

**REPORT TO:** Executive Board

**DATE:** 16 January 2020

**REPORTING OFFICER:** Strategic Director, People

**PORTFOLIO:** Children, Education and Social Care

**SUBJECT:** Halton Support at Home Service

**WARD(S):** Borough-wide

**1.0 PURPOSE OF THE REPORT**

1.1 To seek a waiver in compliance with Procurement Standing Order 1.14.4 (iv) of Part 2 or Part 3 as appropriate, for the continued provision of the Halton Support at Home Service delivered by the British Red Cross.

**2.0 RECOMMENDATION: That Executive Board**

- 1) Note the contents of the report; and**
- 2) A waiver in compliance with Procurement Standing Order 1.14.4 (iv) of Part 2 or Part 3 as appropriate, is approved.**

**3.0 SUPPORTING INFORMATION**

3.1 The British Red Cross (BRC) is currently commissioned, until 31 March 2020, to provide a Support at Home Service which supports people for a short period of time during the difficult transition from hospital to home. The service is an important part of the discharge management process, helping to alleviate the pressure on beds as well as offering practical support to people when they are at their most vulnerable.

The Service is also available to people in the community to help avoid hospital admission.

3.2 Below is a list of services, activities or interventions, subject to a needs assessment, which may be provided to individuals whilst on the service:-

- Shopping/Escorted Shopping
- Emotional Wellbeing
- Preparing Home for Discharge and ongoing Support
- Supported appointments
- Providing Companionship/Confidence Building
- Assistance with Paperwork
- Safe and Well checks
- Signposting and Guidance
- Telephone Support /Check and Chat

- Assistance with Meals/Drinks
- Case Liaison
- Assisting with Mobility

NB. The British Red Cross do not provide personal care.

Referrals can be received from a variety of sources including from local acute hospital trusts, community health services, adult social care or self-referral.

3.3 To ensure that the service delivered is of the necessary quality, we have robust contract management arrangements in place, which consists of the quarterly provision of both quantitative and qualitative information, regular reporting through to Halton Borough Council's Adult Social Services Senior Management Team and half yearly monitoring meetings with the provider. Also recently, the BRC attended the Health Policy and Performance Board in November 2019 to provide the Board with an overview of the service and outcomes delivered.

3.4 A waiver in compliance of Procurement Standing Order 1.14.4 (iv) of Part 2 or Part 3 as appropriate, is sought to award the British Red Cross a contract for a two year period from 1 April 2020 to 31 March 2022.

#### 4.0 **POLICY IMPLICATIONS**

4.1 Continuing this service supports the Council in its development of out of hospital services with NHS Halton CCG and in respect to the One Halton placed based approach.

4.2 Retendering this contract could result in the Council foregoing a clear benefit in developing out of hospital services with NHS Halton CCG and may result in the Council awarding the contract to another provider which would result in a risk to continuity of care and support to a vulnerable client group. It is preferred to remain with the existing provider to continue to achieve positive outcomes for the existing client base, and new clients, through well established relationships that they have with health, social care and the local voluntary and community sector. The service staff have a sound local knowledge of the population, geography and voluntary and community sectors in Halton and have used this to help people achieve personalised outcomes.

#### 5.0 **FINANCIAL IMPLICATIONS**

5.1 Waiver in compliance with Procurement Standing Order 1.14.4 (iv) of Part 2 or Part 3 as appropriate: Non-Emergency Procedures (exceeding a value threshold of £100,000) on the basis that a full tender process would result in the Council having to forego a clear financial or commercial benefit (1.14.4 (iv)).

5.2 The provider is a specialist provider in delivery of this type of service and awarding a contract to the existing provider would support continuity of care for a vulnerable client cohort.

5.3 The waiver would be effective for the period 1 April 2020 – 31 March 2022.

5.4 The total financial cost to the authority is £57,069 per annum; total contract value over the two year term is £114,138. The cost of this contract can be met within existing budget allocations. There has been no inflationary uplift applied to this contract from that previously awarded.

5.5 Based on the number of Service Users in receipt of the service during quarters 1 and 2 of 2019/20, we can project that a total of 266 people will be supported during this financial year, which is on par with the number supported in 2018/19.

Based on the annual cost of the contract, this would mean the cost per Service User supported would be £214.54. The Support at Home Service is available to individuals for up to 6 weeks. On average a Service User could receive 3 hours of support per week for up to 6 weeks; 18 hours of support in total. This would work out to be an hourly rate of £11.92.

## 6.0 **IMPLICATIONS FOR THE COUNCIL'S PRIORITIES**

### 6.1 **Children & Young People in Halton**

None identified.

### 6.2 **Employment, Learning & Skills in Halton**

None identified.

### 6.3 **A Healthy Halton**

This service makes an important contribution to the health and social care system in Halton.

### 6.4 **A Safer Halton**

None identified.

### 6.5 **Halton's Urban Renewal**

None identified.

## 7.0 **RISK ANALYSIS**

7.1 This contract falls below the current EU Light Touch Regime threshold of £615,278 and subsequently the risk of challenge will be negligible.

7.2 The Service will continue to be monitored to ensure that the Council and Halton residents receive value for money.

## 8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 None identified.

9.0 **LIST OF BACKGROUND PAPERS UNDER SECTION 100D OF THE LOCAL GOVERNMENT ACT 1972**

9.1 None.