

14. PROCUREMENT ARRANGEMENTS - SUPPLY OF CARE AT HOME SERVICES

The Council Executive considered a report (copies of which had been circulated) by Head of Corporate Services seeking approval to commence tendering procedures for the procurement of a two year flexible framework agreement for Care at Home Services, with an option to extend for a further one year, plus one year and for the procurement of two block contracts of one year, with an option to extend for a further one year.

The Head of Corporate Services explained that Care at Home Services provided personalised care, including social and emotional support to enable people to continue or resume residing in their own home. The purpose of the service was to ensure quality of life for the individual, while enabling them to retain their independence.

The procurement exercise was seen as the first stage in a long term contract strategy to ensure availability of a reliable service supply which could be adapted to meet surges in demand from critical areas such as hospital discharge and crisis care. It was also designed to encourage development of responsive services in rural areas which traditionally were difficult to source.

In terms of the proposed Care at Home contract arrangements a contract model based on a flexible framework would operate in tandem with two small block contracts that constituted a "Test for Change". It was also being recognised that within existing framework CC4647 Care at Home there were opportunities to further develop relationships with the care providers and that these should be capitalised on in any new contract.

The new framework agreement and the block contracts would incorporate Electronic Call Monitoring (ECM) into the service provision. This would require providers to electronically log their visits when they arrived and left the service users property. This would provide data evidence that vulnerable service users were receiving the care they required to stay safely in their own homes.

All care packages will be commissioned based on the assessed needs of the individual client. The provider would be paid on a banding basis which was based on multiples of 15 minute bands for the actual care time delivered in compliance with the tasks and needs identified in the individual's care plan, rather than the current practice which was based on commissioned hours.

It is proposed that two separate, concurrent procurements were advertised for Care at Home services:

1. A flexible framework agreement for the provision of services on a call-off basis across the entire West Lothian area. The framework will be for a 2 year period with the potential for a further one plus one year extension.
2. Two block contract, each one equivalent to 330 service hours

per week

Additionally the evaluation will be based solely on Quality with no price evaluation and a fixed hourly rate would be established taking into account the requirement to pay the National Living Wage and enhanced monitoring requirements for care providers. The council had approved savings of £975,000 in relation to the introduction of ECM.

It was anticipated that the future cost of the contract and care demands would be met within budget resources available. The annual budget is £9m per annum.

It was recommended that the Council Executive approves the commencement of the tendering procedures for a two year flexible framework and two block contracts using the evaluation and methodology detailed in Section D of the Report

#### Decision

To approve the terms of the report