

Notice of Non-key Executive Decision

Subject Heading:	Approval to extend the Home Settle and support contract with British Red Cross for a period of one year
Decision Maker:	Barbara Nicholls, Strategic Director of People
Cabinet Member:	Councillor Gillian Ford – Lead Member for Adults and Health
SLT Lead:	Barbara Nicholls, Strategic Director of People
Report Author and contact details:	Sandy Foskett sandy.foskett@havering.gov.uk , Tel: 01708 434742
Policy context:	Supports priorities in the Joint Health and Wellbeing strategy: <ul style="list-style-type: none"> • Better integrated support for people most at risk; • Quality of services and patient experience Supports statutory requirement to reduce care needs (Care Act 2014)
Financial summary:	The contract value was approved as a total of the full 5 year cost of a 3 + 1 + 1 contract period is. £2,091,385 Havering contribute £776,534 towards the contract, the remainder is funded from the other parties in the agreement. The proposed one year extension, after the initial 4 year period, would

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	be at a cost of £155,306.80 to the Council.
Relevant Overview & Scrutiny Sub Committee:	People OSSC
Is this decision exempt from being called-in?	Yes

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

People - Things that matter for residents

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

This report seeks approval from the Strategic Director of People to approve an extension of the Home Settle and Support Contract with British Red Cross for a period of 12 months from 1 April 2024, at a cost of £155,306.80.

AUTHORITY UNDER WHICH DECISION IS MADE

The Council's Constitution

Part 3

3.3 Powers of Members of the Senior Leadership Team

Members of the Senior Leadership Team (SLT) have delegated authority to act as follows within the assigned service service/portfolio of responsibilities, subject to the general provisions and limitations set out in section 3.1 of Havering's constitution.

General powers

- (a) To take any steps necessary for proper management and administration for their allocated portfolios.

Contract powers

- b) To award all contracts with a total contract value of between £500,000 and £5,000,000 other than contracts covered by Contract Procedure Rule 16.3.

STATEMENT OF THE REASONS FOR THE DECISION

The Home Settle and Support service is provided by the British Red Cross under contract dated 31 March 2020. It is jointly funded with LB Barking and Dagenham (LBBD) and LB Redbridge (LBR) and NHS North East London, with all Boroughs being party to the contract. The total value of the contract is £2,091,385 including the extension request (£776,533 for LBH, £317,486 for LBBD, £106,205 for LBR and £891,160 from NHS North East London).

The service supports vulnerable residents from Barking and Dagenham, Havering and Redbridge (BHR) to remain living independently in their own home, this could either be following an admission to hospital, an ED attendance or those from the community who have been identified as being at risk of being admitted into hospital. The service provides a smooth transition from hospital to home supporting people to feel safe, they work with the person centred service focused on achieving a range of goals agreed with the service user.

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Depending on the urgency or type of support required the first visit could be on the same day or within 48 hours of the referral.

Performance

The service is a key part of the intermediate care offer within the Homefirst pathway offer across BHR continues to provide significant benefits for the NHS, Local Authority, residents and their families. The key service functions include:

- Accompaniment to appointments
- Assistance with form filling/bills
- Collection/Delivery of possessions/equipment
- Companionship
- Liaising with family/friends of Service users
- Liaising with professionals
- Light meal/drink preparation
- Light household work/bed making
- Pension/Prescription collection
- Provide advice on benefits reassure/support on ward/A&E
- Shopping
- Welfare Checks

The contract has been operational for four years. The service is commissioned to support a total of 245 Havering residents each quarter. Demand for the service has risen substantially since the contract commenced and included within the home first pathway. On average 470 referrals were received each quarter in 2023, of which 50% are for individuals who live alone. Approx. 42% will require further support following hospital discharge. Others receiving welfare calls to determine if they require support. 10% of cases are not discharged.

The service has been able to accept a high volume of referrals through hospital pathways, in doing so provides a responsive and flexible service. It has proven to deliver positive outcomes for residents. For example, 96% of the 73 residents who provided feedback between January to June 2023, reported a very good or good service experience. Over 90% of them reported the following personal outcomes:

- A reduction in levels of anxiety.
- Felt safe and reassured after using the service.
- Knowing of further support available

Referrers also view the service positively, 14 referrers responded to a provider survey in April 2023 and reported the following benefits:

- 92.5 % felt users were reassured
- 78.5 % reduced delay in transfer of care.
- 92.5 % enhanced patient experience of their service
- 92 % felt the service freed up staff time to focus on clinical work
- 71 % felt the service improved patient flow

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- 85.5 % felt the service improved staff wellbeing

Reduction in Hospital attendances

Hospital attendances show a positive reduction to service users with approximately 50% less attendances in the last year when compared to a similar cohort (based on patient aged 70+ on hospital assessment).

Recommendation

It is recommended that the option for a one year extension, as provided for in the contract and original award decision, is taken. This will allow sufficient time to refine the contract with system partners to ensure the contract is sustainable, can meet demand effectively and continue to deliver positive outcomes for service users.

The provider has indicated acceptance of this contract extension on the same terms and conditions.

LB Barking and Dagenham, LB Redbridge and NHS North East London have committed to continue to fund towards the service up to end of March 2025. The Council are working closely with key partners to improve efficiency within the service, where necessary refining criteria to meet demand from hospital.

OTHER OPTIONS CONSIDERED AND REJECTED

Option one: Do nothing and do not extend the Home Settle and Support service

This option was considered and rejected. The Home Settle and Support service has proven benefits for the Council, Borough partners, NHS North East London and the service users that receive support. The support mitigates demand for health and social care services. This service also allows the Council to meet its statutory requirements under the Care Act (2014).

Option Two: Retender the service

All parties included in the agreement with British Red Cross propose to extend the contract. The proposed extension of 12 months will enable the Council sufficient time to review the current service and to ensure it meets the needs and expectations of all stakeholders.

PRE-DECISION CONSULTATION

NHS North East London Integrated Care Board
London Borough of Redbridge
London Borough of Barking and Dagenham

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

Name: Sandy Foskett

Designation: Senior Commissioner

Signature:

S Foskett

Date: 27/02/24

Part B - Assessment of implications and risks

LEGAL IMPLICATIONS AND RISKS

The Council has the general power of competence under Section 1 of the Localism Act 2011 to do anything an individual may generally do, subject to any statutory limitations. None of the constraints on the Council's s.1 power are engaged by this decision.

Additionally, Section 111 of the Local Government Act 1972 allows the Council to do anything which is calculated to facilitate, or is conducive or incidental to, the discharge of any of its functions.

The proposed extension is permitted as this was captured under the original contract award and is therefore compliant with Regulation 72(1)(a) of the Public Contracts Regulations 2015 (PCR).

For the reasons set above, the Council may extend the current contract with the British Red Cross for another year.

FINANCIAL IMPLICATIONS AND RISKS

This decision paper is seeking approval to approve an extension of the Home Settle and Support Contract with British Red Cross for a period of 12 months from 1 April 2024, at a cost of £155,306.80 to the London Borough of Havering.

There is sufficient budget available to cover the cost of Havering's contribution, this is funded from the Better Care Fund.

The total value of the contract for the 3 year +1+1 is £2,091,385 including the extension request. The contract is funded by London Borough of Havering, London Borough of Redbridge, London Borough of Barking and Dagenham and the NHS North East London ICB. The contribution from the partners for the total contract value is agreed as per the below:

- London Borough of Havering - £776,533
- London Borough of Barking and Dagenham – £317,486
- London Borough of Redbridge – £106,205
- NHS north East London ICB - £891,160

The annual contract value is £418,277, Havering is the host and therefore pays the cost in full with reimbursement from the other partners.

The partners have committed to continue to fund the service up until March 2025 and they will be invoiced for their contributions.

The total cost of the one-year extension is £418,277, the funding from the partners will be as follows for the one year extensions.

- London Borough of Havering - £155,307
- London Borough of Barking and Dagenham – £63,497
- London Borough of Redbridge – £21,241
- NHS north East London ICB - £178,232

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**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.

The additional service will deliver positive outcomes for older people in Havering.

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

N/A

APPENDICES

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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

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: 19.03.24

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 _____

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