

ACH/18/76

Cabinet

10 January 2018

JOINT CARERS CONTRACT (CP1426-17): OUTCOME OF TENDER AND AWARD OF CONTRACT

Report of Chief Officer Adult Care and Health, and the Chief Officer Children's Services

Please note that the following recommendations are subject to consideration and determination by the Cabinet (and confirmation under the provisions of the Council's Constitution) before taking effect.

Recommendations:

That approval be given to the contract award recommendations set out in Report ACH/18/77.

1. Introduction

- 1.1 The Joint Carers Services is for the provision of Carer Support Services for Adult Carers (Lot 1) Young Carers (Lot 2).
- 1.2 Carer Services in Devon are provided under joint commissioning arrangements between Devon County Council, Northern, Eastern and Western (NEW) Devon Clinical Commissioning Group (CCG) and South Devon and Torbay.

The County Council is the lead agency in the Devon Carers Partnership and the contract will be held by DCC.

- 1.3 The contract provides functions necessary to fulfil requirements of the Care Act 2014, and, the Children and Families Act 2014 (including the Children Act 1989).

Adult Carers (Lot 1) supports the objectives and outcomes of the Joint Strategy for adult Carers. The specification incorporates (in brief):

- Promotion of community support for carers;
- support to practice and carer awareness training in health and social care including GP Practices;
- early identification of Carers, and identification at key points in the caring journey (such as diagnosis of or the worsening of a progressive condition of the cared-for person)
- information and advice services;
- support to Peer Support;
- training to enable carers to care safely and confidently and to look after their own health;

- the development of a network of volunteer Carer Ambassadors in touch with Carer networks, informing the networks and Commissioners;
- delegated Carer Assessments, Reviews and Support Planning
- 1:1 support to Carers, particularly at key points in the caring journey
- Support in important life stages, such as transition to adulthood, end of life care and the post-caring period
- Dedicated links to GP Practices, Health and Social Care Teams, Acute and community Hospitals and Mental Health Services
- Access via digital and telephone
- Volunteer services including a volunteer-resourced helpline to provide reassurance call-backs, for example for isolated sole carers.
- Information, advice and signposting for Parent Carers of children with additional needs.

The service will work to the same practice standards as DCC care management staff, including promoting independence and building carer resilience. The contract requires the provider to support the promotion of good health among carers and good self-care.

The specification is designed to be as sustainable as possible, especially through increased community support, increased volunteer involvement and increased peer support, and these are key changes from the current design.

The young carers' service plays a key role in delivering statutory duties and responsibilities held by the local authority. These duties include the identification of young carers across Devon which is both proportionate and reasonable, assessments for young carers, intervention and transition. Section 96 of the Children and Families Act (2014) describes a young carer as "a person under 18 who provides or intends to provide care for another person (of any age except where that care is provided for payment pursuant to a contract or as voluntary work). This can relate to care for any family member who is physically or mentally ill, frail, elderly, disabled or misuses alcohol or substances".

The Young Carers Service (Lot 2) has been designed to be delivered as part of Devon's Early Help Offer, adopting a multi-agency partnership approach whereby targeted service intervention will be provided for young carers. This includes a requirement to work in close partnership with adult services particularly substance misuse, mental health and learning disability to support and identify young carers who may be 'hidden' due to parental issues; alongside signposting young carers and their families to a wider system of support and services available to them. The design of the targeted service offer (Getting Advice, Getting Help, and Getting More Help) has been influenced by what young carers have told us during engagement and facilitates in targeting support for our most complex young carers with multiple vulnerabilities. In addition a focus on reaching young carers who identify themselves as LGBT+, have particular cultural, language, religious beliefs or who are a disabled child.

- 1.3 The total estimated value of Adult Carers (Lot 1) is £10.9 million over 5 years, and for Young Carers (Lot 2) £1.125 million over 5 years. The contract will be

for a 5 year term with an option to extend for up to a further two single year periods

2. Contract Design and Engagement

2.1 This contract will consolidate changes arising from the Care Act 2014, and, Children and Families Act 2014.

The importance of investment of support to Carers to promote the well-being of carers and to manage demand on the health and social care system is well documented.

The new contract has taken full account of extensive engagement and feedback from carers so that it is responsive to the developing needs of Devon's diverse populations. This will be achieved through:

- Increased links with community and voluntary organisations and services
- Increased integration and collaboration with health and social care services
- Focusing on access to the right kind of support at the right time
- Identification and recognition of carers early and at key points of the caring/life journey
- Provider staff having the skills and training necessary to undertake the role and promote independence and resilience

The engagement and consultation process included 21 full and half-day engagement events with Carers over a period of 4 months; additionally, there were 2 online surveys accessible over a period of 6 months and a week-long "drop-in" engagement event during Carers' Week.

In addition, Carers participate fully as partners in the Carers Strategy Delivery Board, the monthly Carers Working Group, and in contract monitoring of the current contract. This will continue under the new contract arrangements. Carers are also fully involved in contributing to other meetings and workshops required to design and deliver their support.

Engagement has also been undertaken with parent carers through the Special Educational Needs and Disabilities (SEND) Improvement Programme, and with the Young Carers Steering Group.

Service design reflects what young carers have told us during engagement and strengthening of the Devon Early Help offer and practice will help to build resilience, allowing young people and families to find their own solutions to challenges, achieve the right support at the right time, thus preventing the need for families to access statutory services. Young people will also be supported to achieve their potential.

This contract will contribute to the sustainability of the health and social care system in Devon as the Department of Health, in publishing its Care Act 2014 Impact Assessment, reports that for each £1 spent on supporting carers would save councils £1.47 on replacement care costs and benefit the wider health system by £7.88.

Additionally this contract will support the sustainability of the Devon economy by ensuring carers are supported and remain able to continue caring. The value of carer work to the Devon economy is estimated at £1.63bn per annum.

- 2.2 The tender process allowed for bids against either or both lots (as defined below) to allow as many providers as possible to bid.
- Lot 1 Adult Carers
 - Lot 2 Young Carers

3. Financial Considerations

- 3.1 The financial impact of the contract is detailed within Part II.

4. Sustainability Considerations

The service will make best use of the assets of communities to support the wellbeing and promote the independence of vulnerable people and their carers. The service will rely on local employment and be enhanced by effective use of local volunteers.

The Young Carers Support Service will have a positive impact through reducing the amount of inappropriate caring undertaken by young people and by increasing positive outcomes for these young people (education, engagement etc.).

5. Equality Considerations

- 5.1 A detailed impact assessment was undertaken at the pre-procurement stage of this project and the outcomes reflected in the construction of the tender and contract documentation and in the evaluation of the tenders and as such meets our equality duties. The Equalities Impact Assessment is available at <https://new.devon.gov.uk/impact/published/page/3/>

6. Risk Management

It was recognised at an early stage that the changes in legislation, UK Government policy and Social Work practice required a different response in this contract to the previous one. To mitigate inherent risks, significant engagement and research activity was undertaken to develop the specification and this included consultation and market engagement.

7. Summary/Conclusions/Reasons for Recommendations

- 7.1 There has been an extensive period of engagement and consultation with carers, staff and providers followed by a procurement process. Due regard has been made to equality considerations in coming to this point.

Electoral Divisions: All

Cabinet Member for Adult Social Care & Health Services: Councillor Andrew Leadbetter

Cabinet Member for Children's Services: Councillor James McInnes

Senior Manager – Commissioning: Ian Hobbs

Head of Children's Commissioning: Fiona Fleming

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

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BACKGROUND PAPER DATE FILE REFERENCE