

Cabinet Meeting on Wednesday 18 September 2019

Shared Lives Contract Recommission



Cllr Alan White, Deputy Leader and Cabinet Member for Health, Care and Wellbeing said,

“The Staffordshire Shared Lives Service can make a huge difference to people with assessed eligible social care needs, in some cases offering an alternative to residential care.

“By offering long and short term placements in carers’ homes it provides the opportunity for people to live safe, healthy and independent lives in their own communities.

“The service was rated ‘Good’ across the board by the Care Quality Commission earlier this year and it is our intention to grow it in future years through better promotion, recruitment of more carers and by taking less time to match carer and individual.”

Report Summary:

Shared Lives is a service where people with assessed eligible social care needs share the home of a specially recruited and trained carer and their family. Shared Lives supports them to reach their potential and live healthy, safe, independent and fulfilling lives in their own communities. Shared Lives offers long term placements as well as short breaks and day opportunities.

The Council’s current contract for the Shared Lives service is due to expire on 31st March 2020. The current contract value is around £1.142 million annually. The recommendation is to re-commission the service and find a provider who can offer a good quality service as well as value for money.

Recommendations

I recommend that Cabinet:

- a. Approves the re-commissioning of the Staffordshire Shared Lives service.
- b. Asks that an appropriate tender process be carried out in order to identify a suitable provider who can offer a good quality service as well as value for money.
- c. Delegates to the Cabinet Member for Health, Care and Wellbeing in consultation with the Director of Health and Care the authority to award a contract to a suitable provider.
- d. If a suitable provider cannot be found through the tender process as per recommendation b, approves that the current Shared Lives service agreement be

extended for a period of up to 6 months to enable the Council to consider its options for service provision.

- e. Approves that if a suitable provider cannot be found through the tender process then consideration is given for the service be provided directly by the Council or through a Local Authority Trading Company following a due diligence process.

Local Members Interest
N/A

Cabinet – Thursday 19 September 2019

Shared Lives Contract Recommissionion

Recommendations of Cllr Alan White, Deputy Leader and Cabinet Member for Health, Care and Wellbeing

I recommend that Cabinet:

- a. Approves the recommissioning of the Staffordshire Shared Lives service.
- b. Asks that an appropriate tender process be carried out in order to identify a suitable provider who can offer a good quality service as well as value for money.
- c. Delegates to the Cabinet Member for Health, Care and Wellbeing in consultation with the Director of Health and Care the authority to award a contract to a suitable provider.
- d. If a suitable provider cannot be found through the tender process as per recommendation b, approves that the current Shared Lives service agreement be extended for a period of up to 6 months to enable the Council to consider its options for service provision.
- e. Approves that if a suitable provider cannot be found through the tender process then consideration is given for the service be provided directly by the Council or through a Local Authority Trading Company following a due diligence process.

Report of the Director of Health and Care

Background

1. Shared Lives is a service where people with assessed eligible social care needs share the home of a specially recruited and trained carer and their family. Shared Lives carers can care for a maximum of three customers at any one time, if they wish to. However, most carers only have one. This depends on preference, family situation and accommodation.
2. The Shared Lives service supports people to reach their potential and live healthy, safe, independent and fulfilling lives in their own communities. Shared Lives offers long term placements as well as short breaks and day opportunities.
3. The Council has a contract for the Shared Lives service with PSS UK LTD which is due to expire on 31st March 2020. The original contract was let on 1st April 2016 for a period of two years with the option to extend for a further period of two years.
4. The current contract activity and value is:

- a. £378,816 annual management fee which pays for the service manager and staff to carry out recruitment, training and support for carers; assessing both potential clients and carers; matching people to carers; making, monitoring, supervising and reviewing placements including regular visits; resolving disputes and problems as they arise and undertaking risk assessments.
 - b. Circa £750,000 annual placement costs – this is variable depending on the number of people using the service and their level of care and support needs, low, medium or high. The figures show more individuals using the services at less cost due to the more individuals with lower care and support needs accessing the service.
 - i. In 2016/17 the service supported 68 people: 38 long term placements, 11 people on short breaks, and 19 people on day opportunities; at a total cost of £786,467.
 - ii. In 2017/18 the service supported 79 people: 42 long term placements, 14 people on short breaks, and 23 people on day opportunities; at a total cost of £735,529.
 - iii. In 2018/19 the service supported 87 people: 46 long term placements, 17 people on short breaks, and 24 people on day opportunities; a total cost of £709,971.
5. Payments are made to carers depending on people’s level of care and support needs, as set out in Table 1. In addition, carers are paid rent and household costs by the people using the service: £154 per week for long term placements and £67.65 for short breaks.

Table 1: payments to carers

Payments to carers	Level of needs		
	Low	Medium	High
Long term placements (per week)	£245	£287	£329
Short Breaks (per week)	£329	£371	£413
Day Opportunities (4 hrs)	£35	£42	£49
Day Opportunities (8 hrs)	£63	£77	£91

- 6. The Shared Lives service is rated ‘Good’ in all five domains by the Care Quality Commission with the latest inspection taking place on the 26th March 2019. No concerns have been raised over the quality of the service provided.
- 7. The main area for improvement is the opportunity to expand the service through better promotion, recruitment of more carers and a reduced time to match individuals to carers. This could provide an alternative to residential care for some individuals.

Benchmarking

8. Other local authorities are in the process of reviewing and recommissioning their own Shared Lives services. Some have services provided by external providers and some provide them directly.
9. Staffordshire's current payments to carers are similar to the average across other local authorities - as shown in Table 2. This includes comparator information from Telford, Cheshire East, Lancashire, Birmingham, Cumbria, Wolverhampton, Derbyshire, Cornwall, Devon, Plymouth, Torbay and Kent.

Table 2: payments to carers comparison to other local authorities

	Staffordshire	Average
Long term placements - low needs	£245.00	£314.74
Long term placements - medium needs	£287.00	£276.33
Long term placements - high needs	£329.00	£353.65
Short Breaks - low needs	£329.00	£365.29
Short Breaks - medium needs	£371.00	£360.70
Short Breaks - high needs	£413.00	£472.14
Day Opportunities - low needs (4 hours)	£35.00	£35.00
Day Opportunities - medium needs (4 hours)	£42.00	£37.62
Day Opportunities - high needs (4 hours)	£49.00	£39.40
Day Opportunities - low needs (8 hours)	£63.00	£71.32
Day Opportunities - medium needs (8 hours)	£77.00	£65.77
Day Opportunities - high needs (8 hours)	£91.00	£75.30

Commissioning Intentions

10. The Shared Lives service contributes to the Council's three strategic priorities for Staffordshire residents to:
 - a. be able to access more good jobs and feel the benefits of economic growth
 - b. be healthier and more independent
 - c. feel safer, happier and more supported in and by their community.
11. The Shared Lives service also contributes to the vision within the Whole-Life Disability Strategy 2018-2023 that:

"People with a disability of any age can reach their potential and live healthy, safe, independent and fulfilling lives in their own communities".
12. The Shared Lives service is a way for the Council to fulfil its legal statutory duty to provide care and support for people with assessed eligible needs. It offers greater choice and control, a less restrictive environment, and a more cost-effective alternative to residential care. An independent report by Social Finance showed that Shared Lives costs £26,000 less per year for people with learning disabilities than residential care, and £8,000 less per year for people with mental health

problems. If the Council does not recommission the service, this will place significant pressure on other care and support options such as Supported Living and residential homes and create additional costs.

13. The objectives are to:

- a. Expand the service so that it is available to a greater number of people;
- b. Maintain and improve quality; and
- c. Reduce management costs.

14. Key performance indicators will be:

- a. Numbers of carers recruited and retained;
- b. Referral numbers;
- c. Speed and outcomes of matching process;
- d. Length of time people remain in placements;
- e. Feedback from people about placements; and
- f. Cost effectiveness.

15. The recommissioning process will include engagement with current clients and Shared Lives carers, social worker and the market.

16. The contract length will be for a maximum period of 4 years. It will be a two-year contract initially with the option to extend for a further two years.

17. The budget allocated is £378,816 per annum management fee and circa £750,000 placement costs.

18. The MTFs has a savings target attached it around the use of adult placement services for individuals with physical disabilities as well as people with learning disabilities rather than residential care, if in their interest. This means that we will set the Provider a target to increase the recruitment of Shared Lives Carers with suitable properties to meet the needs of individuals with physical disabilities and reduce our usage of residential care for this cohort of people.

Tender Process

19. The indicative timescales for the tender are below:

Specification and Evaluation Criteria finalised	20 th September 2019
Contracts drafted for tender launch	20 th September 2019
E-Tender launches	27 th September 2019
E-Tender closes for applications	28 th October 2019
Evaluation of Tenders	29 th October 2019
Moderation of Tenders	5 th November 2019
Recommendation Award	12 th November 2019
Standstill Starts	18 th November 2019
Standstill Ends	28 th November 2019
Contract Award	29 th November 2019
Service Implementation (Mobilisation and TUPE)	9 th December 2019

Commencement of Contract	1 st April 2020
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20. The evaluation will be based on 80% price and 20% quality. Evaluators will include the lead commissioner and social work practitioners.
21. The option at the end of the tender will be to award to a suitable provider that has demonstrated they can provide a good quality service that is value for money that meets the specification. Otherwise consideration may be given to the service being provided directly by the Council or through a Local Authority Trading Company following a due diligence process and existing contracts extended to allow time for this to be arranged.

List of Background Documents/Appendices:

Community Impact Assessment – Summary Document

Contact Details

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