



Author/Lead Officer of Report: Sara Storey
(Head of Access and Prevention)

Tel: 07867 150749

Report of: *EMT member – Jayne Ludlam*

Report to: *Cabinet*

Date of Decision: *October 17th 2018*

Subject: *Assistive technology and call handling services to support people in their homes (City Wide Care Alarms - Kit/Calls Project)*

| | | | | |
|---|-----|-------------------------------------|----|-------------------------------------|
| Is this a Key Decision? If Yes, reason Key Decision:- | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
| - Expenditure and/or savings over £500,000 | | <input checked="" type="checkbox"/> | | |
| - Affects 2 or more Wards | | <input checked="" type="checkbox"/> | | |
| Which Cabinet Member Portfolios does this relate to? <i>Adult Social Care + Finance + Customer Services (in People portfolio and Resources portfolio)</i> | | | | |
| Which Scrutiny and Policy Development Committee does this relate to? <i>As above</i> | | | | |
| Has an Equality Impact Assessment (EIA) been undertaken? | Yes | <input checked="" type="checkbox"/> | No | <input type="checkbox"/> |
| If YES, what EIA reference number has it been given? <i>EIA 309</i> | | | | |
| Does the report contain confidential or exempt information? | Yes | <input type="checkbox"/> | No | <input checked="" type="checkbox"/> |
| If YES, give details as to whether the exemption applies to the full report / part of the report and/or appendices and complete below:- | | | | |
| <p><i>“The (report/appendix) is not for publication because it contains exempt information under Paragraph (insert relevant paragraph number) of Schedule 12A of the Local Government Act 1972 (as amended).”</i></p> | | | | |

Purpose of Report:

Two key contracts are due to expire at end April 2019. The first is for the provision of assistive technology (kit) in people's homes. The second is for the provision of call handling services (calls) connecting people using assistive technology to a call centre. Both contracts (kit and calls) are key pillars of our Social Care provision. The purpose of this report is to outline our methodology for re-tendering these kit/calls contracts and to seek permission to proceed.

Recommendations:

- *To utilise ESPO (Procurement Services for the Public Sector) to procure both contracts to commence in May 2019, based upon the current delivery model and in line with this report.*
- *To delegate authority to Executive Director, Jayne Ludlam, and Director of Finance and Commercial Services, Marianne Betts, to award such contracts, and thereafter to enter into such agreements to secure such services, detailed and in line with this report.*
- *To delegate an authority to Executive Director, Jayne Ludlam, and Director of Finance and Commercial Services, Marianne Betts, to carry out such activities, where no existing authority exists, in order to meet the aims and objectives of this report.*

Background Papers:

- *Kit/calls slide-deck for workshops with key stakeholders*
- *Research undertaken to date re other local authorities and organisations*

| Lead Officer to complete:- | | |
|---|--|---|
| 1 | I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed, where required. | Finance: <i>Hayley Ashforth</i> |
| | | Legal: <i>Henry Watmough-Cownie</i> |
| | | Equalities: <i>Michelle Hawley</i> |
| <i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i> | | |
| 2 | EMT member who approved submission: | <i>Jayne Ludlam</i> |
| 3 | Cabinet Members consulted: | <i>Cllr Blake, Cllr Drayton and Cllr Peace</i> |
| 4 | I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Decision Maker by the EMT member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1. | |
| | Lead Officer Name: <i>Sara Storey</i> | Job Title: <i>Head of Access and Prevention</i> |
| | Date: <i>18/09/18</i> | |

1. PROPOSAL

- 1.1 The Council currently has 2 contracts with Tunstall Healthcare (UK) Ltd. The first is for the provision of assistive technology (kit) in people's homes and ends on 30 April 2019. The second is for the provision of call handling services (calls) connecting people using assistive technology to a call centre, and ends on 12 Jan 2019. However, the latter contract has been extended by 3.5 months to end 30 April 2019 in order to fully align the 2 contracts together. When they expire they will both have been in place for 5 years.
- 1.2 The current spend per annum is £225,000 for the call handling element; the equipment is purchased on a spot basis averaging approximately £180,000 per annum.
- 1.3 As the call handling contract has been in place with a fixed fee since 2014, an additional £130,000 per annum was agreed over and above the extension amount to cover rising costs of inflation and staffing costs

which were not accounted for in 2014. This is a 19/20 budget pressure and will require that People Portfolio make a saving somewhere else to fund this or find additional funding from an alternative source.

- 1.4 In the 5 years since these contracts were originally awarded, the world has changed greatly. Assistive technology (kit) has advanced hugely in that time with a constant flow of new innovative kit reaching the market. This includes voice activated technology, smart phone applications and smart household appliances. The technological scope for supporting independence, assisting and safeguarding vulnerable people in their homes has grown immensely.
- 1.5 In addition, the world of call handling (calls) and associated technology has also advanced greatly since these contracts were originally awarded. The move from Analog to Digital has enabled many new ways of supporting vulnerable people in their homes including via smart devices and GPS tracking.
- 1.6 Because technology has advanced so far in such a short space of time, and because it is likely to continue advancing at such speed, any new contracts awarded need to ensure the greatest possible flexibility in future. They need to ensure that we can provide the best possible kit and calls solutions to support vulnerable people in their homes throughout the lifetime of the contracts. They need to avoid being tied in to any kit and calls solutions that may become obsolete or offer poor value for money at some point during the contract period.
- 1.7 In addition, such new and modern kit/calls solutions have the potential to greatly support the Council's prevention agenda. The potential for assistive technology and call handling services to support vulnerable adults, young people and their families in their homes, promote independence and prevent incidents such as falls and hospital admissions is high. There is also significant potential to prevent social isolation and loneliness, particularly through the use of voice activated technology and through the use of technology that helps people to get out and access social activities in their local community. Whilst acknowledging that new technology can change people's lives we recognise that it can also leave vulnerable people open to exploitation, so we will ensure that any new contracts have safeguarding people at their heart.
- 1.8 Initial evidence from other local authorities and organisations shows that investment in more flexible and responsive kit/calls solutions can both improve outcomes and deliver efficiencies longer term. Initial research in this area has found that Hampshire County Council has developed a partnership with a kit/calls provider, which claims to have provided greatly improved customer solutions whilst also saving a significant amount of money to date. The evidence suggests there is considerable scope for an 'invest to save' model here in Sheffield too, since supporting people with technology and equipment and preventing risks to independence can delay the need for long term social care support.

Yorkshire Ambulance Service plus York, Barnsley and Wakefield Councils have also adopted more flexible and responsive approaches to kit/calls provision.

- 1.9 A number of possible options for future delivery models have been explored including:
- As is - both call handling (calls) and assistive technology (kit) being provided by an external provider, with installation and response remaining in-house and provided by SCC as now.
 - All in-house – calls, kit and installation/response all provided in-house.
 - All external – calls, kit and installation/response all provided externally.
- 1.10 Assessment of these models has concluded that the 'As is' option remains the best delivery model moving forward due to the higher cost and risk factors of the alternatives.
- 1.11 However, although the delivery model will remain the same, it is widely recognised that the equipment and call handling service needs to change and develop to ensure it has the best fit for Sheffield.
- 1.12 The timing of this needs to be right, currently the expiration of the contracts doesn't allow for :-
- Further exploration of the market, its potential to develop and innovate, and the likely cost of that innovation.
 - The potential to do further scoping to link with other activities such as the procurement of the community equipment and loan service (which expires in 2020).
 - The opportunity to work with strategic health partners who are currently exploring call handling options (e.g. the 111 service).
- 1.13 It would be a missed opportunity if integration of these activities was not at least considered, especially as the outcomes may have financial benefits as well as improving the experience for individuals.
- 1.14 To be able to explore these options an interim solution is needed which allows for a new and very different specification in the shorter term but gives time to look at other integrated delivery models.
- 1.15 Based on the above, our kit/calls proposal is as follows:
- To use the ESPO (*local authority owned purchasing and supply consortium*) for a minimum period of 12 months to procure a call centre provider. *The contract will have a start date of May 2019 and a new contract specification with increased flexibility and innovation. The ESPO is nationally recognised and includes some*

of the major suppliers. Therefore, this is also a chance to use this period as a test of what is really possible.

- To use the ESPO equipment framework for a minimum period of 12 months to purchase equipment as and when required.
- To delegate authority to Executive Director, Jayne Ludlam, and Director of Finance and Commercial Services, Marianne Betts, to award such contracts, and thereafter to enter into such agreements to secure such services, detailed and in line with this report.
- To delegate an authority to Executive Director, Jayne Ludlam, and Director of Finance and Commercial Services, Marianne Betts, to carry out such activities, where no existing authority exists, in order to meet the aims and objectives of this report.

1.16 During the period the contracts are provided by the ESPO, we will:

- Evaluate the new call handling specification and whether it provides best fit and the right level of flexibility.
- Develop a further understanding of future demand and supply in the market.
- Scope the feasibility of integrating some of the functions with strategic partners and other service contracts.
- Look at the invest to save options in the provision of monitored and non-monitored technology solutions.

2. HOW DOES THIS DECISION CONTRIBUTE?

- 2.1 This proposal fully supports the Council's corporate objectives via the People's Recovery Plans and SCC 2020. Based on evidence from elsewhere there is highly likely to be a longer term 'invest to save' potential from this proposal.
- 2.2 This proposal strongly supports the Council's prevention agenda. There is potential for assistive technology and call handling services to support vulnerable people in assessing need; meeting need; and supporting preventative approaches that reduce and delay the need for social care support. Technology can also contribute towards improved health and wellbeing, supporting our public health agenda.
- 2.3 This proposal strongly supports the equalities and customer experience

agendas. The expanded use of up to date technology and call handling services across Sheffield will provide customers with the best possible service and outcomes. It will also enable far greater independent living for vulnerable people and greatly aid their families and carers.

- 2.4 This proposal strongly supports the integration agenda and working with strategic partners to achieve better outcomes for the people of Sheffield.

3. HAS THERE BEEN ANY CONSULTATION?

3.1 The proposals take account of learning from customer feedback, complaints and compliments, plus feedback from key stakeholders. They will allow a more flexible approach that will enable the service to adapt in future in response to changing customer needs.

3.2 Initial consultation has also been undertaken with lead members.

4. RISK ANALYSIS AND IMPLICATIONS OF THE DECISION

4.1 Equality of Opportunity Implications

4.1.1 Potentially highly positive – the proposal has the potential to enable far greater independent living for vulnerable people and greatly aid their families and carers.

4.2 Financial and Commercial Implications

4.2.1 The funding to achieve this procurement will require the investment which is already in place for the current contracts. The additional funding supporting the contracts this year will also be required to ensure a flexible and robust interim solution.

4.2.2 This means that for each 12 month period the following will be required:

| Activity | Cost |
|--|----------------|
| Call Handling | 225,000 |
| Equipment | 180,000 |
| SUB TOTAL | 405,000 |
| Additional funding which is already being paid via the current contract (currently identified as a pressure and requires funding to be sourced – see 1.3) | 130,000 |
| TOTAL | 535,000 |

4.2.3 As previously suggested however, there is potential for an invest to save and this will be pursued further in the next 12 months.

4.2.4 In addition, work is ongoing to look at the disabled facilities grant funding and whether there is an opportunity to invest this in preventative technology solutions.

4.3 Legal Implications

4.3.1 The Council has a duty to meet the eligible needs of those in its area and it fulfils this duty in part through Council arranged services. The Council also has functions under the Care Act 2014 to ensure that service users:

- receive services that prevent their care needs from becoming more serious, or delay the impact of their needs;
- can get the information and advice they need to make good decisions about care and support;
- have a range of provision of high quality, appropriate services to choose from.

4.3.2 The European Convention on Human Rights requires local authorities to take into account their 'positive obligations' to actively promote and protect the rights of people as described in the Convention, and maintains that providers of publically funded care should consider themselves bound by the HRA.

4.3.3 Sheffield City Council has to comply with its own internal procurement rules and the 2015 Public Contract Regulations so that the required legal obligations for fair and open competition across the EEU are met.

4.4 Other Implications

4.4.1 Public Health – the proposal has the potential to greatly improve public health, e.g. via the prevention of falls, the prevention of isolation and loneliness, and improved health and wellbeing.

5. **ALTERNATIVE OPTIONS CONSIDERED**

5.1 Two further options were considered for both the call handling and equipment contracts:-

- Extension of existing contracts for a set period of time was

considered. However, this option was rejected because it is not commercially or legally compliant. In addition it fails to provide the flexibility and innovation required of the contracts moving forward.

- Open tenders for both contracts. This option was rejected because even though it would offer greater flexibility, it would not allow for further market testing to take place, or testing to understand the actual cost of provision. It would also prevent any opportunity to integrate the current services with other activities and other strategic partners.

6. REASONS FOR RECOMMENDATIONS

6.1 This proposal is our preferred option because the delivery model is tried and tested with the lowest cost/risk factors and the proposed procurement of the service will enable increased flexibility and innovation and at the same time allow integration opportunities and rationalisation of services to be explored.

6.2 The outcome will be new assistive technology and call handling (kit/calls) contracts that are:

- More flexible and sustainable
- Innovative and up to date
- Customer focused and responsive
- Providing the right kit, to the right people at the right time
- Empowering - enabling greater independent living
- Supportive - helping vulnerable people and their carers
- Preventative - preventing falls and social isolation
- Investing to save - enabling future savings via prevention

This page is intentionally left blank