

<b>Decision maker:</b>	<b>Director for adults and wellbeing</b>
<b>Decision date:</b>	<b>Monday 2 July 2018</b>
<b>Title of report:</b>	<b>Sensory impairment Service</b>
<b>Report by:</b>	<b>Head of care commissioning</b>

## **Classification**

Open

## **Decision type**

Non-key

## **Wards affected**

(All Wards);

## **Purpose and summary**

To seek approval for a four month extension to the Sensory Impairment service in Herefordshire.

The service is currently operating under an extended contract period. It was hoped that this service would be aligned to the sensory pathway being reviewed by the Clinical Commissioning Group (CCG), however timescales for this do not currently align and adequate time is required to enable commissioners to hold a full competitive open tender for the service.

## **Recommendation(s)**

**That:**

- (a) the existing contract with Hereford Vision Links for the sensory impairment service be extended for a further 4 months from 30 September to 31 January 2019 at a cost of £30k and;**
- (b) the service is recommissioned through an open tender competition process to commence as detailed in paragraph 23 with the new service to commence from 1 February 2019 to 2 February 2022 to an expected maximum contract value of £430k (please note that the equipment element cannot be capped and it may exceed this**

value).

## Alternative options

1. The service is not recommissioned and the contract ends. This is not recommended as the provision of a sensory impairment service for visually impaired and for those blind and deaf is a legal requirement for the council as is the maintenance of blind register.
2. The service is taken in house. This is not recommended as a recent soft market test has indicated market interest in the delivering the service.

## Key considerations

3. The current contract for the sensory impairment service is due to end on 30 September 2018 following an award of an extension for 18 months in March 2017, which was approved by the cabinet member for Health and Wellbeing.
4. The extension that was agreed in March 2017 was approved on the understanding that a re-procurement exercise would run during 2017 into early 2018 enabling a new contract to begin from 1 October 2018. The re-procurement planning process was put on hold when the Herefordshire Clinical Commissioning Group (CCG) expressed an interest in combining their own low vision scheme with the council's sensory impairment service in order to improve the pathway for individuals to access a more cohesive service. However, as there is currently no timescale from the CCG regarding completion of their own review it is necessary to undertake a procurement for the current service and in order to maintain service continuity to extend the current contract for a period of two months.
5. The terms and conditions of any new contract will allow for a transfer of the contract from the council to the CCG should this joint pathway development work conclude that such an approach would be beneficial. Any such transfer would be subject to further governance informed by a business case.
6. The proposed combination of the sensory impairment and low vision services has not happened in the timescales required and commissioners need to ensure its contractual obligations are met and that the council meets its legal obligations. In order to do this a two month extension is requested to allow for an effective re-procurement process.
7. The sensory impairment service is currently delivered by Herefordshire Vision Links (HVL) who provide a range of care and support in partnership with Deaf Direct (DD). HVL and DD have a memorandum of understanding to jointly deliver the service in partnership.
8. Since April 2014 the register of people who are severely sight impaired and sight impaired has been being kept and maintained by Vision Links on behalf of the council. Sight impairment certificates and other records that pre-date April 2014 are stored by the council's records unit.

9. The sensory impairment service provides a range of therapeutic services and interventions for people with visual and/or hearing impairments. Support is provided to meet the needs of the adult, it promotes independence and reduces social inclusion.
10. The service currently offers four core elements:
- **Assessments** – working with those referred to them to establish the level of need and the eligibility of clients to receive support
  - **Enablement** – working with clients to enable them to live full and active lives. Enablement will support individuals to maximize choice and control over how their needs are met. Support will be based on ordinary life solutions to enable individuals to access mainstream health, housing, employment, education and leisure services. The service promotes positive risk taking to enable people with sensory impairments to live ordinary lives.
  - **Technical advice and support** – advising clients on the best choice of equipment to meet their needs.
  - **Information advice and guidance** – providing information, advice and guidance to clients and signposting them to other health and council related services where appropriate.
11. In Herefordshire 415 people registered blind and partially sighted are also deaf or hard of hearing. 370 of these people are hard of hearing; 45 are deaf with speech and are deaf without speech.
12. The highest percentage of people accessing the service are over 75 years (just over 65%).
13. The number of people with eye conditions in the county is predicted to rise steadily over the next 15 years.

<b>Herefordshire Eye Conditions - Prevalence predicted</b>	<b>2016</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>
Estimated number of people living with Drusen, an early stage age-related macular degeneration	9,770	11,030	12,230	13,380
Estimated number of people living with late stage wet age-related macular degeneration	1,580	1,680	2,090	2,440
Estimated number of people living with late stage dry age-related macular degeneration	770	870	1,010	1,170
Estimated number of people living with cataract	2,460	2,810	3,230	3,750
<b>Estimated total number of people living with glaucoma</b>	<b>1,900</b>	<b>1,970</b>	<b>2,060</b>	<b>2,120</b>

Sources; Pezzullo L., Streatfield J., Simkiss P., and Shickle D. (2016). RNIB and Deloitte Access Economics. Office for National Statistics (ONS) (2016). Subnational Population Projections, 2014-based projections release ONS

14. The number and proportion of people living with sight loss is also expected to rise steadily over the next 15 years.

<b>Living with Sight Loss - Prevalence</b>	<b>2016</b>	<b>2020</b>	<b>2025</b>	<b>2030</b>
Estimated number of people living with mild sight loss	4,760	5,150	5,880	6,700
Estimated number of people living with moderate sight loss	1,650	1,780	2,000	2,250
Estimated number of people living with severe sight loss (blindness)	1,000	1,090	1,270	1,470
<b>Estimated total number of people living with sight loss</b>	<b>7,410</b>	<b>8,020</b>	<b>9,150</b>	<b>10,420</b>
Percentage of people living with sight loss compared to overall population	3.91%	4.15%	4.60%	5.14%

## **Community impact**

15. The recommendations in this report will ensure that the service is aligned to the health and wellbeing blueprint for adult social care (Adult Wellbeing Plan 2017-2020), supporting the intention that 'Herefordshire residents are resilient, lead fulfilling lives, are emotionally and physically healthy and feel safe and secure'
16. Recommissioning the sensory impairment service will meet the council's corporate plan (2017-2020) priorities of ensuring that people with sensory impairments are 'able to live safe, healthy and independent lives' and that commissioning organisations 'secure better services, quality of life and value for money' across the sector.

## **Equality duty**

17. This service assists adults with a sensory impairment to achieve and maintain their independence and enable them to participate in the life of their local communities. Section 149 of the Equality Act 2010 has three aims (general duty): -
  - (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
  - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
  - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

This service supports the council in its duty to advance equality of opportunity, by supporting adults with a sensory impairment to achieve and maintain their independence and enable them to participate in the life of their local communities. If it is not implemented, and the council does not provide an alternative service then we will not be full filling its legal obligations

## **Resource implications**

18. The current contract value is £104k per annum. An extension of 4 months would cost an additional £35k (this does not include the equipment as detailed below).
19. The value of the re-procured contract to run from 1 February 2019 would be £104k per annum. In addition there is an equipment budget of £25k per annum. There is no upper limit to the value of the equipment budget as we are not permitted to place a cap on the costs of equipment supplied to service users.
20. The equipment budget for this service was originally set at £20k a year. However, spend against this budget has consistently exceeded this notional limit as detailed below;

Year	Vision equipment	Hearing equipment	Totals
2015-16	£13,025	£17,699	<b>£30,724</b>
2016-17	£14,191	£30,772	<b>£44,963</b>
2017-18	£18,481	£10,544	<b>£29,025</b>
<b>Total</b>	<b>£45,697</b>	<b>£59,015</b>	<b>£104,712</b>

21. The total value of the contract over three years is expected to be a maximum of £430k , this includes the block element and the equipment which is purchased based on the needs of an individual and allows for expected increase in demand (please note that if the equipment increases over the expected increase it may exceed this budget but it will be reviewed and monitored annually).

22. The procurement timetable is detailed below and reflects adequate time for the holiday periods:

Process	Date
Tender, Specification and Contract development	June
Out to tender	July
Evaluation	September/October
Award and standstill	October
Mobilisation (including TUPE transfer if applicable)	November to January 2019
Contract start	31 January 2019

## Legal implications

As this report notes, the council has a number of legal duties to arrange for the provision of care and support services for people with sensory impairment, including the Chronically Sick and Disabled Persons Act 1970 and the Health and Social Care Act 2012. The recommissioning of these services helps the council discharge those legal duties. This report proposes that a competitive procurement process is undertaken to put in place a new contract and in the interim, a very short term extension to the existing contract will be given. It is not considered that this gives rise to any significant procurement implications.

## Risk management

23. If the recommendations are not approved the council would be failing in its statutory responsibilities under the Health and Social Care Act 2012.
24. There is a limited risk of challenge to awarding a further contract extension of 4 months as the value of the contract since April 2014 to the end of January 2019 will still be below the OJEU threshold.
25. The value of the three year re-procured contract will also be below the OJEU threshold, and will go out for a full re-procurement.

## **Consultees**

26. The current provider has conducted user satisfaction surveys and these have demonstrated a high level of service user satisfaction with the services. In addition a recent review of the service has shown growing requirement for this service as the general population of the county ages requiring more vision and hearing based rehabilitation provision to be made available.
27. There have been no consultations on the recommendations within the report.

## **Appendices**

Appendix 1: AWB review May 2018

## **Background papers**

None identified.