

Wiltshire Council

Cabinet

11 December 2018

Subject: Integrated Community Equipment and Support Services -
Recommissioning

Cabinet Member: Councillor Jerry Wickham, Cabinet Member for Adult
Social Care, Public Health and Public Protection

Key Decision: Yes

Executive Summary

Wiltshire Council and NHS Wiltshire Clinical Commissioning Group (CCG) currently deliver their Integrated Community Equipment and Support Services (details of the current service can be found at Part 2) through a contract with Medequip. This contract, held by the Council on behalf of both organisations, was extended for two years in July 2016 and was due to end on 3rd January 2019.

An exemption to the Medequip contract was granted through March 2018 Cabinet following a proposal from Bath & North-East Somerset (B&NES) and Swindon to explore opportunities around commissioning these services jointly as part of the B&NES, Swindon and Wiltshire (BSW) Sustainability and Transformation Partnership (STP). The contract is now due to end on 31st August 2019.

The ICESS Partnership Board, with advice from Procurement, took the decision about the procurement approach, including that there will continue to be a single contract in place in Wiltshire for the provision of commissioned services as efficiencies could not be realised under the BSW STP within the timeframe.

Proposal(s)

Cabinet is asked to:

- a. Note the scope of this joint procurement of Integrated Community Equipment and Support Services in Wiltshire.
- b. Authorise the extension of the Section 75 Agreement between Wiltshire Council and NHS Wiltshire CCG in relation to ICESS (as set out in paragraph 29).

- c. Delegate the authority, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 2 below):
- i. to approve the terms of the contract and all associated documents within the parameters set out in this report; and
 - ii. to award and enter into the contract and all associated documents,
- to the Corporate Director for Adult Social Care in consultation with the Cabinet Member for Health (including Public Health) and Adult Social Care.

Reason for Proposal(s)

The purpose of this paper is to provide an update to Cabinet on the joint procurement process between Wiltshire Council and NHS Wiltshire CCG for Integrated Community Equipment and Support Services and sets out the approach that is being taken, including an indicative timetable for the procurement and scope of services.

The need to facilitate hospital discharges and to support more people within the community has increased the need for efficient, appropriately resourced equipment services and referrals into the service have subsequently grown. This increase in demand is expected to continue and, where equipment may avoid the need for spend on more costly interventions (such as home care and care home placements), this is encouraged.

This report is seeking approval to delegate authority to award contract, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 2 below).

Cabinet is asked to authorise the extension of the Section 75 Agreement between Wiltshire Council and NHS Wiltshire CCG in relation to ICESS (as set out in paragraph 29).

Carlton Brand
Corporate Director

Wiltshire Council

Cabinet

11 December 2018

Subject: Integrated Community Equipment and Support Services
- Recommissioning

Cabinet Member: Councillor Jerry Wickham, Cabinet Member for Adult
Social Care, Public Health and Public Protection

Key Decision: Yes

Purpose of Report

1. Wiltshire Council and NHS Wiltshire Clinical Commissioning Group (CCG) currently deliver their Integrated Community Equipment and Support Services (ICESS) (details of the current service can be found at Part 2) through a contract with Medequip.
2. The current contract ends on 31st August 2019 and to ensure the continued availability of services, to meet our statutory duties, an OJEU tender will be completed for the following services:
 - **Home nursing equipment** such as beds, mattresses and commodes.
 - **Equipment for daily living** such as shower chairs and raised toilet seats.
 - **Moving and handling equipment** such as hoists and slide sheets.
 - **Pressure relieving equipment** such as cushions and mattresses.
 - **Continence products** including procurement and delivery.
 - **Minor Adaptations** such as grab rails, access rails and concrete ramps.
 - **Mobility Aids** such as walking frames and walking sticks.
 - **Assessment equipment** for demonstration and assessment purposes.
 - **Short term wheelchairs** and accessories for both adults and children.
 - **Paediatric equipment** seating, bathing, mobility aid and moving and handling.
 - **Retail and demonstration** facilities – to promote self-care and private funder options.
3. This paper is seeking approval to delegate authority to award contract, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 2 above).

Relevance to the Council's Business Plan

4. Procuring Wiltshire Council's Integrated Community Equipment and Support Services via an integrated commissioning process with NHS Wiltshire CCG supports the Council's Business Plan and priorities set out within the plan, particularly:
 - Protecting those who are most vulnerable through joined up health and social care, and
 - Strong communities that can take responsibility for their personal wellbeing.

Background

5. The ICESS contract has an important role in enabling people to remain in their own homes and links with other community based services delivered by health and social care by providing:
 - Provision of community products and equipment
 - Telecare (installation and maintenance)
 - Provision of minor adaptations
 - Delivery of continence products
 - Retail outlets and demonstration facilities
 - Home Improvement Agency (HIA) which includes the Handyperson service
 - Pressure area care.
6. Service quality and performance is monitored by the ICESS Contract Monitoring and Review Group (CMRG) and this will continue during the lifetime of the new contract. CMRG is also responsible for the continual development of ICESS and will work with the provider to identify and implement opportunities to deliver efficiencies and improvements.
7. The type of equipment required and the speed at which it needs to be delivered is determined by Health and Social Care authorised prescribers. The ICESS provider is monitored on the level of equipment delivered within the speed of delivery requested (current target is 100%) and by the level of equipment that is collected and reused (current target is 90%).
8. The table below shows the delivery performance for 2017/18:

Deliveries requested	Achieved on time
31,446	99.34%

9. Collection and recycling of equipment after it has been used is a key performance measure. During 2017-18, the provider collected equipment to the value of £5,238,176 and, of this equipment to the value of £4,523,689 was returned for re-use and equipment to the value of £714,487 was scrapped as not fit for re-use. This represents a recycling rate of 86.36% which compares very well with the performance of similar contracts elsewhere.

10. Telecare, sometimes referred to as Technology Enabled Care and Support (TECS) (installation and maintenance) has already been commissioned as part of the Integrated Urgent Care contract and will be delivered by Medvivo from January 2019, so will not be included within a future ICESS procurement for Wiltshire.
11. The HIA market is made up of smaller organisations that are not equipped to deliver or meet the selection criteria to deliver a Community Equipment Service and therefore would be disadvantaged from bidding. Housing Services and Adult Care have taken the decision to transfer the budget for this service to Housing services, who will develop recommissioning options.
12. As the Handyperson service is more aligned to HIA than Community Equipment, Adult Care are working with Housing to look at service options, subject to TUPE costs, for Handyperson with the potential of transferring the budget to Housing rather than any recharging. Both HIA including the Handyperson service is excluded from the ICESS procurement.

Main Considerations for the Council

13. The need to facilitate earlier discharges and to support more people within the community has increased the need for efficient, appropriately resourced equipment services and referrals into the service have subsequently grown. This increase in demand is expected to continue and, where equipment may avoid the need for spend on more costly interventions (such as home care and care home placements), this is encouraged.
14. The key objectives are to provide services that:
 - are sustainable, efficient and effective for the benefit of all customers in Wiltshire, whether they receive the service through the Commissioning Partners or fund the service themselves
 - offer a single point of contact for all community equipment and products and provide practical help to enquiries/requests
 - provide a one-stop-shop where assessment, provision and delivery of products/equipment and related services can be provided where appropriate
 - allow people to maintain their independence and live their life by having access to appropriate equipment, adaptations and products to support them to meet their outcomes
 - enable health and social care support to be delivered where the customer lives
 - contribute to the prevention of inappropriate hospital admission or care home placement through the provision of timely and appropriate equipment and support services
 - support safe and timely hospital discharge
 - contribute to supporting a Carer to continue safely in their caring role

- maximise opportunities to recycle equipment by offering Customers a 'buy back' service for equipment that is no longer required that can be offered to others through the contract
- give value for money to Commissioners and Customers.

Overview and Scrutiny Engagement

15. Wiltshire Council and NHS Wiltshire CCG have undertaken joint workshop sessions with key stakeholders. A briefing report was provided to the Chair and Vice Chair of the Health Select Committee on the 12th November and any comments will be reported to Cabinet as appropriate. Comments have not been received and a face to face briefing has been offered.

Safeguarding Implications

16. The contract arrangements with the ICESS provider contains robust safeguarding measures in line with Council and CCG policy.
17. Contracts give clear direction on how and when to raise a safeguarding alert to avoid any confusion about who will do this and/or assumptions that someone else will raise the alert. Contracts also ensure that any issues relating to child protection are identified and appropriate referrals made to children's services.
18. The new service specification and contract terms and conditions continue to include these robust measures and part of the evaluation requires bidders to evidence what processes and procedures will be put in place to achieve this.

Public Health Implications

19. As part of the recommissioning route, public health data and evidence has been analysed to support the development of the specification for optimum service coverage and delivery. The Key Performance Indicators have been underpinned by public health data.

Procurement Implications

20. Officers from the Strategic Procurement Hub have been involved in the analysis of options available and informed the decision about the most appropriate commissioning approach. This will ensure that awarding the contract can demonstrate the arrangements comply with the requirements of Best Value and other applicable legislation including, where relevant, the EU Procurement Directives.
21. The procurement route being taken is an OJEU tender with two lots available within the tender. Lot 1 will include the following service elements:
 - Provision of community products and equipment
 - Provision of minor adaptations
 - Delivery of continence products

- Retail outlets
- Pressure area care

22. Lot 2 will be the Demonstration Centre. This allows the different markets to compete on an equal footing and could bring forward other competitors that would not have been able to bid for the whole ICESS tender.

23. Indicative timetable is included below:

When	Task
7 th January 2019	Tender Go Live
21 st January 2019	Deadline for clarification questions submitted via Pro-contract
4 th February 2019	Deadline for clarification responses circulated to all tenderers
11 th February 2019 at 12:00	Closing Date for Submissions
Complete by 14 th February 2019	Tender Opening / Verification
15 th February - 8 th March 2019	Evaluation
11 th March 2019	Moderation session
14 th - 15 th March 2019	Presentations and moderation
15 th March - 2 nd April 2019	Standstill & Sign Off
3 rd April 2019	Contract Award
3 rd April - 31 st August 2019	Implementation
1 st September 2019	Contract Commence

Equalities Impact of the Proposal

24. The ICESS recommissioning will support equitable access to any individual to health and social care community equipment and adaptations. The specification of ICESS will state that providers be expected to demonstrate use of local resources. It will require the provision of services which take account of and are committed to ensuring that the organisation/s values diversity and promotes equality and inclusivity on all aspects of its business.

Environmental and Climate Change Considerations

25. The recommissioning of the ICESS contract has no environmental or climate change impacts as:

- the energy consumption will be remaining roughly at current levels
- carbon emissions will be managed through energy efficient options
- the impacts of environmental risks are eliminated where possible

Risks that may arise if the proposed decision and related work is not taken

26. Wiltshire Council and NHS Wiltshire CCG have a duty to provide people with health and social care related equipment/adaptations if they are assessed as having an eligible need. Without an ICESS provider equipment/adaptations would be sourced on a case by case basis which

would not be efficient or effective and both organisations would incur unnecessary costs.

27. The scope of the procurement across two commissioning organisations adds complexity to the procurement process due to differing governance arrangements. If the decision to delegate authorisation to award contract is not taken this would cause a delay in the procurement timetable and reduce the time allowed for the implementation period.

Risks that may arise if the proposed decision is taken and actions that will be taken to manage these risks

28. With any integrated procurement, it is important to avoid the risk of dispute by agreeing the relationship between both commissioning organisations. Legal Services have been involved throughout the procurement and given advice on the contract documentation.
29. ICESS is part of a Section 75 agreement between Wiltshire Council and NHS Wiltshire CCG which sets out how the partner commissioners will work together to manage the contract and deal with any risks or liabilities during the lifetime of the contract.

Financial Implications

30. Wiltshire Council and NHS Wiltshire CCG commission ICESS under a pooled budget within the Better Care Fund. Expenditure against the contract is based upon prescribing/ordering of equipment by health and social care professionals across the system, more detail is set out in Appendix 1: Current Service Provision.
31. With the increase in demand across the health and social care sector expected to increase, activity within ICESS, where equipment may avoid the need for spend on more costly interventions (such as home care and care home placements), is encouraged.
32. Spend for both the Council and CCG is monitored by the ICESS Contract Monitoring and Review Group (CMRG) and this will continue during the lifetime of the new contract. CMRG is also responsible for the continual develop of ICESS and will work with the provider to identify and implement opportunities for savings.

Legal Implications

33. Legal Services have been consulted regarding the service model and procurement approach to ensure we mitigate any issues. Procurement colleagues are working with Legal Services to develop the contract terms and conditions.
34. Arrangements with the NHS Wiltshire CCG for joint use of the current contract are co-ordinated through a Section 75 agreement (as referenced in paragraph 29 above).

Options Considered

35. The opportunities for a joint commissioning exercise between Bath and North-East Somerset, Swindon and Wiltshire Sustainability and Transformation Partnership, of integrated community equipment and support services were explored. It was decided that efficiencies could not be realised under the BSW STP within the required timeframe.

Conclusions

Cabinet is asked to:

- a. Note the scope of the joint procurement of Integrated Community Equipment and Support Services in Wiltshire.
- b. Authorise the extension of the Section 75 Agreement between Wiltshire Council and NHS Wiltshire CCG in relation to ICESS.
- c. Delegate the authority, in relation to the services being commissioned by Wiltshire Council (as set out in paragraph 2 above):
 - i. to approve the terms of the contract and all associated documents within the parameters set out in this report; and
 - ii. to award and enter into the contract and all associated documents, to the Corporate Director for Adult Social Care in consultation with the Cabinet Member for Health (including Public Health) and Adult Social Care.

Report Author: Sue Geary sue.geary@wiltshire.gov.uk
Date of report; 30/11/2018

Confidential Appendices