



<b>Meeting of East Renfrewshire Health and Social Care Partnership</b>	Performance and Audit Committee
<b>Held on</b>	23 November 2016
<b>Agenda Item</b>	6
<b>Title</b>	Social Care Contracts Update - Procurement of a New Care and Support Framework
<p><b>Summary</b></p> <p>This report provides an update of the procurement exercise to establish a multi supplier framework for options 2 and 3 of the self-directed support legislation and to ensure compliance with Scottish Government Living Wage policy.</p> <p>The new framework gives citizens of East Renfrewshire and workers of the HSCP a greater choice of providers than the previous care and support framework. It therefore will offer a mechanism for addressing non framework purchasing across HSCP, in support of Audit and Scrutiny actions.</p>	
<b>Presented by</b>	Candy Millard, Head of Strategic Services
<p><b>Action Required</b></p> <p>Performance and Audit Committee members are asked to note the contents of the report.</p>	

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**EAST RENFREWSHIRE HEALTH AND SOCIAL CARE PARTNERSHIP**

**PERFORMANCE AND AUDIT COMMITTEE**

**23 November 2016**

**Report by Julie Murray, Chief Officer**

**SOCIAL CARE CONTRACTS UPDATE PROCUREMENT OF A  
CARE AND SUPPORT FRAMEWORK CE 16 17 011**

**PURPOSE OF REPORT**

1. This report provides an update of the procurement exercise to establish a multi supplier framework for options 2 and 3 of the self-directed support legislation and to ensure compliance with Scottish Government Living Wage policy.

**RECOMMENDATIONS**

2. Performance and Audit Committee members are asked to note the contents of the report.

**BACKGROUND**

3. East Renfrewshire Health and Social care Partnership currently spends approximately £9.2M per annum on a combined Care and Support framework on a call off. In addition work to review expenditure found a further £2.7M spent on services which could reasonably be part of a framework. These services are provided across different care groups including children and families; learning disabilities; physical disabilities; mental health and services to older people. Services range from a few hours support to comprehensive support arrangements with overnight cover provided.
4. The current Care and Support Framework agreement expired in July 2016; but was subsequently been extended to May 2017 to allow tendering and implementation of a new framework.
5. The scope of the new framework is wider than the original framework, reflecting the need to offer a more comprehensive range of services. The framework is intended to
  - Increase flexibility
  - Support personalisation and in particular SDS Option 2 approaches, thereby creating more choice and control for users.
  - Set clearer quality standards and performance indicators linked to contract terms and conditions with a strong emphasis on promoting personalisation and independence.
  - Support a move to outcome based support, using flexible support plans that shift away from a traditional time & task approach.
  - Review contractual terms and costs in relation to fair work practices
6. For the avoidance of doubt this framework does not affect existing Care at Home services for older people as this is covered by a separate framework agreement (Care at Home Framework CE 15 16 045).

7. The following process was used to develop the new framework:
  - A User Intelligence Group (UIG), comprising representatives from care management, Commissioning, Legal and Finance services, along with a representation from partner providers both existing and potential.
  - An engagement event with 50 interested potential providers was held on 6<sup>th</sup> July. This event included a keynote address from the HSCP Contracts and Commissioning Manager, information on the key themes for the process and expectations of providers, an overview of the procurement process and a questions and answer session.
  - Online survey of existing framework providers.
  - A review of existing framework services and providers, which was used to inform the content of the service specification.
  - Invitation to Tender documents were issued in late July.
  - Interviews and Evaluations were conducted throughout the week of 15<sup>th</sup> August.
  - New Contract scheduled to start on 3<sup>rd</sup> October 2016.
8. From the initial information notice 56 expressions of interest were received and these providers were invited to attend a series of provider engagement events, 41 providers submitted a completed tender application. All providers (41) and all submissions (78) were interviewed and evaluated by at least 3 council officers

## REPORT

9. HSCP instructed legal services to formally award the framework. The framework was formally awarded with an effective date of 3<sup>rd</sup> October 2016.
10. The multi-supplier framework under Lot 1 (option 3) has a total of 38 providers listed to provide a range of services in support of the HSCP business.
11. The multi-supplier framework under Lot 2 (option2) has a total of 39 providers listed to provide a range of services in support of the HSCP business.
12. The framework is fully compliant with the Scottish Government policy to promote the Scottish Living Wage within the range of adult care at home and housing support services.

## FINANCE AND EFFICIENCY

13. The costs submitted would appear to reflect current national trends with an average hourly rate of £16.39. Committee should note that these are indicative rates as it remains the intention to procure via a mini competitions, support arrangements and rates that are tailored to individual circumstances.

## CONCLUSIONS

14. The new framework gives citizens of East Renfrewshire and workers of the HSCP a greater choice of providers than the previous care and support framework. It therefore will offer a mechanism for addressing non framework purchasing across HSCP, in support of Audit and Scrutiny actions. It is fully compliant with the Scottish living wage policy agenda.

**RECOMMENDATIONS**

15. Performance and Audit Committee members are asked to note the contents of the report.

**REPORT AUTHOR**

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1 November 2016

**BACKGROUND PAPERS**

None

**KEY WORDS**

framework; self directed support; living wage

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## Lot 1 Care and Support Framework

Rank	Supplier	Confirmed Hourly Rate Following PTN Stage(ITT)
1	Clyde Healthcare Ltd	£14.70
2	Community Inegrated Care	£16.07
3	Key Housing Association	£15.60
4	Leonard Cheshire Disability	£16.48
5	Voyage Care	£16.50
6	ENABLE Scotland	£15.97
7	Turning Point Scotland	£15.81
8	The Mungo Foundation	£15.40
9	Constance Care	£15.82
10	RAMH	£17.03
11	Sense Scotland	£16.49
12	Aspire Housing & Personal Development Services	£16.40
13	Neighbourhood Networks	£15.57
14	cosgrove care	£15.50
15	HRM HOMECARE SERVICES LTD	£16.65
16	Loretto Care	£16.49
17	Positive Care	£15.82
18	Real Life Options	£16.03
19	Support For Ordinary Living	£15.50
20	Allied Healthcare Group	£16.49
21	Trust Housing Association	£15.49
22	Rainbow Services (UK) Limited	£16.49
23	McFarlane Trust	£14.94
24	C-Change Scotland	£16.88
25	Penumbra	£18.95
26	TRFS (The Richmond Fellowship Scotland)	£16.59
27	Lifeways Community Care	£16.25
28	Scottish Autism	£19.35
29	SRS Partnership	£14.88
30	Partners for Inclusion	£16.10
31	Careline Home support	£16.55
32	RETAIL TRUST	£16.49
33	The National Autistic Society	£16.99
34	Home Instead Senior Care	£17.90
35	Deaf Connections	£16.49
36	Raeburn Group Limited	£17.00
37	Deafblind Scotland	£18.71
38	Up-2-Us	£29.15

## Lot 2 Option 2 Self Directed Support

Rank	Supplier	Confirmed Price Following PTN Stage
1	Scottish Personal Assistant Employers Network (SPAEN)	£14.00
2	Clyde Healthcare Ltd	£14.70
3	Key Housing Association	£15.60
4	Leonard Cheshire Disability	£16.48
5	Aspire Housing & Personal Development Services	£16.40
6	Community Inegrated Care	£16.07
7	The Mungo Foundation	£15.40
8	RAMH	£17.03
9	Support For Ordinary Living	£15.50
10	ENABLE Scotland	£15.97
11	HRM HOMECARE SERVICES LTD	£16.65
12	Lifeways Community Care	£16.25
13	Positive Care	£15.82
14	Neighbourhood Networks	£15.57
15	Loretto Care	£16.49
16	Allied Healthcare Group	£16.49
17	C-Change Scotland	£16.88
18	Constance Care	£15.82
19	Sense Scotland	£16.49
20	Voyage Care	£16.50
21	SRS Partnership	£14.88
22	cosgrove care	£15.50
23	McFarlane Trust	£14.94
24	Open Secret	£16.49
25	Trust Housing Association	£15.49
26	Partners for Inclusion	£16.10
27	Real Life Options	£16.10
28	Rainbow Services (UK) Limited	£16.49
29	TRFS (The Richmond Fellowship Scotland)	£16.59
30	Penumbra	£18.95
31	Careline Home support	£16.55
32	Scottish Autism	£19.35
33	Deaf Connections	£16.49
34	Home Instead Senior Care	£17.90
35	action for children	£23.46
36	RETAIL TRUST	£16.49
37	The National Autistic Society	£16.99
38	Deafblind Scotland	£18.71
39	Up-2-Us	£25.00