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North Yorkshire County Council
Health and Adult Services - Executive Members & Corporate Director Meetings - Department

Friday, 13 January 2023 / 1.30 pm

A G E N D A

1 **Declarations of Interest**

Items for Corporate Director decision

- | | | |
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| 2 | Dementia Advice and Support Service | (Pages 3 - 6) |
| 3 | Assistive Technology Contract | (Pages 7 - 10) |
| 4 | Minutes of last meeting held on 14 October 2022 | (Pages 11 – 12) |

Date of future formal meeting
25 January 2023

Circulation:

Executive Members

Michael Harrison

Officer attendees

Richard Webb

Presenting Officers

Abigail Barron
Michael Rudd

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North Yorkshire County Council

Health and Adult Services

Executive Members Meeting

Friday 13th January 2023

REPORT TO Corporate Director of Health and Adult Services (HAS) in consultation with the Executive Member for Health and Adult Services

Countywide Dementia Support and Advice Service

1.0 Purpose Of Report

- 1.1. To consider extending the Countywide Dementia Support and Advice Service for a period of 24 months with additional funding of £60,000 per annum.

2.0 Executive Summary

- 2.1. This paper sets out proposals to extend the countywide Dementia Support and Advice Service for a further 24 months with additional funding. The service is critical for the delivery of the North Yorkshire Dementia Strategy “Bring Me Sunshine – Living Well with Dementia in North Yorkshire” and achieving improved health and social care outcomes for individuals, providing a person centred, proactive support and advice service to any resident of North Yorkshire regardless of age, who have a formal diagnosis of dementia, or who is suspected to be living with dementia, as well as supporting their carers, family members and loved ones.

3.0 Background

- 3.1. The service commissioned in 2019 is jointly funded by North Yorkshire County Council and what was then the five Clinical Commissioning Groups - Airedale, Wharfedale & Craven - now known as West Yorkshire Integrated Care Board; Hambleton, Richmondshire & Whitby, Harrogate & Rural District, Vale of York and Scarborough & Ryedale - now known as Humber and North Yorkshire Integrated Care Board.
- 3.2. The service supports through: -
- Signposting to other related services enabling them to better understand their condition, developing self-management skills and accessing support in their local community to promote independence, well-being, and give choice and control.
 - Dedicated educational sessions for those living with or suspected to be living with dementia, carers, schools, community groups, providers and businesses to better understand dementia and its impact on individuals, families and communities.
 - Working as a key strategic partner with North Yorkshire County Council and the Integrated Care Boards to deliver the principles and priorities of “Bring Me Sunshine – Living Well with Dementia in North Yorkshire Strategy.
- 3.3. The service can demonstrate high levels of success. Robust referral pathways and public engagement ensures people know where to turn for advice and support, with the service being delivered by a stable and qualified workforce.

4.0 Issues

- 4.1. At contract award, in line with a procurement related savings plan, the initial 4 years identified no inflationary uplift within the contract with a view to reviewing at the first extension stage. The provider has continued to deliver the service over and above expectations in terms of activity levels and quality, subsidising the service since its contract award.
- 4.2. Service demand is far outstripping supply, particularly following on from the Covid-19 pandemic, with more complex referrals from individuals living with dementia or those who care for them. The waiting list in achieving a formal diagnosis is at an all time high which also contributes to higher levels of activity for this service.

5.0 Performance Implications

- 5.1. The provider has experienced growth in terms of referrals to the service from day one and importantly the number of people using their helpline. Their model offers proactive support throughout the illness so that people do not reach a crisis before reaching out for help.
- 5.2. Following recruitment issues for a Dementia Specialist Nurse (formerly Admiral Nurse) the provider took the decision to upskill their own staff to become specialist Dementia Support Advisors and this had been productive in their service delivery.
- 5.3. Well attended educational workshops were delivered and 15 weekly wellbeing cafes were taking place from the first year of the contract supported by employed staff and volunteers.
- 5.4. Throughout the Covid-19 pandemic the provider responded and redesigned their service due to the closure of building-based services, delivering an alternative model whilst also retaining, not reducing staff, extending their Help Line Team and investing in new equipment to cope with demand. During this period, official contract monitoring ceased, however, this did not prevent provider reflection on their practice, working with the University of Chester to assess the impact of Covid-19 on the wellbeing of people living with dementia and their carers – useful research to inform future commissioning.
- 5.5. In the wake of the Covid-19 pandemic the service supports people who are on waiting lists of up to 10 months and referrals and help line calls are often more complex than those pre Covid. Hub Clubs and Cafes have reopened to support individuals and awareness raising continues in the form of local businesses, other providers and the general public, particularly in relation to Young Onset Dementia and the provider's most recent campaign "U & ME" which has just been launched. Strategy work is linking with Age Friendly Communities to ensure there is no duplication and the service can work across all age groups.
- 5.6. The provider has worked with officers of the Council to revise the performance framework to ensure a full picture of service activity is captured and reported.

6.0 Options considered

- 6.1. **Contract Extension** - At contract commencement a longer than normal term was deemed appropriate to ensure service delivery aligned with the North Yorkshire County Council Dementia Strategy to achieve improved health and social care outcomes for individuals and their carers.
- 6.3. The provider's "model" is well embedded, carrying the ethos of "local for local" whether it be through their helpline offering support and advice, through to using innovative technology such

as robotic cats as stimulation and/or calming effects for those living with dementia. They have committed to take over and develop Garget Walker House in Richmond as a base/hub club working alongside other community-based services, demonstrating an indication of their long-term commitment to this contract, and their willingness to share good practice and peer support to other community-based support providers ensuring a consistent approach to supporting those living with dementia or their carers.

- 6.4. Continuation of the existing contract gives stability to the market, enabling a specialist service to work in an integrated way across the health and care sector.
- 6.5. As a voluntary sector organisation, scope to attract grant funding, receive additional monies through private fundraising and donations and recruit volunteers is greater. This in turn can be used to provide additional services such as pop-up cafes/hub clubs not only offering peer support to those living with dementia but their carers too, reducing the reliance on more statutory services.
- 6.6. Acting at arms-length from the Council the provider is able to influence and create change such as honest co-production and feedback that would not otherwise be achieved through the usual Council feedback mechanisms.
- 6.7. The provider works with NHS England and other locality health colleagues to enable earlier diagnosis, particularly for those with early onset dementia, who may be lost within the system as they move into older people's services.
- 6.8. **New Procurement** - Due to the nature and specialism of the service providers with expertise in this field within the market are limited which could lead to a failed procurement exercise. Whilst the current contract is working so successfully and continues to provide value for money there is no evidence to suggest that a new procurement would be beneficial.

7.0 Financial Implications

- 7.1. The current contract value is £321,757.48 per annum which for the 24 month extension is a total of £643,514.96. The extension of this contract requires additional investment from North Yorkshire County Council and/or the Integrated Care Boards of £60,000 per annum, over the 24-month extension a total of £120,000 additional investment (not included in the totals above). Following discussions with Health & Adult Social Care Leadership Team it has been defined that the additional activity levels in some way relate to health needs and outcomes, discussions remain ongoing with the Integrated Care Boards in relation to the additional funding approval. At the point of presenting this report this shall be finalised. In the short-term, there is a financial impact to the available budget, however, in the longer term it is anticipated that early service intervention will prevent more intensive support being required and shall reduce budget pressures further down the line for both adult social care and associated health services.

8.0 Legal Implications

- 8.1. Advice has been sought from North Yorkshire County Council Legal services who have stated that there is no risk in relation to the public contract regulations and the Council's contract procedural rules in extending the contract or varying the current funding. The proposed increase in annual contract value for the remaining 6 years of the term is does not raise any substantive risk of procurement law challenge and the amendment is not "substantial" in accordance with regulation 72 (e).

9.0 Risk Management Implications

- 9.1. Failure to continue with the contract extension would result in the inability to meet our strategic requirements as outlined in the “Bring Me Sunshine – Living well with Dementia in North Yorkshire” Strategy.
- 9.2. The existing service is highly regarded so there is a risk that a change of provider may lead to a reduction in market stability and performance. A new procurement would also require the current provider to outlay unnecessary resources and funding to submit a tender which would detract from the services delivered.
- 9.3. The Integrated Care Boards may withdraw contributions towards the cost of the service. This is not anticipated due to their involvement in the initial procurement of the service but may be a possibility if they were unhappy with any re-procurement.
- 9.4. Increased referrals to the service along with individual’s presenting complexities are influencing timely follow up of welfare calls and increasing waiting lists. Lack of investment at this stage will result in further triaging of referrals, longer waiting time lists and a reduced capacity workforce along with possible carer breakdown.

10.0 Equalities Implications

- 10.1. It is the view of officers that the proposals should not have significant adverse impact on any groups of people with protected characteristics identified in the Equalities Act 2010.

11.0 Climate Change Implications

- 11.1. No significant change is expected, however, it is acknowledged that the wider adult social care transformation programme will provide further opportunities to make improvements.

12.0 Recommendation/s

- 12.1. Executive Members are asked to note the contents of this report, and to recommend
 - i) Extending the Dementia Support and Advice Service for 24 months.
 - ii) Authorisation of the additional funding requirements of £60,000 per annum.

Name and title of report author: Carol Armstrong,
Strategic Service Development Manager,
Hambleton & Richmondshire with Dementia portfolio

Date of Report: 14th December 2022

North Yorkshire County Council

Health and Adult Services

Executive Members Meeting

13th January 2023

REPORT TO Corporate Director of Health and Adult Services (HAS) in consultation with the Executive Member for Health and Adult Services

Variation and Extension to the contract for Assistive Technology Services

This report includes a supporting Annex which contains exempt information as described in paragraphs 1, 3 and 5 of Part 1 of Schedule 12A to the Local Government Act 1972 (as amended).

1.0 Purpose Of Report

To seek approval of a variation and extension to the contract for Assistive Technology to March 2024.

2.0 Executive Summary

In 2018 HAS commissioned NRS to deliver Assistive Technology (AT) provision to people with assessed eligible needs across North Yorkshire. This contract was let on a 3years +1+1 basis with an end date of 30th March 2023.

Due to work undertaken to explore potential alignment with existing District and Borough services, along with the need to avoid changes in service delivery occurring on or around North Yorkshire Council vesting day on 1st April 2023, this report seeks approval for an extension of an additional 1 year beyond the original term to allow for a new service to be safely developed and commissioned.

3.0 Background

Assistive Technology (AT) services form a crucial and growing part of the HAS offer to people with eligible needs. Prior to 2018 it was apparent that despite best efforts, the pace of change in technology was outstripping the ability of the existing in house provision to effectively keep up and deploy new and emerging technologies.

To address this, the decision was taken to commission a service which would provide an end to end service that would assess and determine the most appropriate use of technology to support an individual based on their needs rather than on the pre-buying of large numbers of generic units that quickly become obsolete.

The contract was awarded to NRS in 2018 and has been highly successful in meeting the aspiration of rolling out a wide range of equipment based on assessed need. In addition to providing an assessment, installation and response service, the relationship with NRS has focussed on innovation and new ways of working. This has allowed pilots of products such as Canary, Brain in Hand and ARMED to be progressed under the umbrella of the contract. Each of these products has show huge potential in improving independence and quality of life, whilst reducing the need for other care and support services.

The service is also used by CYPs, who often access some of the most complex equipment used to support disabled children. Costs from this are recharged based on activity to HAS.

4.0 Issues

At the start of 2022, work began to explore potential links between the commissioned NYCC service delivered by NRS and the AT offers of District and Borough Councils, with a view to establishing the viability of moving to a single service – either in house or commissioned, on or after vesting day, or of retaining separate but interacting services.

Whilst on the surface these services are quite similar, there are significant differences in the complexity of the equipment deployed by each service and in the specialism required to assess for and install these. Whilst there may be scope to fully align these services in future years, it is the HAS view that at present such a move would not allow what is a very effective service to continue offering the levels of support required. There is considerable work needed to first align existing District and Borough services into a single offer that is consistent across the County, at this point further exploration of a wider transformation can begin.

The extension period from March 2023 to March 2024 will therefore be used to finalise the specification for a new service to take effect from March 2024 and complete a fully compliant, open procurement. It is intended that this service will build on the existing good work whilst improving staffing levels within the service, creating stronger links with CYPs and Health colleagues and further pushing the envelope of how AT can be used in service delivery.

5.0 Financial Implications

The extension period will retain the same budget as the existing contract and as such will not create any additional pressure on HAS budgets. The budget for the service has typically underspent in previous years which create opportunities to fund trial activity on new and emerging products.

6.0 Legal Implications

A variation/ extension to an existing contract within the scope of the PRC 2015 may be regarded as a new contract requiring a new procedure. Regulation 72 of the PRC 2015 sets out the grounds under which variations are permitted without the need to follow a fresh procurement procedure.

Non Substantial changes Regulation 72(1)(e)

Variations/extensions are permitted without the need to undertake a new procurement procedure where the variation is not substantial. A variation is substantial where one or more of the following conditions is met:

(a) the variation renders the contract or the framework agreement materially different in character from the one initially concluded; (understand the character remains the same)

(b) the variation introduces conditions which, had they been part of the initial procurement procedure, would have—

- (i) allowed for the admission of other candidates than those initially selected,
- (ii) allowed for the acceptance of a tender other than that originally accepted, or
- (iii) attracted additional participants in the procurement procedure;

(Adding one year Term to a 5 year contract is unlikely to have attracted any other participant or allowed acceptance of an alternative bid)

(c) the variation changes the economic balance of the contract or the framework agreement in favour of the contractor in a manner which was not provided for in the initial contract or framework agreement; (economic balance is considered to remain the same) and

(d) the variation extends the scope of the contract or framework agreement considerably (scope is not extended)

Based on the above the likelihood of this variation to add a further 12 months whilst a procurement is undertaken is not considered substantial and therefore permitted under Reg 72 PCRs.

14.0 Recommendation/s (required)

That the Corporate Director in consultation with the Executive Member approve the variation and extension of the Assistive Technology contract

Mike Rudd
Head of Housing, Technology & Sustainability
County Hall

13th January 2023

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Agenda Item 4

North Yorkshire County Council

Meeting of the Health and Adult Services Executive

Minutes of the meeting held on 14 October 2022 in the Leven Room at County Hall

Richard Webb, Corporate Director, Councillor Michael Harrison

Officers present: Abi Barron (AB), Louise Wallace (LW) Chris Jones-King (CJK)

NO.	ITEM	For Note/ Action
	Declaration of Interests None	
1	Care Rooms Pilot	
	<p>Approval was sought to extend the Selby Care Rooms Pilot across South Hambleton, Ryedale, Whitby, Scarborough & Richmond for a period of 24 months. This would help support and facilitate discharge from hospital and provide respite opportunities for adults with assessed care needs.</p> <p>The proposed extension for the proof-of-concept pilot into South Hambleton, Ryedale, Scarborough, Whitby and Richmond have been developed based on engagement with Hospital Discharge teams, care and support teams and knowledge of the current provider marketplace in those areas.</p> <p>Approval was given by Richard Webb Corporate Director in consultation with Cllr Michael Harrison Executive Member Health and Adult Services.</p>	

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