

COMMISSIONING A DEMENTIA RESOURCE CENTRE

Councillor Wayne Fitzgerald

OCTOBER 2013

Deadline date: N/A.

Cabinet portfolio holder: Responsible Director:	Cllr Wayne Fitzgerald, Cabinet Member for Adult Social Care Jana Burton, Executive Director for Adult Social Care
Is this a Key Decision?	YES If yes has it been included on the Forward Plan : Yes Unique Key decision Reference from Forward Plan : KEY/06SEP13/01
Is this decision eligible for call-in?	YES
Does this Public report have any annex that contains exempt information?	YES Annex 1. This is considered exempt as it relates to the financial or business affairs (past or present) of a particular person (including the Council).

RECOMMENDATIONS

The Cabinet Member for Adult Social Care is recommended to:

1. Approve the award of a 3 year contract to run a Dementia Resource Centre to the Alzheimer's Society at a total cost of £1,005,000 with the option to extend for a further 2 years.

1. SUMMARY OF MAIN ISSUES

- 1.1 This report seeks the Cabinet Member for Adult Social Care's approval pursuant to Council Contract Regulations to exercise his authority to allow a 3 year contract to be awarded to the Alzheimer's Society in accordance with contract procedure rules commencing 13th January 2014.
- 1.2 Peterborough City Council has a statutory duty to provide support to people with dementia and their carers under the National Assistance Act 1948 and in particular section 29 which outlines local authority's duty to provide social work advice and support services and facilities for rehabilitation and adjustment to disability and occupational, social, cultural and recreational activities.
- 1.3 The contract value is £335,000 per annum.
- 1.4 The service will be delivered from 441 Lincoln Road. A capital budget of £600,000 has been identified to refurbish the building. This is a council owned property. The Alzheimer's Society will lease the property from the council at a cost of £42,000 per annum.

2. PURPOSE OF THIS REPORT

- 2.1 This report is for the Cabinet Member for Adult Social Care to consider exercising delegated authority under paragraph 3.3.3 of Part 3 of the constitution in accordance with the terms of their portfolio at paragraph 3.10 (b).
- 2.2 The attached background information is NOT FOR PUBLICATION in accordance with paragraph 3 of Schedule 12A of Part 1 of the Local Government Act 1972 in that it contains information relating to the financial or business affairs (past or present) of a particular person (including the Council) namely the score each bidder received. The public interest test has been applied to the information contained within the exempt annex and it is considered that the need to retain the information as exempt outweighs the public interest in disclosing it as to do so could impact on its ability to achieve value for money from future procurement exercises. It could also have a negative impact on the unsuccessful bidder's market position and reputation.

3. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	NO
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4. CONSULTATION

- 4.1 Consultation has been undertaken with a range of organisations and groups over the previous 12 months, specifically:
- People with dementia and their carers (Workshops in December 2012, April 2013)
 - Voluntary sector organisations working in this sector
 - Cambridgeshire and Peterborough Foundation Trust (Health commissioned provider of dementia diagnosis and stabilisation services in Peterborough)
 - Peterborough City Council Adult Social Care departmental management team
- 4.2 A steering group was formed to develop the City Council's strategy for people with dementia and their carers. Membership included all of the above as well as representation from Cambridgeshire Clinical Commissioning Group, Public Health and Peterborough City Council Learning and Development team. This group was consulted on the gaps in current support provision. Their knowledge and expertise was used to develop the service specification and property requirements for the resource centre.
- 4.3 Peterborough's Older People's Partnership Board and Mental Health Stakeholder Group have been regularly updated on the work of the dementia steering group and given the opportunity to review and comment on the initial design of the Dementia Resource Centre at their respective bi-monthly meetings.
- 4.3 Adult Social Care commissioning also visited an existing Dementia Resource Centre in Newcastle that had recently undergone a refurbishment. The visit reinforced the importance of design when developing buildings for people with dementia, with the provider sharing lessons learned about what activities work well to stimulate thoughts and interaction between those attending the centre.
- 4.4 Consultation will continue throughout the mobilisation of the centre. A communications plan has been developed to market the centre and ensure all partner organisations are clear on referral pathways. The Dementia Steering group will continue to meet on a monthly basis and consulted on progress. The Alzheimer's Society will also be carrying out focus groups with service users and carers throughout the implementation phase of the contract.

5. ANTICIPATED OUTCOMES

5.1 This contract is for the provision of high quality, effective support to people with dementia and their carers. The service specific outcomes include;

- People with dementia and their carers have access to good quality advice and information when and where they need it;
- People dementia and their carers are supported to engage in a timely and holistic assessment of their needs with skilled professionals who involve the service user and carer in identifying individual outcomes;
- People with dementia and their carers are supported to live well with dementia and have sufficient support in place at each stage in their dementia journey;
- People with dementia's quality of life is improved as they are able to access a range of activities from the centre and within the local community that improve their health and wellbeing;
- People affected by dementia, partner organisations and community groups have a positive experience using the resource centre. The physical environment enhances their experience and contributes to enabling people to live well with dementia;
- Local communities are 'dementia aware' and play an active role in supporting those affected by dementia. There is an increase in the number of service users from socially disadvantaged communities accessing support;
- Carers feel informed about dementia and dementia support and are supported to carry out their caring responsibilities.

5.2 The dementia resource centre will also contribute to achieving the Adult Social Care priorities:

- Promote and support people to maintain their independence;
- Delivering a personalised approach to care; and
- Empowering people to engage with their communities and have fulfilled lives.

5.3 The dementia resource centre will also contribute to achieving the wider council priorities including;

Education skills and universities

- Enabling carers to access support to develop life and independent living skills
- Developing a skilled social care workforce for Peterborough

Culture and recreation

- Supporting people with dementia to access leisure facilities such as swimming pools and theatres

Safeguarding Children and Adults

- Ensuring the rights of Adults at risk are upheld
- Ensuring people with dementia are supported in a way that does not inappropriately restrict their freedom

Safe and Cohesive communities

- Using assistive technology to help people live independently

- Encouraging communities to help themselves by sharing skills and developing their own initiatives

6. REASONS FOR RECOMMENDATIONS & ANY RELEVANT BACKGROUND INFORMATION

6.1 Procurement Approach

6.2 Peterborough City Council is commissioning a Dementia Resource Centre in response to, and preparation for, an estimated increase in prevalence of 25% over the next 10 years. The vision, developed in consultation with stakeholders, focuses on increasing the level of support available to people with dementia and their carers and simplifying access to support by bringing the NHS Memory Clinic and the resource centre provider under one roof to create a hub for a range of community based support.

6.3 The tender was advertised via OJEU, with providers across Europe given the opportunity to bid. A market engagement event was held in April 2013. Fourteen organisations attended and a presentation outlining the vision for the centre and information on the procurement process was delivered. Attendees were given the opportunity to feedback on the vision and ask questions and also time to network with others who may be interested in partnering up. The feedback received was positive and commissioners were satisfied with the level of interest.

6.4 The decision to award the contract follows a Part B OJEU Competitive Dialogue Tender process. The competitive dialogue approach was chosen as it allowed the City Council to shape the service specification iteratively using insight gained from bidders' initial proposals.

6.5 Bidders were asked to bid against a fixed price of £293,000 (£335,000 minus £42,000 property costs) and £234,000 (a 20% reduction in contract value in order to validate best value). The fixed price approach enabled the Council to maximise how much support could be bought for the allocated budget in response to the increasing demand in this area. Investing in community based support for people with dementia and their carers is recognised as an effective "invest to save model", avoiding crises, delaying the need to access more expensive support like residential care and reducing the number of dementia related hospital admissions¹, whilst also significantly improving the wellbeing of people with dementia and their carers².

6.6 The evaluation panel consisted of;

Assistant Director, Care Service delivery;
 Head of Commissioning for Mental Health and Integrated Learning Disability;
 Head of Commissioning Older People, Physical Disability, Sensory Impairment;
 GP lead for Mental Health;
 Interim Commissioning Manager;
 Interim Principal Accountant for Adult Social Care (scoring price section only).

6.7 The panel scored each bid individually and then came together to moderate scores for each question.

6.8 The Alzheimer's Society scored highest on both quality and price. The panel were in agreement that they demonstrated the greatest knowledge and expertise in the area of dementia and were very strong at evidencing how they would achieve outcomes for service users. Their bid was strong on both the level and quality of the support provided and added value they bought to the contract. The panel was satisfied that the £293k offered best value as it extended the hours of operation to include evenings and weekends.

¹ NICE Support for Commissioning Dementia Care, April 2013

² Challis, D et al care management, dementia care and specialist mental health services: an evaluation 2002

6.9 Property

- 6.10 Following a formal search by Corporate Property in April 2013, 441 Lincoln Road, Millfield (formerly referred to as 439 Lincoln Road) was identified as a suitable location for the Dementia Resource Centre.
- 6.11 To ensure all options were considered bidders were asked at pre-qualifying questionnaire stage to identify any property they were aware of that would meet the requirements (e.g. on a main bus route, close to City Centre, free parking, sufficient size, etc).
- 6.12 No property was put forward by bidders and so in the absence of an alternative and to avoid any delay in increasing the provision of dementia support the Council will lead the work in partnership with the chosen provider, CPFT and people with dementia and their carers to design and refurbish 441 Lincoln Road following the latest dementia friendly design principles. The building provides ample space for the Alzheimer's Society and NHS memory clinic to offer an integrated support offer and for a 7 day a week day service to be delivered on site.
- 6.13 It is estimated the refurbishment of 441 Lincoln Road ready take a minimum of 3-4 months which means the Centre will be opening around Spring 2014. However work to mobilise the contract will start immediately to enable the Alzheimer's Society to begin delivering a range of support sessions using home visits and community locations from January 2014.
- 6.14 As part of the Council's 5 year dementia strategy and its ongoing commitment to ensure people with dementia and their carers get the support they need, future property requirements for dementia services will be reviewed. The review will widen the scope to consider supported accommodation for people with young onset dementia and short term breaks for carers as this has been identified as a priority during consultation. Options will be assessed based on their long term cost effectiveness including the development of a new purpose built facility that could potentially accommodate community based support as well as supported accommodation for people with dementia.

7. IMPLICATIONS

7.1 Financial

The dementia strategy estimates the current adult social care spend on dementia, including residential and nursing care, to be £4.95m. The additional £250,000 investment takes the Council's overall spend to £5.2m.

The annual contract value of £335,000 consists of £85,000 currently committed to existing dementia support contracts that are coming to an end and an additional £250,000 which was set aside from the savings made from the older peoples accommodation strategy in November 2012.

A capital budget of £600,000 has been committed in the Adult Social Care capital programme for the dementia resource centre. The work to 441 Lincoln Road includes making the building wheelchair friendly and introducing new toilet facilities.

7.2 Legal

The contract for the provision of Service will be issued to Alzheimer's Society for signature following Cabinet Approval.

The lease agreement for 441 Lincoln Road will be drawn up for a 3 year period with the option to extend to reflect the Service contract with a break clause added should the contract terminate prior to completion.

In accordance with the Equalities Act 2010 an Equality Impact assessment on the development of a dementia resource centre was developed prior to starting the tender process and can be found in appendix 3.

7.3 Human resources

As Alzheimer's Society are the incumbent provider for some of the services TUPE does not apply. It is assumed a recruitment process will need to be carried out to increase the workforce to the level detailed in their bid.

7.4 Procurement

A fully compliant OJEU Competitive Dialogue process was followed for the Dementia Resource Centre tender. A contract award notice will be issued in the OJEU within 40 days of the Contract Award being approved by Cabinet in accordance with EU Procurement Regulations.

7.5 Risk assessment and management

The key risks for the project now relate to the refurbishment of the property. As 441 Lincoln Road is an old building there remains a risk that issues are identified during the refurbishment that impact on date of completion. This is being mitigated through commissioning Enterprise Architects to project manage the process.

Other risks to the project relate to capacity and not knowing how many people will want to access support once the resource centre opens. This will be mitigated through close monitoring of performance, working with the provider and memory clinic to agree policies and pathways that effectively manage demand based on priority of need.

8. DECLARATIONS / CONFLICTS OF INTEREST & DISPENSATIONS GRANTED

Declarations by any cabinet member consulted by the decision maker and any dispensation granted by the Audit Committee or Head of Paid Service (Chief Executive). Note, the Audit Committee grants dispensations where the member concerned has a pecuniary interest, whereas the Chief executive may grant a dispensation for these purposes to any cabinet member consulted on these proposals whether by an officer or another individual cabinet member where there is a common law conflict of interest that may not amount to a pecuniary interest under the Regulations.

None.

9. BACKGROUND DOCUMENTS

*Draft PCC Strategy for people with dementia and their carers 2014-19
DRC Vision and Service Specification
Equality Impact Assessment*