

# Finance and Resources

10am, Tuesday, 20 June 2023

## Health and Social Care Contract Extension Report

Executive/routine  
Wards  
Council Commitments

### 1. Recommendations

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It is recommended that the Finance and Resources Committee:

- 1.1 Approve the extension of the Health and Social Care contracts outlined in 4.1.

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## Health and Social Care Contract Extension Report

### 2. Executive Summary

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- 2.1 This report sets out the current Edinburgh Health and Social Care Partnership (EHSCP) commissioning activity and how these impact on contractual arrangements including the requirement to waive the requirement of Contract Standing Orders to allow contracts to be extended at the expiry of the current contract duration.

### 3. Background

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- 3.1 In line with the strategic plan and direction from the Edinburgh Integration Joint Board (EIJB), the Edinburgh Health and Social Care Partnership (the Partnership) is actively procuring a range of services. The ongoing impact of Covid-19 has had a continued effect on not only the Partnership but also provider's capacity to engage in coproduction and procurement exercises within initial timescales while continuing to provide services in line with service specifications.
- 3.2 On 6 December 2021 the Scottish Government published "Preparing to Transition Towards a National Care Service for Scotland: SPPN 7/2021". This Scottish Procurement Policy Note advises public bodies involved in the commissioning of social care services of the actions they can and should take in preparation for the transition to a National Care Service in Scotland. Councils are asked to review strategic commissioning plans and to consider the impact of decisions on resources and the social care market and consider the use of contract modifications or extensions where feasible to enable the collective focus to be on implementation. This review is now in progress and a number of contractual arrangements have been recommended, following consideration by the Health and Social Care Partnership Procurement Board, for extension.
- 3.3 This paper sets out, on a service-by-service basis, the proposed contractual arrangements and recommended extensions with supporting rationale.

## 4. Main report

- 4.1 The contractual arrangements covered by this paper, annual values, contract end dates and recommendations are summarised in the table below:

Contract	Value 2022/23 Value	Value 2023/24 (£m)	Value 2024/25 (£m)	Contract End Date	Recommendation - contracts to be extended until
Allpay Limited Pre-paid cards	0.05	0.05	0.07	01.06.2023	31.10.2027
Care and Treatment Support Service - Milestone House	0.8	0.8	-	31.03.2022	31.03.2024
Telecare Call Handling Service (ATEC24)	-	0.1	-	31.05.2023	29.02.2024
Specialist Care Service - Life-Pod Clutter Management	0.2	0.2	-	31.03.2023	31.03.2024
Essential Care Home Support (Scottish Care)	0.06	0.06	-	31.03.2023	31.03.2024
Third Sector Infrastructure Support (EVOG)	0.01	0.6	-	31.03.2023	31.03.2024

- 4.2 These are discussed individually in paragraphs 4.3 to 4.22 below.

### Allpay Limited Pre-paid Cards

- 4.3 The service provides pre-paid cards that are loaded with a set amount of money to be spent by social work service users. The service is currently provided by Allpay within Edinburgh Health & Social Care Partnership (EHSCP) for Self-Directed Support Direct Payments (SDS) and across EHSCP and Criminal Justice (ECS) for emergency payments.
- 4.4 This service is required for the following additional reasons: HSC want to introduce this service for Corporate Appointee (CA) service users whose DWP benefits are managed by the organisation, their bills are paid, and they receive agreed amounts of cash which they currently attend the locality offices to collect, and ECS wish to introduce this service to provide service users with charity grant funding and authorised departmental funding where required.
- 4.5 There is a need to provide service users with funds for many reasons within all social work services. They need to be able to use the funds to pay invoices as well as make on-line payments in some cases giving cash is inappropriate as the individual might not spend the cash on what it has been authorised for. There is an option to pay the money into service users bank accounts via BACs transfer but some individuals do not have a bank account and in some cases the funds transferred would not be available to them due to them being in overdraft. This governance process is managed under the Know Your Customer function.
- 4.6 The current contract (waiver) for SDS expired in May 2023. It is envisaged that these services from Allpay Limited, including the additional services for Corporate

Appointee and Education and Children's Service, will be required going forward for years to come.

- 4.7 The proposal is a Direct Award using Crown Commercial Services RM6248 Payment Solutions 2 "Lot 2: Prepaid Cards" to ensure continuity of service. Given the relatively low cost of this service there is limited benefit in changing providers against significant disruption.
- 4.8 The contract will be for four years and five months which is in line with the limit of two years beyond the end of the overarching framework.

### **Care and Treatment Support Service**

- 4.9 The contract with Waverley Care Blood Borne Virus (BBV) was previously extended from 31 March 2022 to 31 March 2023 as noted in the Finance and Resources Committee report of August 2021. The BBV service has moved to a model of supporting people in the community and at the same time the beds at Milestone House, previously used by the BBV service for step up/step down care, have been used as interim care beds. Permission is sought to extend this contract for one further period of 12 months to 31 March 2024 to allow full consideration of how to utilise the interim care beds best effectively via a commissioning exercise.

### **Telecare Call Monitoring Service (ATEC24)**

- 4.10 In October 2023, it was agreed by the Edinburgh Health and Social Care Partnership's (EHSCP) Executive Management Team, that the Partnership would opt to become an early adopter of the National Shared Alarm Receiving Centre (ARC) Programme. The programme is delivered in partnership between the Local Government Digital Office and Scotland Excel. The objective is to deliver a *Once for Scotland* procurement solution. The tender went live on 17 March 2023 and is scheduled for award and mobilisation to start in June 2023. Around 15 providers are part of the early adopter cohort, therefore, it is anticipated the mobilisation and implementation will be completed in tranches that are yet to be finalised. The EHSCP would prefer not to be part of the initial implementation tranche, as it is unlikely that operational readiness would be at its desired state but also gain the value of lessons learned from the first cohort.
- 4.11 It is therefore recommended to extend the existing contract with London Borough of Newham Council for a maximum of 9 month (6 months + 3 months) allowing the Scotland Excel framework to be put in place and then progress with procuring the new ARC through this route.

### **Specialist Care Services (Life-Pod)**

- 4.12 A Procurement exercise has taken place to establish a preferred provider(s) to deliver a house cleaning service which supports discharge from hospital. In addition, and distinct from this it has been identified operationally of the requirement for a therapeutic service for hoarding and neglect.

- 4.13 This requirement supports the duties around Adult Support & Protection. The Adult Initial Referral Discussion (IRD) Review Group and Public Protection Strategic lead has confirmed that hoarding / self-neglect are now both recognised as Public protection / safeguarding issues and that hoarding is also an automatic trigger for Police/Social Work/Health to start the IRD where the Clutter Image rating reaches level 7. Hoarding disorder is a mental health disorder characterised by excessive accumulation of and attachment to possessions regardless of their actual value. Hoarding behaviour is sufficiently severe to result in significant distress or significant impairment in personal, family, social, educational, occupational, or other important areas of functioning. Self-neglect can be associated with a range of social, psychological and health issues. These impact on the individual's ability to maintain standards of care and hygiene which are safe or acceptable. Intervention needs to be sensitively managed and one-off interventions are seldomly effective.
- 4.14 There is no in-house specialist therapeutic support service for people that hoard or suffer from chronic self-neglect. The service is currently provided by Life-Pod via spot purchase contract when required. This approach to contracting is expensive therefore a commissioning exercise will be undertaken to establish a more formal contractual arrangement with an identified Provider which would allow for reassurance on regulatory requirements, due diligence and closer monitoring of outcomes.
- 4.15 It is recommended to extend the contractual arrangement with Life-Pod for a further 12 months to 31 March 2024 to allow the commissioning work to be undertaken.

### **Essential Care Home Support (Scottish Care)**

- 4.16 An Independent Sector Lead is required to support the Edinburgh Health and Social Care Partnership. Across Scotland this is provided to Partnerships by Scottish Care. There are no other organisations currently able to provide this service.
- 4.17 Scottish Care are providing support in the following areas, care home support, service improvements and development being key to their work plan. Additionally, they provide an integral role in our Power of Attorney, Herbert Protocol and John's campaigns. They are also represented on the IJB Strategic Planning Group, and has the interests of older people, and people with dementia at the heart of her work plan, whilst ensuring the independent sector is well represented across multi agency discussions for care home and care at home.
- 4.18 It is recommended that this post is extended for a further period of 12 months to 31 March 2024.

### **Third Sector Infrastructure Support (EVOC)**

- 4.19 Edinburgh Voluntary Organisations Council (EVOC) has been identified as the key delivery partner to help build collaborative approaches and consensus between the Edinburgh Integration Joint Board (EIJB) and the third sector. The role of EVOC in this work is to represent voluntary organisations during the exploration of alternative community commissioning approaches and identify new support needs for effective

community commissioning in the city. Currently there are no alternative providers offering a similar, or like-for-like, service in Edinburgh.

- 4.20 The recommendation therefore is to extend the EVOC contract for a further 12 months to 31 March 2024 to further support Transition Team workstreams 1 and 3 and the development of the Edinburgh Pact and Community Mobilisation work which itself has been extended up until March 2025 by the EIJB.

## **5. Next Steps**

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- 5.1 If the recommendations in this paper are accepted Officers from the Partnership will work with colleagues in Commercial and Procurement Services to make the appropriate contractual arrangements which take account of the recommendations in the Scottish Government's SPPN.

## **6. Financial impact**

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- 6.1 The total value of the contract extensions, and the Direct Awards detailed in this report is £1.9m in financial year 2023/24.
- 6.2 Funding associated with the extension, and Direct Award of the contracts will be delegated by EIJB to the Council, along with the funding associated with the interim care beds.

## **7. Stakeholder/Community Impact**

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- 7.1 Each of the ongoing procurement exercises has been co-produced with service users, providers and other relevant stakeholders.

## **8. Background reading/external references**

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[Preparing to Transition towards a National Care Service for Scotland SPPN 7/2021](#)

## **9. Appendices**

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Appendix 1 Health and Social Care - Recommended Contract Extensions

## HEALTH AND SOCIAL CARE – RECOMMENDED CONTRACT EXTENSIONS

Contract Register Unique Key	Contract Reference	Contract Name	Supplier Name	Recommended Contract End Date	Contract Value	Annual Value
100013083	HS0091	Pre-loaded cards	Allpay Limited	30/10/2027	£0.31m	£0.07m
100011861	HS0073	Care and Treatment support service – Milestone House	Waverley Care	31/03/2024	£1.7m	£0.86m
100016615	ATEC24/001	Telecare Call Monitoring Service	London Borough of Newham	29/02/2024	£0.14m	£0.14m
100015390	HS0133	Specialist Care Services	Life-Pod Clutter Management Cic	31/03/2024	£0.2m	£0.2m
100014782	HS0123	Essential Care Home Support	Scottish Care	31/03/2024	£0.2m	£0.06m
100004719	39	Third Sector Infrastructure Support	EVOC	31/03/2024	£0.6m	£0.6m