

Members' Library Service Request Form

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Originator	Director of Health and Social Care Partnership
Originator's Ref (if any)	
Document Title	Award of CON-13-054 Help to Live at Home Framework

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REPORT TO: Members' Library Service

MEETING DATE:

BY: Head of Council Resources

SUBJECT: Award of CON-13-054 Help to Live at Home Framework

1 PURPOSE

- 1.1 The purpose of this report is to record the outcome of a tender carried out for the Help to Live at Home Framework within East Lothian.

2 RECOMMENDATIONS

- 2.1 To note the award of the framework to the 11 Service Providers as detailed in paragraph 3.10 below.

3 BACKGROUND

- 3.1 East Lothian Council previously followed a traditional delivery model for care at home services which has been largely focused on inputs - the task which requires to be completed and the amount of time that takes.
- 3.2 The Council's aim is to move away from the traditional model and to provide a service which is flexible, outcome focused provision, person-centred and maximising independence, built around the individual requirements of the people using the services.
- 3.3 This framework is intended to start the process of change. The aim is to change the way the Council works to focus on establishing outcomes that are important to Service Users and to devise effective methods to achieve them.
- 3.4 In addition, there is a need to address the outcomes of the integration agenda, namely reducing delayed discharges, reducing emergency admissions to hospital and enabling people to live at home for longer. This service is critical to the achievement of these outcomes.
- 3.5 The term of the Framework is for an initial three years with an optional one year extension.
- 3.6 The anticipated value of this Contract is approximately £7million per annum.

- 3.7 The contract opportunity was advertised on the national portal www.publiccontractsscotland.gov.uk on 16 October 2013 with a deadline for completed tenders of 18 November 2013.
- 3.8 The tender was conducted using a 2 stage open process. The first stage was a pre-qualification criteria with the second award stage based on the most economically advantageous tender split 70% quality (service delivery, staffing, community benefits) and 30% price.
- 3.9 Seventeen organisations submitted tenders with all proceeding to the second stage of the tender. Thirteen organisations were successful at Stage 2, however one organisation withdrew from the tender leaving twelve organisations for the final due diligence check.
- 3.10 After completion of the due diligence exercise, which included site visits and service user feedback, all twelve organisations were successfully awarded a place on the Framework Contract. Eleven of the organisations accepted the award of contract with one organisation withdrawing from the tender at this stage.
- 3.11 The Service Providers awarded a place on the Framework are (in alphabetical order):
- Allan Ross
 - Allied Healthcare
 - British Red Cross
 - Call-in
 - Care UK
 - Carewatch
 - CIC
 - Cornerstone
 - Mears ILS
 - Newcross
 - SCRT
- 3.12 The average hourly rate of the service provision is £15.08.
- 3.13 The Framework has been split into six geographical zones (Dunbar/East Linton, Fa'Side, Haddington/Lammermuir, Musselburgh, North Berwick Coastal and Preston Seton Gosford) to enable a more efficient allocation of services within the specified areas.
- 3.14 The tender was managed by the Project Panel with the preparation, drafting and evaluation of the tender and service user engagement conducted by the Project Board. The Project Panel authorised the award of contract to the 11 successful Service Providers.

The Project Panel's members are the Head of Adult Well-being, Service Manager – Operations, Service Manager - Resources and Depute Chief-Executive – Resources and People Services with input from Health, Adult Well-being strategy team, procurement and legal.

The Project Board's members were strategy officers, procurement manager, senior solicitor, representatives from operations and Community Care Brokers with external bodies represented by a local carer and service user together with a third sector representative.

4 CONCLUSION AND RECOMMENDATION

4.1 Based on 'most economically advantageous tender', the Framework has been awarded to the eleven successful Service Providers.

5 POLICY IMPLICATIONS

5.1 The new Framework is intended to meet the needs of the changing demographics of the population of East Lothian and accord with the outcomes of the integration agenda. The arrangement will build on the success achieved so far in shifting the balance of care to ensure service users are offered support which enables them to stay in their own homes and reduces the need to move into residential/nursing care or hospital.

6 RESOURCE IMPLICATIONS

6.1 Financial – the costs are in line with the allocated budget for this service.

6.2 Personnel – none

6.3 Other – none

7 BACKGROUND PAPERS

7.1 None

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