

REPORT TO:	HOUSING AND COMMUNITY SERVICES COMMITTEE	AGENDA ITEM:7
DATE OF MEETING:	28th JANUARY 2021	CATEGORY: (See Notes) DELEGATED or RECOMMENDED
REPORT FROM:	STRATEGIC DIRECTOR (SERVICE DELIVERY)	OPEN
MEMBERS' CONTACT POINT:	PAUL WHITTINGHAM. Paul.whittingham@southderbys.gov.uk	DOC:
SUBJECT:	DERBYSHIRE COUNTY COUNCIL ASSISTIVE TECHNOLOGY CONTRACT OPTIONS	
WARD(S) AFFECTED:	ALL	TERMS OF REFERENCE: (See Notes)

1.0 Recommendations

- 1.1 That the Committee agrees to the Council continuing to provide Assistive Technology (Careline) and Independent Living (Warden) services under the extended contract with Derbyshire County Council (DCC) until 31 March 2022.
- 1.2 That the Committee approves the proposed response to DCC on its proposals for future services at paragraph 4.4 of this report.
- 1.3 That the Committee agrees to continue to work with DCC and other providers to develop appropriate new services for implementation at the end of the current contract period the outcome of which will be reported to a future Committee.

2.0 Purpose of the Report

- 2.1 This report confirms the extension of the contracts with Derbyshire County Council for the provision of Assistive Technology (Careline) and Independent Living (Warden) services until 31st March 2022.
- 2.2 The report informs the Committee of the service options being proposed by DCC for the provision of Careline services after March 2022 and outlines the initial proposed response to those proposals. A response is required by DCC by the end of January 2021.
- 2.3 The Committee should also note that DCC have not as yet offered any proposals for the provision of Independent Living (Careline) services after April 2022.

3.0 Executive Summary

- 3.1 At its meeting on 19 November 2020 The Housing and Community Services Committee agreed to accept any proposed extension of contract from DCC for the Assistive Technology (Careline) and Independent Living contracts. A one-year extension of the Careline and Independent Living contracts has now been offered on the same terms.
- 3.2 The Committee also agreed that further research into the provision of these services by public and private sector providers would be undertaken. DCC has now provided four options for the possible delivery of Careline services and asked providers, including the Council, for their response by the end of January 2021.
- 3.3 The Proposals are attached at Appendix A and a proposed outline response to these proposals is provided at paragraph 4.4.

4.0 Detail

- 4.1 Assistive Technology (Careline) and Independent Living (Wardens) services are provided across the County by a variety of providers under contract to DCC. The Council along with Bolsover, High Peak and Chesterfield Councils still operate their own Contact Centres to handle Careline and Telecare Calls. The current position regarding the Council's Careline service after an external review was included within the report to the Housing and Community Services Committee on 19 November 2020. Details of the current provision across the County are set out in the table below.

Area	Provider
Amber Valley	Futures Housing Group
Bolsover	Bolsover District Council
Chesterfield	Chesterfield Borough Council
Erewash	Derbyshire County Council (Revival / Tunstall)
Derbyshire Dales	Derbyshire County Council (Revival / Tunstall)
High Peak	High Peak Borough Council
North East Derbyshire	Derbyshire County Council (CBC / Tunstall)
South Derbyshire	South Derbyshire District Council

- 4.2 The four options suggested by DCC are:
- **Option 1: Existing Service Delivery Model**
 - i. Services provided within districts by a patchwork of providers as above.
 - **Option 2: Sole Provider Delivery Model**

i. Services for the installation and monitoring of Assistive Technology delivered by one provider across the County

• **Option 3: Lead Provider with Consortium Delivery Model**

i. Monitoring services provided by a sole provider with a local provider delivering installation services

• **Option 4: Lead Provider with Consortium of Local Providers Delivery Model**

i. One provider delivering Assistive Technology services with local providers delivering unfunded community alarm services.

4.3 A proposed response to these proposals is outlined below.

4.4 The Council welcomes the fact that DCC is continuing to work with South Derbyshire District Council to develop services for the provision of Assistive Technology to support vulnerable people when many County Council's ceased supporting this type of service some time ago.

4.5 Whilst the proposals are welcome, they do not provide sufficient detail about the implications for providers in terms of:

- Contractual arrangements between providers and DCC
- Contractual payments
- Ownership and responsibility for equipment and infrastructure
- Any potential staffing costs including TUPE and possible redundancy costs.

4.6 The Council understands that the proposals focus on the provision of funded services for residents that meet the threshold of the Care Act 2014.

4.7 This approach does not reflect or support the valuable work carried out by providers to prevent residents reaching this threshold by maintaining their independence and successfully remaining in their own home.

4.8 The proposals do not appear to be "joined up" with other services being discussed by DCC, District Councils in Derbyshire and other providers as part of the "Better Lives" and practical housing support initiatives across the County. Neither do the proposals attempt to join up existing services including Falls Recovery and the Independent Living Service. This is despite previous and ongoing discussions about the creation of a new more holistic service for residents in all housing tenures that join up Assistive Technology and independent living services. A presentation which outlines the DCC Better Lives Approach is attached at Appendix B.

4.9 Consequently, at this stage the Council is not able to agree to any of the four proposals provided by DCC and will require further discussion and more detailed information in order to consider this further.

4.10 As part of these discussions the Council would welcome the opportunity to discuss the creation and delivery of an entirely new service that meets the needs of residents and the collective aims of County and District Councils.

5.0 Financial Implications

- 5.1 The financial implications included in the report of 19 November 2020 are included again in the table below. The Careline service is a cost to the Housing Revenue Account (HRA) of approximately £530k per annum. This is split into two parts: (Independent Living (Wardens) and Assistive Technology (Monitoring.)
- 5.2 Below is a summary of projected income and expenditure for the two areas for 2020/201.

	Warden £	Monitoring £	Total £
Private Income	0	-179,478	-179,478
Derbyshire County Council Contribution	-130,000	-54,038	-184,038
Total Income	-130,000	-233,516	-363,516
Total Expenditure	312,928	581,116	894,045
NET COST TO HRA	182,928	347,600	530,529

- 5.3 The income from DCC is at risk and any reductions to this income stream will prove negative to the HRA and may put financial pressure on future day-to-day services for Council tenants, for example day-to-day repair works and capital works on dwellings. This is a particular area of concern given the likely additional costs of retrofitting properties with low carbon heating, insulation and other elements to achieve the Council's climate change ambitions.
- 5.4 there is a risk to the HRA if the funding is removed or reduced. The cost base is built into the HRA alongside a budget of £130k income so to lose this would require either removal of the service all together or a significant reduction in the repairs and maintenance offered to tenants to ensure the HRA is sustainable.

6.0 Corporate Implications

Employment Implications

- 6.1 Whilst there are no direct employment implications within this report such implications are a possibility if funding is removed and alternative methods of delivery are necessary.

Legal Implications

- 6.2 There are no direct legal implications within this report although such implications are a possibility if the terms and conditions of current contracts are changed and/or alternative methods of service delivery are agreed.

Corporate Plan Implications

- 6.3 The services referred to in this report contribute directly to the Council's corporate aims to: Support and safeguard the most vulnerable
- With partners encourage independent living and keep residents healthy and happy in their homes.
 - Promote health and wellbeing across the District.

- c. Improve the condition of housing stock and public buildings.

Risk Impact

- 6.4 This report has a direct link to the risks identified in the Service Delivery Risk Register:
 - a. SD1 - Loss of income to the Housing Revenue Account

7.0 Community Impact

Consultation

- 7.1 DCC consulted service users with regard to the changes in contracted services implemented in 2019.

Equality and Diversity Impact

- 7.2 There are no direct Equality and Diversity impacts identified within this report.

Social Value Impact

- 7.3 The services discussed in this report contribute directly to achieving the aims outlined in the Council's Sustainable Communities Strategy to support Healthier Communities.

Environmental Sustainability

- 7.4 There are no direct environmental sustainability impacts identified in this report.

8.0 Conclusions

- 8.1 The Council requires further discussion with DCC and other providers of these services within the County to establish an accurate understanding of the implications of the options that have been provided.
- 8.2 At the same time, other alternative options in the public and private sector should also be investigated further.