

Finance and Resources Committee

10:00am, Thursday, 26 January 2023

Award of Contract: Care and Repair Service

Routine	
Wards	All
Council Commitments	4, 9, 12, 13 &14

1. Recommendations

- 1.1 It is recommended that the Finance and Resources Committee:
 - 1.1.1 Approves the award of a contract for Care and Repair Service.
 - 1.1.2 Approves the commencement of the contract on 1 April 2023 for an initial period of four years with the option to extend for a further 24 months plus 24 months, with a total estimated value of £2,045,320.

Judith Proctor

Chief Officer, Edinburgh Health and Social Care Partnership

Contact: Sarah Bryson, Planning & Commissioning Officer

E-mail: Sarah.Bryson@edinburgh.gov.uk | Tel: 0131 469 3887

Award of Contract: Care and Repair Services

2. Executive Summary

- 2.1 This report seeks approval to award a contract to Care and Repair Edinburgh (CRE) to deliver a care and repair service to properties within Edinburgh. The contract seeks to adhere to the terms set out in The Housing Scotland Act (2006). The service is to commence on 1 April 2023 for an initial period of four years with the option to extend for a further two 24 months, at an estimated total cost of £2,045,320.

3. Background

- 3.1 The Housing (Scotland) Act 2006 created a new Scheme of Assistance for housing purposes, based on the principle that individual owners have primary responsibility for maintaining their properties in good condition, but with assistance available where necessary.
- 3.2 Local Authorities in Scotland are obliged to maintain a care and repair type service for owner occupiers and tenants of private landlords under the Housing Scotland Act 2006 Part 2. A Statement of Assistance (section. 72 Housing Scotland Act 2006) must be published detailing what services will be provided and how they will be delivered.
- 3.3 The City of Edinburgh Council currently contracts with CRE to deliver the care and repair services to enable older people and people with a disability to live safely at home for as long as possible, avoiding hospital admission and support hospital discharge. This provision provides a range of practical services that support their safety and wellbeing in their own homes.
- 3.4 The service is required under legislation and therefore a long-term contract is proposed to create a partnership with the provider in order to enhance the lives of people within Edinburgh's homeowners' population, reduce short termism, and create stability for this provision.
- 3.5 The service is delivered in through two main areas; employed joiner and skilled workers, and volunteers.

4. Main report

- 4.1 The current contract was last tendered in 2017 with the contract in place from 2018 for a period of two years. Since 2020 the contract has been extended annually through the use of direct awards. The contract is due to end on the 31 March 2023.
- 4.2 The aim of this procurement is to create a sustainable contract that enhances the service already available to members of the public. This service is designed to ensure people can stay at home for longer in a property that is maintained and safe for the individual.
- 4.3 The council issued a Prior Information Notice (PIN) on the 6 June 2022. Organisations wishing to note interest were requested to do so by 20 June 2022. Nine Organisations noted interest.
- 4.4 Given the level of interest from the PIN, a provider event was held on the 30 June 2022, of which two organisations attended.
- 4.5 An Invitation to Tender was published on Public Contracts Scotland Tender and one tender was received. Evaluation was based on a weighting of 20% Price 80% Quality. This weighting was chosen due to the need to have quality service provided and the budget being fixed.
- 4.6 To ensure the tender was considered by those who would refer to the service, the evaluation panel included Council Officers and representatives from Occupational Health and Assistive Technology Enable Care Services (ATEC24), Edinburgh Health and Social Care Partnership.
- 4.7 CRE achieved a score of 87.00% and are recommended for the award of the contract. More detail on the on the evaluation process can be found in appendix 1.

5. Next Steps

- 5.1 Subject to approval, the new contract will commence on the 1 of April 2023
- 5.2 The contract will be handed over to Edinburgh Health and Social Care Partnership Contracts team and will be added to Public Contracts Scotland tender for contract monitoring and management.

6. Financial impact

- 6.1 The total cost of the contract including any extensions will be £2,045,320 against a budget of £2,045,320. The budget is fixed for the duration of the contract.
- 6.2 The costs associated with procuring this contract are estimated to be between £20,001 and £35,000.

7. Stakeholder/Community Impact

- 7.1 The service will support the following Council outcomes as detailed in the Our Future Council, Our Future City: Council Business Plan;
- 7.1.1 Ending poverty by 2023 – 4. Intervene before the point of crisis to prevent homelessness.
 - 7.1.2 Becoming a sustainable and net zero city - 9. Citizens are engaged and empowered to respond to the climate emergency.
 - 7.1.3 Wellbeing and Equalities – 12. People can access the support they need in the place they live and work. 13. Improved safety and wellbeing for vulnerable citizens. 14. Core services are maintained or improved.
- 7.2 This procurement has been taken forward in accordance with the Council's Sustainable Procurement Strategy.
- 7.3 The service from CRE has been able to develop added value through the partnership working with Trusts, Amazon, Home Energy Scotland, and the Scottish Government. With this they have been able to develop an Independent Living Advisor Service where they have an advisor review a home and offer advice on how to improve the suitability of the environment.
- 7.4 CRE is a subsidiary of Age Scotland, and in 2017 was able to move to shared premises, sharing back-office equipment and staff, management and telephone lines, allowing the service to operate on a much wider scale.
- 7.4 No significant environmental impacts are expected to arise from this contract
- 7.5 CRE provided evidence of Fair Work Practice in line with the Scottish Government Fair Work Practice Framework and became an accredited Real Living Wage employer on 4 March 2022.
- 7.6 An Integrated Impact Assessment was undertaken in July 2022 and is attached as Appendix 2. The IIA identified that as the tender was subject to open competition there was the possibility that costs to the customer may increase. Pricing within the winning tender will mean that the handyman service will remain free to the customer, as will advice on major adaptations. A moderate increase will occur at the beginning of the contract for the key safe fitting and minor adaptation work. It has been agreed that prices to the customer will not increase again for the first 2 years of the contract. Thereafter any cost increases required shall be linked to the level of Scottish Living Wage. Contract monitoring will highlight any impact this might have on demand.

8. Background reading/external references

- 8.1 None.

9. Appendices

Appendix 1 - Summary of Tendering and Tender Evaluation Processes

Appendix 2 - Integrated Impact Assessment

Appendix 1 - Summary of Tendering and Tender Evaluation Processes

Contract	Care and Repair Services																													
Contract period (including any extensions)	1 April 2023 – 31 March 2027 (with the option to extend for a further two 24 months)																													
Estimated contract value	£2,045,320																													
Procurement Route chosen	open procedure with Light Touch Regime.																													
Tenders returned	1																													
Name of Recommended supplier/s	Care and Repair Edinburgh Ltd																													
Price / Quality ratio	20/80																													
Evaluation criteria and weightings	<table border="1"> <thead> <tr> <th>Question</th> <th>Max Score</th> </tr> </thead> <tbody> <tr> <td>Implementation and Delivery of the Contract</td> <td>12</td> </tr> <tr> <td>Delivery of the Contract</td> <td>16</td> </tr> <tr> <td>Staff and Volunteer Training</td> <td>4</td> </tr> <tr> <td>Volunteers</td> <td>8</td> </tr> <tr> <td>Collaboration and Awareness Raising</td> <td>8</td> </tr> <tr> <td>Meeting Key Performance Indicators & Continuous Improvement</td> <td>4</td> </tr> <tr> <td>Business Continuity</td> <td>4</td> </tr> <tr> <td>Data Protection</td> <td>4</td> </tr> <tr> <td>The Environment</td> <td>4</td> </tr> <tr> <td>Fair Work Practices</td> <td>8</td> </tr> <tr> <td>Fair Work Management Information</td> <td>0</td> </tr> <tr> <td>Community Benefits/Added Value</td> <td>8</td> </tr> <tr> <td>Weighted</td> <td>80%</td> </tr> </tbody> </table>		Question	Max Score	Implementation and Delivery of the Contract	12	Delivery of the Contract	16	Staff and Volunteer Training	4	Volunteers	8	Collaboration and Awareness Raising	8	Meeting Key Performance Indicators & Continuous Improvement	4	Business Continuity	4	Data Protection	4	The Environment	4	Fair Work Practices	8	Fair Work Management Information	0	Community Benefits/Added Value	8	Weighted	80%
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Evaluation Team	Council Officers and Occupational Health Officers																													

Integrated Impact Assessment – Summary Report

Each of the numbered sections below must be completed

Please state if the IIA is interim or final

Final Report

1. Title of proposal:

Procurement of Care and Repair Service for Edinburgh

2. What will change as a result of this proposal?

A Care and Repair service has operated in Edinburgh for over 30 years and has been provided by Care & Repair Edinburgh, originally through a grant and then a direct award contract. An open tender process will take place for the contract from April 2023 for up to 8 years.

The service is for older people and people with a disability and is to provide practical services which will help them stay safely in their own home for longer and help enable hospital discharge.

It is envisaged that the current service provision will continue i.e.:

- 1) Small repairs and minor adaptations – eliminate trip hazards by repairing thresholds etc, preventing falls by fitting handrails, grab-rails etc.
- 2) Keysafes supplied and fitted to allow carers access to the home.
- 3) Handyperson Service - a wide range of practical assistance around the home including changing a lightbulb, fitting door chains, setting up digital services, online shopping etc. The Handyperson Service is carried out by volunteers.
- 4) Trade referral service for larger jobs.
- 5) Assistance with Major Adaptations including assistance with grant applications, selecting suppliers, monitoring the building work and completing a building warrant.

It is envisaged that the Handyman service provided by volunteers will be expanded, to carry out a wider range of tasks which can help enable hospital discharge. There is currently no charge to the customer for labour through the Handyman service although the cost of materials may be charged

Charges currently apply to the customer for the provision of the small repairs and minor adaptations. The cost of materials may be charged to the customer.

There is a fixed charge for the supply and fitting of Keysafes. Where it is identified that a customer cannot pay then a hardship fund is currently in place to accommodate works required

The customer is not charged for the handyperson service although they will be charged for materials– the handyperson service is carried out by volunteers organised through Care & Repair Service.

There is no charge to the customer for the use of the trade referral service and assistance with major adaptations.

As the new contract is through open tender, we do not currently know if there will be any change in costs to the customer.

3. Briefly describe public involvement in this proposal to date and planned

A survey was issued to occupational therapists, social workers, community care assistants, locality hub managers, cluster managers, locality mental health and Home Care who have a remit for reablement, Transformation Team and ATECH 24 and Place department.

The aim of the survey was to determine awareness, quality and effectiveness of the current service and to determine if there are any gaps in the current provision or improvements which could be made within the new contract going forward.

In total 25 completed surveys were received. Overall, feedback was very positive and supported the need for ongoing provision of the care and repair service. Several responses included suggestions to widen the roles carried out by volunteers.

In addition, the incumbent provider issues feedback questionnaires with every invoice, donation and telephone contact. Feedback is measured in three ways: the quality of the work; the interaction with the person; and, the overall service. Feedback is measured on a 1-5 scoring from the citizen: 1 being very dissatisfied, and 5 being very satisfied. The incumbent has maintained an average score of 4.9 over the past 2 years. A total of 372

service feedback forms have been received in 2020/21 and 641 service feedback forms were received 2021/22.

4. Is the proposal considered strategic under the Fairer Scotland Duty?

No

5. Date of IIA

21 July 2022

6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)

Name	Job Title	Date of IIA training
Sarah Bryson (Facilitator and notes)	Strategic Planning and Commissioning Officer (Older People)	November 2017
Marc Long	Contracts Assistant	
Jayne Kemp	Strategic Planning and Commissioning Officer (Learning Difficulties)	
Susan Robertson	Strategic Planning and Commissioning Officer (Physical Difficulties)	
Sara Belhawla	Trainee Personal Assistant (Older People)	

7. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Data on populations in need	Edinburgh by Numbers	The Care & Repair service is available to all older or disabled Edinburgh residents who live in privately owned/rented accommodation. The data shows that the number of people over 65 increased by 17% between 2010 and 2020. The number is expected to continue to grow at approx. 2% each year over the next 5 years.
Data on service uptake/access	Contract monitoring information	There are approx. 4,493 jobs carried out each year through the contract
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	No	This data is not available for the service. During the year, the current provider raised £10,000 for Hardship funds to be able to provide free services to citizens for whom payment would cause financial difficulties (keysafes)
Data on equality outcomes	No	This service is for those older people or those with a disability
Research/literature evidence	Edinburgh Integration Joint Board's Strategic Plan and the National Health and Wellbeing Outcomes /	Research shows that Independent living is key to improving health and wellbeing and timely provision of equipment, repairs and minor adaptations can help vulnerable citizens live in their own home, independently, for as long as possible; avoid hospital admission; and support hospital discharge. Enabling Independent Living and Early Intervention and Prevention are key themes of the Edinburgh Integration Joint Board's Strategic Plan. The provision of the care and repair service will also help deliver on the following National Health and Wellbeing Outcomes: Outcome 2: People, including those with disabilities or long-term conditions, or who are frail, are able to live, as far

		<p>as reasonably practicable, independently and at home or in a homely setting in their community.</p> <p>Outcome 3: People who use health and social care services have positive experiences of those services, and have their dignity respected.</p> <p>Outcome 4: Health and social care services are centred on helping to maintain or improve the quality of life of people who use those services</p>
Public/patient/client experience information	<p>Result from service users' feedback questionnaires</p> <p>Review with EHSCP staff</p>	<p>The incumbent provider issues feedback questionnaires with every invoice, donation and telephone contact. Feedback is measured in three ways: the quality of the work; the interaction with the person; and, the overall service. Feedback is measured on a 1-5 scoring from the citizen: 1 being very dissatisfied, and 5 being very satisfied. The incumbent has maintained an average score of 4.9 over the past 2 years. A total of 372 service feedback forms have been received in 2020/21 and 641 service feedback forms were received 2021/22.</p> <p>A review of the service was also carried out with EHSCP staff to determine awareness, quality and effectiveness of the current service and to determine if there are any gaps in the current provision or improvements which could be made within the new contract going forward.</p> <p>Overall, feedback was very positive and supported the need for ongoing provision of the care and repair service. Several responses included suggestions to widen the roles carried out by volunteers</p>
Evidence of inclusive engagement of people who use the service and involvement findings	Service review	Good communication was highlighted as part of the staff review

Evidence of unmet need		There is currently no evidence of unmet need for the service – i.e., there is currently no waiting list for the service. (this however could be due to a lack of awareness for some potential customers although there is no evidence to support this)– actions are delivered timeously to those that request a service
Good practice guidelines	Good Practice Guide 2018	The guide presents the best policy, planning and practice material available, to allow Care and Repair services in Scotland to continuously improve and build capacity to achieve the vision of a <i>Scotland where all older and disabled people can access Care and Repair services to enable them to continue living in their own home for as long as it is safe and practical for them to do so.</i>
Carbon emissions generated/reduced data	n/a	
Environmental data	n/a	
Risk from cumulative impacts		There may be more demand on service as more people are staying at home longer
Other (please specify)		
Additional evidence required		

8. In summary, what impacts were identified and which groups will they affect?

Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Positive</p> <p>The re-tender of the contract for up to 8 years will help ensure the sustainability and efficiency of the Care & Repair service and help ensure the continuation of the service.</p> <p>There is an opportunity to increase awareness of the service to all protected characteristic groups and in particular ensure awareness to the Provider that all forms of disability meet the service criteria</p>	<p>Older people and people with disabilities</p> <p>All groups</p>

Equality, Health and Wellbeing and Human Rights	Affected populations
There is opportunity to ensure that information supplied to the service user by the Provider is in an appropriate format	All groups
Negative	

Environment and Sustainability including climate change emissions and impacts	Affected populations
<p>Positive There are opportunities to discuss with the successful Provider measures to reduce carbon emissions, for example, by reducing travel by co-ordinating volunteers so that they volunteer close to their own homes.</p> <p>Provider will be made aware of the Council's 2030 Net Zero plans/strategies.</p>	
Negative	

Economic	Affected populations
<p>Positive As the tender is subject to competition there is the possibility that costs to the customer may reduce.</p>	All Groups
<p>Negative Proportion of costs covered by the successful service provider may change</p> <p>There is a risk that the provider will not be able to provide the current level of hardship fund - more people may be requiring this due to cost-of-living crisis.</p>	All Groups

9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

Yes, contractors will carry out the works – the contract documents will include conditions to help ensure that equality, human rights, environmental and sustainability issues are addressed will form part of the contract documents

10. Consider how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.

Inclusive communication is included in the service specification and the potential providers should also indicate how this is to be achieved in their tender bids which will be assessed as part of the tender evaluation process.

11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.

No

12. Additional Information and Evidence Required

If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

No further evidence is required

13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
Include section in service specification to highlight to Providers that disability covers a range of disabilities and not just physical disabilities	Sarah Bryson	27 July 2022	Completed 1 August 2022
The Service specification includes awareness raising however also include reference to ongoing discussion between successful Provider and Council re opportunities to raise awareness/promote the service to relevant groups and through third sector newsletters etc to ensure access to the service from all eligible groups to ensure continuous improvement	Sarah Bryson	27 July 2022	Completed 1 August 2022
The costs charged to the customer will be an aspect for consideration as part of the tender evaluation. Further discussion with procurement will take place to consider if any further actions can be taken to reduce risk of costs to customers increasing e.g., consider shifting the quality/cost ratio	Sarah Bryson/Anna Penman	27 July 2022	Completed 1 August 2022
Consider with Procurement Team how the potential Hardship Fund can be assessed as part of the tender evaluation	Sarah Bryson/Anna Penman	27 July 2022	Completed 1 August 2022
Ensure that tender documents refer to Council's 2030 Net Zero plans and strategies	Sarah Bryson/Anna Penman	27 July 2022	Completed 1 August 2022

14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

As the tender is subject to open competition there is the possibility that costs to the customer may increase.

15. How will you monitor how this proposal affects different groups, including people with protected characteristics?

Customer evaluation will be carried out

16. Sign off by Head of Service

Name TONY DUNCAN



Date 13 December 2022

17. Publication

Completed and signed IIAs should be sent to:

integratedimpactassessments@edinburgh.gov.uk to be published on the Council website www.edinburgh.gov.uk/impactassessments

Edinburgh Integration Joint Board/Health and Social Care

sarah.bryson@edinburgh.gov.uk to be published at www.edinburghhsc.scot/the-ijb/integrated-impact-assessments/