

**REPORT TO:** Executive Board  
**DATE:** 17<sup>th</sup> February 2022  
**REPORTING OFFICER:** Strategic Director, People  
**PORTFOLIO:** Adult 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 3 of the Procurement Standing Orders, for the granting of a direct award for the delivery of the Halton Support at Home Service to be delivered by the British Red Cross from 1<sup>st</sup> April 2022 to 31<sup>st</sup> March 2025.

## 2.0 RECOMMENDATION:

**That Executive Board**

- (i) **Note the contents of the report; and**
- (ii) **In compliance with Procurement Standing Order 1.14.4 iv, Executive Board agree to the waiver of Part 3 of the Procurement Standing Orders and approve a direct award to British Red Cross for the provision of a Halton Support at Home Service.**

## 3.0 SUPPORTING INFORMATION

3.1 The British Red Cross are currently commissioned, until 31<sup>st</sup> March 2022, to provide a Support at Home Service which supports people for a short period of time during the difficult transition from hospital to home as well as support in the community to prevent hospital admission.

The service is an important part of the discharge management process, helping to alleviate the pressure on hospital beds as well as offering practical support and emotional support to people when they are at their most vulnerable.

The Service is also available to people in the community to provide short term support in response to increased need to 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.

3.4 A waiver in compliance of Standing Order 1.14.4 iv part 3 is sought to award the British Red Cross a contract for a three year period from 1st April 2022 to 31st March 2025.

#### 4.0 **POLICY IMPLICATIONS**

4.1 Continuing this service supports the Council in its development of out of hospital services with NHS Halton Clinical Commissioning Group (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 3 of Procurement Standing Orders 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<sup>st</sup> April 2022 – 31<sup>st</sup> March 2025.

5.4 The total financial cost to the pooled budget is £70,673 per annum; total contract value over the three year term is £212,019.

The cost of this contract will be wholly met within existing Better Care Fund (pooled) budget allocations.

5.5 Performance data gathered across 2020/21 and 2021/22, allows us to project that a total of 265 people will be supported during each financial year of the contract.

Based on the annual cost of the contract, this would mean the cost per Service User supported would be £266.69.

The Support at Home Service is available to those in the community for up to 6 weeks. On average a service user could receive 3 hours of support per week for a total of 6 weeks; 18 hours of support in total, equating to an hourly rate of £14.82.

## 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 Financial risk will be minimised by delivering the service within existing Better Care Fund budget arrangements.

7.2 The contract will comply with the Council's Standing Orders in relation to procurement and will be monitored in line with the Council's Quality Assurance framework to ensure contractual requirements are met with regard to quality, performance and outcomes.

8.0 **EQUALITY AND DIVERSITY ISSUES**

8.1 The support provider will be required to demonstrate they embrace and comply with the Equality Act.

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

None.