

MINUTES OF MEETING Cabinet Member Signing HELD ON Tuesday, 5th December, 2023, 4-4.30pm

PRESENT: Councillor Lucia das Neves, Cabinet Member for Health, Social Care and Wellbeing

In attendance: Rebecca Cribb, Commissioning Officer, Vicky Murphy, Service Director Adult Social Services and Boshra Begum, Senior Democratic Services Officer

1. FILMING AT MEETINGS

The Chair referred to the notice of filming at meetings and this information was noted.

2. APOLOGIES FOR ABSENCE

There were no apologies for absence.

11. FILMING AT MEETINGS

The Chair referred to the notice of filming at meetings and this information was noted.

12. APOLOGIES FOR ABSENCE

There were no apologies for absence.

13. URGENT BUSINESS

There were no new items of urgent business.

14. DECLARATIONS OF INTEREST

There were no declarations of interest.

15. DEPUTATIONS/PETITIONS/QUESTIONS

There were no deputations/petitions/questions.

16. EXTENSION OF 12 BLOCK CONTRACTS FOR THE PROVISION OF HOME SUPPORT

Cabinet Member for Health, Social Care and Well-being wanted it noted that some contract providers are CQC Rated Requires Improvement and in this cases we apply our quality assurance framework and suspend new placements with the provider and support them to improve their service, until we are satisfied that we can lift the suspension.

The Cabinet Member for Health, Social Care and Wellbeing RESOLVED:

1. For the Cabinet Member for Health, Social Care and Wellbeing to retrospectively approve, pursuant to Contract Standing Order 10.02.1 (b) and 16.2, the extension of twelve (12) contracts for the provision of bundled hours home support and reablement service, for a six-month period, from 1st September 2023 to 29th February 2024. The twelve contracts are listed in Appendix 1 of this report.

2. The maximum cost of extending for six months, if all care hours are utilised, is £5,021,640, taking the combined total contract values to a maximum of £27,721,396. For the avoidance of doubt, payment will be made on services called-off and delivered only, and the estimated likely spend based on current utilisation is £4.1m.

3. For the Cabinet Member for Health, Social Care and Wellbeing to note that a further report will be prepared to consider whether the council should exercise its option, under the original tender, to extend the contracts for up to a further 18 months.

4. For the Cabinet Member for Health, Social Care and Wellbeing to note the Council's position (as set out in para 6.4) in respect of bundled hours home Support

Reasons for decision

Haringey's new model of care for home care support was developed using a Co-design process that engaged with front line care workers, provider agencies, service users, and social care staff.

Since the introduction of the contracts there has been measurable improvements in the service offer for Haringey residents receiving home care and reablement. Analysis shows that a larger proportion of care hours are being delivered by a smaller number of providers, which we know has several benefits, including: a more unified approach between care providers, social care and health professions, and the voluntary and community sector; more effective contract monitoring and quality assurance through less Council resource needed to ensure efficacy in delivery outcomes; and strengthening crucial partnerships between the Council and Providers to assure quality and continue to improve value. Amongst providers delivering these contracts we have seen fewer packages handed back and fewer complaints about consistency and continuity of care. Research shows that continuity of care and increased coordination and communication between professionals delivers improved outcomes for residents and can maintain or reduce needs. The contract reviews which are currently underway, will aim to evaluate the extent to which these outcomes have been delivered and can be evidenced.

The contracts have also led to improved contractual terms for care workers with providers required to pay LLW, Travel and Waiting Time, and forgo their

use of zero hours contracts. Again, the contract reviews will consider the consistency with which these requirements of the contract are being adhered to.

The initial 6-month extension will allow sufficient time to conclude a review of these contracts to inform the decision of whether or not the contracts should continue, or an alternative contracting model is required.

Alternative options considered

1. Do nothing: the contract would end on 31st August 2023 and would undermine all the progress the Council has made with the successful providers to-date. It would also put at risk continuity of care for clients as providers may choose to hand back packages of care.
2. Go out to tender: It would be possible to go back out to tender but given the imminent expiration of the contract, will not allow for a full procurement process to be undertaken. However, extending the contract for a further 6 months, will enable a more efficient solution to maintain continuity of service and undertake a comprehensive review and option appraisal of the current service.

17. NEW ITEMS OF URGENT BUSINESS

There were no new items of urgent business.

18. EXCLUSION OF THE PRESS AND PUBLIC

Item 9 was subject to a motion to exclude the press and public be from the meeting as it contained exempt information as defined in Section 100a of the Local Government Act 1972 (as amended by Section 12A of the Local Government Act 1985); para 3, namely information relating to the financial or business affairs of any particular person (including the authority holding that information).

19. EXEMPT - EXTENSION OF 12 BLOCK CONTRACTS FOR THE PROVISION OF HOME SUPPORT

The Cabinet Member considered the exempt information.

20. NEW ITEMS OF EXEMPT URGENT BUSINESS

There were no new items of exempt urgent business.

CHAIR:

Signed by Chair

Date