

## Notice of Non-key Executive Decision

<b>Subject Heading:</b>	Approval to vary the existing Carers Preventative Service contract held with Carers Centre SA Limited
<b>Decision Maker:</b>	Barbara Nicholls, Strategic Director of People
<b>Cabinet Member:</b>	Councillor Gillian Ford, Cabinet Member of People
<b>ELT Lead:</b>	Barbara Nicholls, Strategic Director of People
<b>Report Author and contact details:</b>	Faith Nare Commissioner – Live Well T: 01708 431432 E: <a href="mailto:faith.nare@havering.gov.uk">faith.nare@havering.gov.uk</a>
<b>Policy context:</b>	The contract supports the prevention duties under the Care Act 2014. The Health Inequalities Fund support Havering’s Health and Wellbeing Strategy priority.
<b>Financial summary:</b>	There are no financial implications for the Council from this decision.  The value of this contract variation is £82,046, the service is funded via NHS Health Inequalities fund for period of up to two years.  The total cost of the original contract is £843,263.77 and the total cost of

**Non-key Executive Decision**

	the contract including the variation amounts to £925,309.77.
<b>Relevant Overview &amp; Scrutiny Sub Committee:</b>	Individuals
<b>Is this decision exempt from being called-in?</b>	Yes

**Non-key Executive Decision**

**The subject matter of this report deals with the following Council Objectives**

People - Things that matter for residents X

Place - A great place to live, work and enjoy

Resources - A well run Council that delivers for People and Place.

## Part A – Report seeking decision

### DETAIL OF THE DECISION REQUESTED AND RECOMMENDED ACTION

The report seeks approval from the Strategic Director of People to vary the existing Carers Prevention Service contract held with Carers Centre SA Limited in order to provide additional duties to meet the needs of carers in Havering. It was agreed the provider has the necessary skills and expertise to deliver the outcomes required. This service is fully funded by NHS North East London (NEL).

The current contract with Carers Centre SA Limited runs from February 2022 until January 2026 excluding one year extension option. The total contract value is £843,263.77.

The variation will increase the value of the existing contract to a maximum of £82,046 over two years. The service to start from 1 June 2024 for period of one year with an option to extend for further year.

### AUTHORITY UNDER WHICH DECISION IS MADE

**The Havering Constitution:**

**Part 3: Responsibility for Functions,**

**3.3 Powers of Members of the Senior Leadership Team**

**Financial responsibilities:**

(a) To incur expenditure within the revenue and capital budgets for their allocated portfolio as approved by the Council, or as otherwise approved, subject to any variation permitted by the Council's contract and financial procedure rules.

### STATEMENT OF THE REASONS FOR THE DECISION

#### Background and Context

An area identified as a key priority from the Havering Place Based Partnership is the need to support Carers. It is recognised the vital role informal and unpaid Carers play in the borough and the need to support them as much as possible to continue to provide the critical support that they give to friends and loved ones.

Havering has seen an increase in population of 10.5% from 2011 to 2021 and as a result the number of Carers in the Borough has significantly risen.

Outcomes of the Personal Social Services of Adult Carers in England (SACE) survey 2021-22 suggests that:

## **Non-key Executive Decision**

- Majority (75% estimated) of carers had not received an assessment of needs in their own right or a review in the past year
- The impact of COVID affected carers significantly in their interaction and isolation

### **The Current Picture**

The Council commissions Havering Carers Hub to provide a prevention service to support Carers. The service provides a range of activities which support carers to sustain their role to continue caring, improve their wellbeing and maintain a life of their own. The service aims to identify 'hidden' carers, provide carers with information and advice to support them navigate the social care system, and offers 1:1 and peer support to support carers to continue in their caring role and reduce social isolation.

The service has been proven to provide good outcomes for carers accessing the Havering Carers Hub, 50 carers were surveyed between April – September 2024 and reported the following impact:

- 76% said their quality of life has improved
- 80% said they had more social contact
- 98% said they feel more supported
- 74% said they have more balance in their life

Approximately 1400 Adult carers currently registered with the Havering Carers Hub (accessing information, advice and carers assessments), of which 60 new carers registered in the last year with the provider. There is a significant gap between the number of known carers registered with a GP (5,000) or the Havering Carers Hub and the potential number of actual carers of nearly 23,000. One of the top priorities for Havering is helping those providing unpaid and informal care to identify their key role, and register for support, information and advice.

To raise awareness and address this issue, NHS NEL will be directing a targeted text message from primary care to those registered as a Carer with their GP to encourage them to register with the Havering Carers Hub for further information and advice.

### **Carers Strategy**

Havering Council jointly developed a refresh of the Carers strategy for informal and unpaid carers, to ensure that we deliver improved experiences and outcomes in the Borough. Based on what support local people who provide informal and unpaid care have told us that they need, some of the key priorities for carers identified include:

- Recognition of the role of carers, and enabling them to have an active role in the decision making for the person they care for
- Improved Identification and assessment of informal Carers including faster access to individual carers assessments
- Improved links into primary care, and better coordination of services
- Training for unpaid and informal carers to help them to carry out their caring roles

## Non-key Executive Decision

The Strategy recognises that informal care can have a significant impact on the physical, emotional, financial and mental wellbeing of the person providing it. As such it is essential that Carers receive regular assessments of their own needs in their own right to ensure that they are also receiving the support that they need.

An action plan has been developed to address some of the above key priorities over the coming months, these include :

- Identify and implement a process to increase the timeliness of Carers assessments (this is projected to improve signposting and coordination of services and support and better qualitative outcomes for local Carers including better wellbeing scores).
- Training for health and social care staff who work with local people in Havering, to support better identification of those who provide informal and unpaid care. Staff will be supported to have conversations with these people to ensure that they are able to recognise the important role that they play, and are linked to the Havering Carers Hub to register as a carer to access an assessment, information and advice or further support as needed.
- Tailored training programme to be run across the borough that meets the needs of all carers (with modules aimed at young carers, parent carers, and adult carers). This will include training to better understand some of the conditions their cared for people have, and how to manage them. This will include support for those with personality disorders, and other specific conditions that are on the rise and which local carers are identifying that they need support with.
- Support Carers through the training to understand how to access and navigate services, and understand what support they are entitled to.

## **Proposal**

A sum of £100,000 from the NHS Health Inequalities fund has been allocated for investment in targeted support for carers. £82,046 of this funding has been assigned to provide one to one individual carer assessments and specific training for carers and professionals over the next two years, breakdown of costs outlined in the table below

	2024/25	2025/26	
Havering Carers Hub to deliver <b>240 1-1 Carers Assessments per year (480 total)</b>	£34,583	£34,583	
Training for frontline staff at £675 per session x <b>14 sessions over 2 years</b> (in person and online)	£4,725	£4,725	
Training for Carers x <b>14 sessions over 2 years</b> (in person and online)	£1,715	£1,715	
<b>Total</b>	<b>£41,023</b>	<b>£41,023</b>	<b>£82,046</b>

## **Non-key Executive Decision**

The provider will be required to work collaboratively with system partners in order to increase the completion of Carers assessments and help address the gap between the number of registered carers and the potential number of unknown carers in the borough.

There were 1209 Adult Carers Assessments completed in 2022/2023. Currently there is one dedicated social worker employed by the Council to carry out carer assessments and reviews. As of October 2023, 49 carers were on the Adult Social Care carer assessment waiting list. The provider will be required to carry out a minimum of five carer assessments per week on behalf of the Council (following completion of data governance procedures and assessment training). In a small number of cases an assessment may meet the criteria for a potential direct payment support, in these instances the decision must be approved by ASC service manager.

Along with the above function, the provider will be required to deliver training targeted at front line health and social care workers to increase awareness of the importance of carers. The tailored carers training will support carers to feel more confident in delivering the care that they provide, see training outcomes below:

### **Outcomes – Carers training – cost £3,000 total for 12 sessions:**

- To feel more confident in supporting the person that they are caring for
- Understanding the condition in more detail – e.g. dementia or frailty
- Support them to enhance the care that they are giving, by understanding different activities that they can do with the person they care for at home
- Understanding their rights and needs or registering as a Carer and recognising the need to look after their own wellbeing

### **Outcomes – Front line staff training – cost £675 per session delivered:**

- Identifying or recognising that someone is a carer
- Understanding how to have the conversation with them and help them to recognise the work that they are doing or the role they are undertaking as a Carer
- Link them in with the right services and support

### **Recommendation**

The Havering Carers Hub have provided a successful business case to deliver the above requirements. The existing contract held with the Carers Centre SA Limited aligns with the service outcomes, reducing the risk of dependency on statutory services as well as reducing health inequalities.

The service aims to support carers to receive regular assessments of their own needs in their own right to ensure that they are also receiving the support that they need. Without the right support there is a significant risk of them requiring statutory services.

It is predicted that the primary care campaign targeted at carers and awareness training for front line staff will significantly increase demand for Carers assessments and carer support.

### Non-key Executive Decision

Carers assessments and reviews are a time consuming practice requiring attention to detail and understanding of systems and the ability to be empathetic and the tactile knowledge of a caring role. Havering Carers Hub are the best placed provider to deliver the additional service, they already provide support to Carers in Havering delivered by an experienced support workers and volunteers. The provider will recruit additional support to deliver the project and use existing staff available to support the service where necessary.

The nature of the additional service provision does not alter the scope of the original contract significantly, therefore the Council is seeking approval to modify under schedule 5 part 3 clause 3.36 of the existing contract with Carers Centre SA Limited.

### **OTHER OPTIONS CONSIDERED AND REJECTED**

#### **Option 1: Do nothing**

Informal care can have a significant impact on the physical, emotional, financial and mental wellbeing of the person providing it. As such it is essential that Carers receive regular assessments of their own needs in their own right to ensure that they are also receiving the support that they need. Not implementing the service would likely increase the number of carers in need of immediate support from statutory services.

#### **Option 2: Carry out a full tender process:**

There would be no financial benefit to carrying out a procurement process. The process would risk a delay in residents receiving immediate support. Havering Carers Hub were identified as having the skills and expertise to deliver the required outcome for Havering residents through their existing service.

### **PRE-DECISION CONSULTATION**

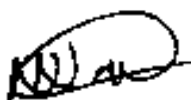
There has been engagement with Havering Placed Based Partnership.

### **NAME AND JOB TITLE OF STAFF MEMBER ADVISING THE DECISION-MAKER**

Name: Faith Nare

Designation: Commissioner and Project Manager

Signature:



Date: 08/04/2024



## Part B - Assessment of implications and risks

### LEGAL IMPLICATIONS AND RISKS

The Council must provide or arrange for the provision of services, facilities or resources, or take other steps, which it considers will contribute towards preventing or delaying the development by adults in its area of needs for care and support; contribute towards preventing or delaying the development by carers in its area of needs for support; reduce the needs for care and support of adults in its area and reduce the needs for support of carers in its area in accordance with section 2(1) of the Care Act 2014. The Council has an existing contract for the Carers Prevention Service for that purpose and it is making a decision to vary that contract to increase the level of services provided through the contract for that purpose.

The Council has the power to vary the contract through section 111 of the Local Government Act 1972, which allows the Council to do anything which is calculated to facilitate or is conducive or incidental to the discharge of any of its functions, or through its general power of competence in section 1 of the Localism Act 2011 to do anything that individuals generally may do. There are limitations on the general power of competence, but the limitations do not apply to this decision.

There are limits to the variations that can be made to a contract with public bodies after the contract has been made. Regulation 72(5) (b) of the Public Contracts Regulations 2015 allows the Council to extend a service or supply contract by 10% of its initial contract value. The original value of the contract was £843 263.77 and variation of the contract will increase the value of the contract by a maximum of £82 046, which is below 10% of its original value. The Council can use that provision to agree to vary the contract by that amount.

Therefore, the Council can agree to vary the contract.

### FINANCIAL IMPLICATIONS AND RISKS

This report is seeking approval to vary the existing Carers Prevention Service contract held with Carers Centre SA Limited in order to provide additional duties to meet the needs of carers in Havering.

The total value of this contract variation is £82,046 over a 2-year period and this will be fully funded from the Section 256 – North East London Health Inequalities Funding Allocation. £100 000 has been allocated to this project. All projects funded from this agreement have been agreed at the Havering Place Partnership Board.

The current contract with Carers Centre SA Limited runs from February 2022 until February 2026 excluding one-year extension option. The total contract value is £843,263.77.

## **Non-key Executive Decision**

The variation will increase the value of the existing contract by a maximum of £82,046 over two years. The service is due to start from 1 June 2024 for period of one year with an option to extend for further year.

As this variation will be fully funded from the NEL Heath Inequalities Funding, approval of this project will not have an adverse impact on the council's financial position.

### **HUMAN RESOURCES IMPLICATIONS AND RISKS (AND ACCOMMODATION IMPLICATIONS WHERE RELEVANT)**

The recommendations made in this report do not give rise to any identifiable HR risks or implications that would affect either the Council or its workforce.

### **EQUALITIES AND SOCIAL INCLUSION IMPLICATIONS AND RISKS**

The Public Sector Equality Duty (PSED) under section 149 of the Equality Act 2010 requires the Council, when exercising its functions, to have 'due regard' to:

- (i) The need to eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under the Equality Act 2010;
- (ii) The need to advance equality of opportunity between persons who share protected characteristics and those who do not, and;
- (iii) Foster good relations between those who have protected characteristics and those who do not.

Note: 'Protected characteristics' are age, disability, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religion or belief, sex/gender, and sexual orientation.

The Council is committed to all of the above in the provision, procurement and commissioning of its services, and the employment of its workforce. In addition, the Council is also committed to improving the quality of life and wellbeing for all Havering residents in respect of socio-economics and health determinants.

### **ENVIRONMENTAL AND CLIMATE CHANGE IMPLICATIONS AND RISKS**

There are no environmental and climate change implications of, and risks relating to, the proposed decision.

### **BACKGROUND PAPERS**

None

### **APPENDICES**

None

Non-key Executive Decision

**Part C – Record of decision**

I have made this executive decision in accordance with authority delegated to me by the Leader of the Council and in compliance with the requirements of the Constitution.

**Decision**

Proposal agreed

*Delete as applicable*

Proposal NOT agreed because

**Details of decision maker**

Signed



Name: Barbara Nicholls

Cabinet Portfolio held:

ELT Member title: Strategic Director of People

Head of Service title Other manager title:

Date: 19.04.24

**Lodging this notice**

The signed decision notice must be delivered to Committee Services, in the Town Hall.

**For use by Committee Administration**

This notice was lodged with me on \_\_\_\_\_

Signed \_\_\_\_\_

**Non-key Executive Decision**

--