

DECISION RECORD ¹

Officer Key Decisions are subject to the Council's Call-In Procedure (Annex 9 of the Council's Constitution <https://www.hertfordshire.gov.uk/about-the-council/freedom-of-information-and-council-data/open-data-statistics-about-hertfordshire/who-we-are-and-what-we-do/who-we-are-and-what-we-do.aspx>)

Subject: Award of 2 year Single Tender Action for Spot Homecare provision

(Please use the same title as provided in the Forward Plan)

Staff Contact: Kirsty Hough

Executive Member: Richard Roberts

Tel: 01438 843371

Portfolio: Adult Care and Health

1. **Decision**

Award of a two year spot homecare contract to the following providers:

Abbey Care Solutions, Abbots Care, AC Homecare, Accurocare, ACE Community Care, Alina Homecare, Anchusa Care, At Home Support Services Ltd, Bluebird Care (East Herts), Bluebird Care (Stevenage & N Herts), Bluebird Care (Wel/Hat), Bluebird Care (Watford & Three Rivers), Care 121 Services Ltd, Care at Hand, Care By Us, Care With Pride Ltd, Caremark (Chiltern & 3 Rivers), Caremark (Dacorum & St Albans), Caremark North Herts & Stevenage), Caremark (Watford & Hertsmere), Caremark (Welwyn & Hatfield), Caremark (East Herts), Chelmscare, Christies Care Ltd, City Care Welwyn, Concept Care Solutions, Crossroads Care (Hertfordshire North), Crossroads Care (Hertfordshire South), Dependability, Destiny Support Care, Firstpoint Homecare, Fortis Care, Greenleaves Homecare Services, Hales Group Ltd, Helpers Homecare, Helping Hands (Watford), Hertsmere Valley Care, Home Instead (East Herts), Home Instead (Hemel Hempstead), Home Instead (Welwyn), Home Instead (Watford), ISON, Joy Caring Services Ltd, Knightingles Healthcare, Manorcourt Homecare, Medow Care Services Ltd, Mega Resources, MKF Care Homecare, Nash Homecare, Novus Care, Portfolio Homecare Ltd, Pristine Recruitment, Sage Homecare, Shire Homecare Services, SKL, Spinal Homecare Services Ltd, SSA Quality Care, Unique Herts, Westminster Homecare, Wilnash Care Ltd

2. **Reasons for the decision**

The current spot contracts for homecare are due to end on 31 March 2019. These contracts have already had extensions put in place and the Council is unable to initiate any further extensions.

This new two year contract from 1 April 2019 will extend the current service and ensure continuity of care for service users when the existing contract ends and will allow for sufficient time to plan and undertake new procurement for spot homecare provision.

Support at Home Lead Provider and Specialist Care at Home contracts will end on 31 March 2020 and procurement of these services will require sufficient time and appropriate resources and hence the spot homecare procurement will be undertaken in 2021. Given the current fragility of the homecare market in Hertfordshire, this will also provide stability in the spot homecare market, which currently delivers 65% of commissioned homecare while commissioners evaluate performance of the new

models for Support at Home Lead Provider and Specialist Care at Home before the spot homecare procurement is undertaken.

In addition, the Green Paper on social care for older people which has been anticipated since Spring 2018 is due to be published imminently. It is anticipated that there will be additional funding for social care and commissioners hope to be able to go out to the market with an improved financial envelope and more sustainable offer.

Any providers not identified above, who therefore do not currently support Service Users under commission from HCC will not be excluded from applying for a spot contract.

3. Alternative options considered and rejected ²

Due to the fragile market conditions, the Council have taken a considered approach and gone out initially to tender for two districts to test the market; in East Herts & Watford a ceiling price based on the budget available was given but reaction from the market informed that the rates were too low and a number of current providers did not bid, hence the tender was discontinued. The other area, St Albans, also had a similar lack of response and due to low submissions from providers the framework was reopened.

4. Consultation

(a) Comments of Executive Member ^{3 4}

can robust evidence be taken to ensure

(b) Comments of other consultees ⁵

5. Following consultation with, and the concurrence of the Executive Member, I am proceeding with the proposed decision.

Signed:

Title:

Date: 28/3/19

6. Copies of agreed document to:

- All consultees
- Chairman, and Vice-Chairmen of the Overview and Scrutiny Committee
- hard & electronic copy (for public inspection both at County Hall and on Hertsdirect) Democratic Services Manager - Room 213 County Hall.

¹ for guidance see Chief Legal Officer's note "Taking Decisions"

² details of any alternative options considered and rejected by the officer at the time the decision was made

³ record any conflict of interest declared by any Executive Member consulted. If an Executive Member declares a conflict of interest DO NOT PROCEED without seeking advice from the Chief Legal Officer

⁴ If the matter has general significance for the Council and/or is, or is likely to be, controversial, then the officer shall consult the appropriate Executive Member before proceeding. In some cases it will be necessary to consult more than one Executive Member, and in some cases the Leader of the Council will need to be consulted

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⁵ If the matter has local significance, but no general significance for the Council and no controversial aspects, the officer shall consult or inform the local member in writing (or by e mail) and proceed. It is essential that all officers responsible for delivering services ensure that local members are kept well briefed on issues affecting their areas.

