977.15 is required to fund the second year.

6. Recommendations

- 6.1 The Director of Adults and Health to waive 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 (this is the minimum contract time) to ensure that there is not a break between contracts.

6.2 The Director of Adults and Health to approve the expenditure of £16,977.15 for the cost of the second year extension.

6.3 Implementation will be by the Head of Service Assessment and Provision, Adults and Health

7. Background documents¹

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.