

11<sup>th</sup> January 2017

## **DEVON INDEPENDENT LIVING INTEGRATED SERVICE (DILIS): OUTCOME OF TENDER AND AWARD OF CONTRACT**

### **Report of the Head of Adult Commissioning and Health**

*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/17/58.

#### **1. Introduction**

- 1.1 The DILIS service contract is for an integrated service that provides a one-stop shop for the community of Devon for the provision of Community Equipment, Assistive Technology and Minor Adaptations, as well as information, advice and signposting services.
- 1.2 The DILIS service that was first published for tender on 21st December 2013 was subsequently aborted. Since then, extensive work has been undertaken by the DILIS project group to ensure the tender documentation is robust and will deliver outcomes the commissioners are seeking, whilst reducing the risks associated with this procurement. As a result of this work, an Invitation to Tender was advertised on 29<sup>th</sup> June 2016 on behalf of Devon County Council, NHS Northern, Eastern and Western Devon Clinical Commissioning Group and NHS South Devon and Torbay Clinical Commissioning Group (the Commissioners). The ensuing contract will be between Devon County Council and the successful bidder. The evaluation process has now been completed and the outcome is set out in the attached Part 2 report.
- 1.3 The total estimated value of the DILIS contract is approximately £41 million over 7 years (the contract will be for a 5 year term with an option to extend for up to a further 2 years). This is an approximate cost as this contract is for a demand led service where volumes of business conducted fluctuate depending on a range of factors; such as enabling social care reablement to support people for longer at home and other initiatives as detailed at 2.4. and supporting the fluctuating numbers of hospital discharges caused for example by severe weather.
- 1.4 The contract will be for use by DCC, NHS South Devon and Torbay Clinical Commissioning Group and the NHS Northern, Eastern and Western Devon Clinical Commissioning Group. The award recommendation has been

endorsed by their Governing Bodies through the Joint Commissioning Coordinating Group.

## **2. DILIS: context and contract design**

2.1 The Commissioners are seeking a Primary Contractor to deliver the following across Devon as a single seamless service for adults and children:

- Complex stock items of community equipment for adults and children.
- Simple stock items of community equipment for adults and children where these are delivered as part of a bundled package alongside other service elements.
- Non-stock or bespoke complex equipment for adults and children.
- Minor adaptations up to a value of £1,000 for adults and children.
- Fixed ceiling track hoists.
- Basic speech and language communication aids.
- Technological equipment.

2.2 The services to be delivered under DILIS are currently provided by two organisations under separate contracts; one for provision of stock, non-stock and bespoke Community Equipment, fixed ceiling track hoists and minor adaptations, and the other for the provision of technological equipment. Alongside these organisations, Devon operates a retail model and approximately 54 independent accredited retailers provide simple community equipment as redemption against prescriptions issued by authorised prescribers.

2.3 The DILIS service will support the personalisation agenda for the whole population by improving the way people can directly access a range of equipment and other practical products and services that promotes independence by helping them continue to maximise their independence and safety without the need to contact statutory authorities. To achieve this, the Commissioners are seeking a provider who can recognise and meet the particular challenges associated with supplying services to adults, children and young people with varying levels of need in a large county, that includes hard to reach areas.

2.4 DILIS is to be available to people who fund their own care, as well as those who are patients of the NHS or customers of DCC. The service will need to closely align with, and support the future development of, existing health and social care services that also support independent living in the community, such as social care reablement, rapid response, hospital at home, and personal care and community based support. In addition, the Service will need to support children with a range of additional needs within mainstream education. Examples of key groups who will be supported are:

- Older People
- People who are acutely or terminally ill
- People with long term conditions
- People with mental health problems
- People with dementia or cognitive impairment
- People with learning disabilities

- People with physical disabilities
- Children and young people with a range of additional needs.

### **3. Financial Considerations**

- 3.1 The financial impact of the contract is set out in the Part 2 report.

### **4. Sustainability Considerations**

- 4.1 The service delivery model was adopted because it provides the optimum combination of service delivery and efficiency and will help the Commissioners and the Primary Contractor increase recycling rates for equipment.

### **5. Equality Considerations**

- 5.1 A detailed impact assessment was undertaken at the commissioning stage of this project and the outcomes reflected in the construction of the contract documentation and in the evaluation of the tenders and as such meets our equality duties.

### **6. Risk Management**

- 6.1 The DILIS procurement process has been fully risk managed. All key decisions have been referred to the Assistive Technology Board for consideration. Where appropriate, the Joint Commissioning Coordinating Group have also informed and endorsed key decisions.

### **7. Summary/Conclusions/Reasons for Recommendations**

- 7.1 The DILIS service will deliver multiple benefits: an integrated service which promotes independence and supports the personalisation agenda, with improved access and outcomes for service users and carers. It will deliver time saving efficiencies for professionals and detailed management information for Commissioners. It will also contribute to the prevention of inappropriate hospital admission and reduce the use of domiciliary care, care home placement and residential children's placement, through provision of timely and safe Community Equipment, Assistive Technology and Minor Adaptations. As a consequence, it will decrease the pressures on these services and also enable people to live independent lives in their own homes, without the need to always contact statutory authorities.

Tim Golby  
Head of Adult Commissioning and Health

**Electoral Divisions:** All

**Cabinet Member for Adult Social Care and Health Services: Councillor Stuart Barker**

**Head of Adult Commissioning and Health: Tim Golby**

LOCAL GOVERNMENT ACT 1972: LIST OF BACKGROUND PAPERS

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BACKGROUND PAPER	DATE	FILE REFERENCE
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*Impact Assessment:*

<https://new.devon.gov.uk/impact/devon-independent-living-integrated-service/>