

Procurement Title

Provision of a Direct Payments Support Service

Procurement Option

OJEU – Open Tender

New or Existing Provision

The current contract is due to end on 16th May 2020

Estimated Annual Contract Value and Funding Arrangements

Potential annual contract value: £750,000

Potential total contract value: £4,500,000

The service will be fully funded by the county council from the Adult Social Care revenue budget.

Contract Duration

The initial period is three years with an option to extend the contract by any number of defined periods provided that the total contract period does not exceed six years.

Lotting

The service will not be split into Lots. The service is considered to be more effective and consistent delivered as a countywide service.

Evaluation

Quality Criteria 60%	Financial Criteria 40%
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Social Value will account for 10% of the quality criteria and the objective will be focused on 'promoting equity and fairness' with a view to support service users to maintain their independence.

Contract Detail

The service will provide information, advice and support people who use a Direct Payment in Lancashire. This includes information regarding Direct Payment set up, budgeting, employer responsibilities, payroll and supported banking.

The service will be available to individuals in Lancashire who have been assessed as having eligible social care needs and for those already in receipt of social care services.

The Care Act provides that the council has a responsibility to take all reasonable steps to provide information, advice and support for people who have a Direct Payment, to ensure they are able to:

- safely manage their Direct Payment effectively to meet their care needs, and
- meet their responsibilities as employers and to the council.

The Care Act does not prescribe how the council should fulfil this responsibility. The services to be procured are the means by which the council will meet these responsibilities.

In addition, the services meet other responsibilities under the Care Act including keeping people safe, reducing the number of interventions from council staff (as individuals manage their own care) and reducing the risk of inappropriate use of a Direct Payment as a result of service users not knowing or understanding the rules.

The service will include the following elements:

Direct Payments Support Service

The Direct Payments Support Service will provide advice and guidance to all service users moving onto Direct Payments, as well as offering longer term support as required for service users once they are established and are managing their Direct Payment. The aim of the service will be to support service users in receipt of Direct Payments to have choice and control over how their care needs are met and to reach their optimum level of independence and competence in managing their Direct Payments.

Supported Banking

The provider will, at the request of the direct payments user, offer a 'bookkeeping' type service that receives and manages the direct payment monies, pays invoices, transfers salary payments to any staff employed by the service user and keeps records that are available to be audited by LCC. The cost of this service is paid by the service user from their direct payment personal budget .

Payroll Service

The provider will offer a payroll service which, at the request of the service user in receipt of direct payments, will provide payslips to any staff they employ. This will ensure that the service user meets their employer responsibilities in respect of paying tax, National Insurance, holiday pay, statutory sick pay etc.

The service is intended to commence between May and July 2020, with existing services extended to ensure continuity of service as required.

Procurement Title

Procurement of an Integrated Home Response and Falls Lifting Service

Procurement Option

OJEU - Open Tender under Light Touch Regime

New or Existing Provision

Existing provision ends 30 September 2020.

Estimated Annual Contract Value and Funding Arrangements

Contract value of between: £500,000 per annum - £1 million per annum.

Total cost of contract approximately: between £3.5 million and £7 million for up to 7 years.

The initial annual value is anticipated to be approximately £500,000 to £550,000 with an option for this to increase to a potential value of £1 million per annum in future years in the event that:

- the contract is extended;
- the volume of services provided increases; and/or
- the service is commissioned and funded by any other Integrated Care System partner under the contract.

The council will offer no guarantees to the successful provider that the budget for this service will increase. The joint commissioning arrangements and partners' funding will be governed through a Section 75 agreement. It is intended that the county council will contribute around 20% of the initial annual value. Lancashire Teaching Hospitals NHS Trust (Digital Funding) is intended to contribute 40-45%, with the rest of the funding contributed by the remaining partners based on eligible population:

- East Lancashire Clinical Commissioning Group (CCG)
- Fylde and Wyre CCG
- Chorley and South Ribble CCG
- Greater Preston Clinical CCG
- Morecambe Bay Clinical CCG
- West Lancashire Clinical CCG

Contract Duration

The contract to be procured shall commence 1 October 2020 for an initial period of one year with the option to extend for a further period, or periods, up to a maximum of an additional six years if the service proves successful, subject to availability of funding and continued contributions from NHS partners.

Lotting

It is intended to source one organisation to provide these services across Lancashire. This approach is taken in order to minimise the number of providers across the Integrated Care System, in order to ensure operational effectiveness for North West Ambulance Service when referring into the service. It is also likely that greater economies of scale and more efficient contract management will be achieved.

Evaluation

Quality Criteria: **60%**

Financial Criteria: **40%**

Social Value will account for 10% of the quality criteria and the objective will be focused on staff training, employment terms and conditions, local employment, helping vulnerable people to live independently and supporting VCFS.

Contract Detail:

There has been a service throughout Lancashire for a number of years providing emergency home visits on a 24/7 basis to telecare service users in response to an alarm call, where it cannot be dealt with by a person's own named responders e.g. family members, or does not need to be escalated to statutory emergency services.

This service was expanded in October 2019 to include an additional component, a Pilot Falls Lifting Service across Lancashire. This was commissioned under joint commissioning arrangements with the six Lancashire clinical commissioning groups and with the county council acting as lead commissioner.

The current pilot contracting arrangements cease on 30th September 2020 with the future procurement including both elements of the service, Home Response and a Falls Lifting Service:

Home Response is:

When an individual receives the council's telecare service and a decision has been made by the telecare call monitoring centre to deploy the Service to check the individual's wellbeing.

Falls lifting is:

When an individual has fallen, has called 999 or the council's telecare service, and does not appear to have an injury that requires clinical intervention by a health care professional, but is unable to recover themselves from the floor, following defined triage processes.

The proposal is to operate across all areas of Lancashire creating the possibility of including other CCG and/or local authority partners should they wish to fund the service in the future.

The procurement process will be designed flexibly to allow services to cease in one area of Lancashire and continue in others in the event that funding is reduced or withdrawn in the future.