

## REPORT TITLE: Plan for the Minor Adaptations service and Servicing and Repair of Community Equipment

<b>Cabinet Date</b>	22/11/2023
<b>Cabinet Member</b>	Cllr Carole Allaway-Martin, Adult Social Care Commissioning
<b>Key Decision</b>	Yes
<b>Purpose of Report</b>	<p>To seek approval to undertake a procurement exercise and award contracts that will enable the council to continue to provide, with effect from 1st August 2024, minor adaptation services and the servicing and repair services of community equipment. The services are available for all ages.</p> <p>The continued provision of such services will enable the council to discharge its statutory duty under the Care Act 2014 by providing support to individuals that enables them to stay independent and safe within their own homes.</p>
<b>Recommendations</b>	<p>That Cabinet delegates authority to the Executive Director of Adult Social Care, Wellbeing and Communities in consultation with the Cabinet Member for Adult Social Care Commissioning to:</p> <ol style="list-style-type: none"> <li>1. Conduct a competitive procurement process in respect of a contract or (as appropriate) contracts for the supply of various community equipment and adaptations related services, divided into the following four lots:             <ol style="list-style-type: none"> <li>i. Lot 1: Community equipment servicing, maintenance, and repair services.</li> <li>ii. Lot 2: Installation, support, maintenance, removal, and collection services in respect of ceiling track hoist equipment.</li> <li>iii. Lot 3: Installation, support, maintenance, removal and collection services in respect of modular ramping equipment.</li> <li>iv. Lot 4: General minor works: comprising installation and removal services in respect of minor aids and adaptations, together with minor plumbing, electrical and carpentry works.</li> </ol> </li> </ol>

	<p>Such lots may be awarded to the same tenderer under a single contract or to a number of separate tenderers under not more than 4 separate contracts whose term(s) shall each continue for an initial period of 3 years and include options to extend their term for a further period of 2 years on its third and fifth anniversaries (ie, 3+2+2 years).</p> <ol style="list-style-type: none"> <li>2. Award such contract or (as appropriate) contracts to the preferred tenderer(s); and</li> <li>3. Determine whether to exercise the option to extend the term of such contract(s) for a further period of 2 years on its third and fifth anniversaries.</li> </ol>
<p><b>Reasons for Recommendations</b></p>	<p>The current commissioned services are separate contracts and expire on 31st July 2024; therefore, a new procurement and contractual arrangement will need to be put in place to succeed them. The provision of community equipment and minor adaptations is a statutory duty under the Care Act 2014. Gloucestershire County Council (GCC) has a duty to provide this service.</p> <p>The proposed decision to create a single service specification and procure all elements of the minor adaptations service and the service and repair of community equipment services under the same process with separate lots will support GCC to deliver a seamless health and social care pathways across equipment and the related services creating a more attractive and financially viable model for the market.</p> <p>Build Back Better in Gloucestershire Strategy 2022-2026 aims to make early intervention and prevention the focus of the adult social care services. Community equipment and minor adaptations provide minimal intervention if delivered effectively and prevent reduce and delay the need for higher cost health and social care interventions They are a significant tool for reablement and rehabilitation prolonging independence from the early signs of deterioration and supports the council's strategy focusing on early intervention and prevention.</p>
<p><b>Resource Implications</b></p>	<p>Below details the estimated cost per annum of the proposed lot structure.</p> <ol style="list-style-type: none"> <li>i. Lot 1: Community equipment servicing, maintenance, and repair services - £700,000.</li> <li>ii. Lot 2: Installation, support maintenance, removal, and collection services in respect of ceiling track hoist equipment - £143,000</li> </ol>

	<p>iii. Lot 3: Installation, support, maintenance, removal, and collection services in respect of modular ramping equipment - £249,000</p> <p>iv. Lot 4: General minor works: comprising installation and removal services in respect of minor aids and adaptations, together with minor plumbing, electrical and carpentry works - £827,000.</p> <p>Contract term is not more than 7 years (i.e., 3 years, plus 2-year extension, plus a further 2-year extension). Financial breakdown over 7 years is as follows:</p> <p>Lot 1 is based on £700k: Estimated Spend 7 year £5.321 million excluding additional demand, based on £700k forecast spend for 2023/24 (3yrs £2.264 million; plus 2yrs £1.520 million; plus 2yrs £1.537 million).</p> <p>Lot 2, 3 and 4 is based on £1.219 million: Estimated Spend 7 year £9.268 million excluding additional demand, based on £1.219 million forecast spend for 2023/24 (3yrs £3.943 million; plus 2yrs £2.648 million; plus 2yrs £2.677 million).</p> <p>CPI Increase Forecast Aug 23- Jul 24 8.24%. There will be CPI uplifts and review at agreed intervals during the life span of the services.</p> <p>Minor Adaptations services are funded from existing better care fund - disabled facility grant (DFG) capital allocations.</p> <p>Servicing and Repair of Community Equipment is funded via the pooled budget.</p>
<p><b>Background Documents</b></p>	<p>Gloucestershire Industrial Services (GIS) Healthcare - Procurement of Service &amp; Maintenance Contract:</p> <p><a href="https://glostext.gloucestershire.gov.uk/ieDecisionDetails.aspx?ID=890">https://glostext.gloucestershire.gov.uk/ieDecisionDetails.aspx?ID=890</a></p> <p>Contract Award for the delivery of a community equipment maintenance and repair contract:</p> <p><a href="https://glostext.gloucestershire.gov.uk/ieDecisionDetails.aspx?ID=968">https://glostext.gloucestershire.gov.uk/ieDecisionDetails.aspx?ID=968</a></p>
<p><b>Statutory Authority</b></p>	<p>The Care Act 2014</p>

<b>Divisional Councillor(s)</b>	All
<b>Officer</b>	Name: Gary Mack, Head of Integrated Commissioning, Enhanced Independence, Rehabilitation and Technology Tel no: 07867199195 Email: <a href="mailto:gary.mack@nhs.net">gary.mack@nhs.net</a>
<b>Timeline</b>	November 2023 – Cabinet Decision February/March 2024 – Tender/Evaluation March – May 2024 – Award Contract 1st August 2024 – New Contract Start Dates

## Background

1. Under the Care Act 2014 and The Care and Support (Preventing Needs for Care and Support) Regulations 2014 Local Authorities have a statutory duty to provide community equipment and minor adaptation as a preventative service and for the purpose of aiding daily living or supporting care needs for all ages.
2. There is a general power in place for local authorities to charge for services they provide to meet needs. However, they cannot charge for a service consisting of the provision of disability equipment or minor adaptations that assist with nursing at home or aid daily living.
3. Minor adaptations are relatively small and inexpensive works, for the purpose of assisting with nursing or aiding daily living at home; this can include grab rails, extra stair rails, additional and re-positioning of electrical sockets, removal of door thresholds, modular ramping and ceiling track hoists. The Care and Support (Preventing Needs for Care and Support) Regulations 2014 determines an adaptation as minor if the cost of making the adaptation is £1,000 or less. Referrals are processed through the GCC Helpdesk and dispatched to Gloucestershire Health and Care NHS Foundation Trust (GHC) for the occupational therapy team to assess need for all ages and manage referral process to the relevant provider.
4. The minor adaptations service offers a fast-track pathway, which is a process whereby individuals can call or refer online to the GCC Helpdesk and one of GCC staff members can refer on for a selection of aids and adaptations directly to the commissioned provider. This pathway removes the need for a formal assessment and the potentially long wait time.
5. Gloucestershire County Council funds minor adaptations for owner occupiers and private rented tenants in line with legislation. Nearly all housing associations and council stock-holding authorities fund minor adaptations as described in paragraph 3 up to £1000 depending on their local policy for their tenants in accordance with the Equality Act 2010 to make 'reasonable adjustments' to be made to their homes and any communal areas, to enable access and to accommodate any needs because of disability.
6. The Gloucestershire Industrial Services (GIS) is the in-house community equipment service, providing loaned equipment for Gloucestershire residents of all ages to help individuals remain in their own home, achieving and maintaining independence and to support carers. The servicing and repair of GIS community equipment (CE) is to support people using community equipment supplied by GIS throughout any breakdown, repair, and planned service inspection in line with the manufacturers recommendations so that they can remain living independently or with Carers. There are 2 elements to the service:

- i. **Planned Preventative Maintenance (PPM)** – including but not limited to PAT (Portable Appliance Testing), this is the requirement to ensure that electrical equipment is provided in a safe working condition, LOLER (Lifting Operations and Lifting Equipment Regulations 1998) and manufacturer service maintenance.
  - ii. **Breakdown Callout Service** – in and out of hours cover for high-risk equipment, including but not limited to a telephone triage service as well as home visits by qualified Technicians to fix electrical/mechanical equipment in the community.
7. Since 2017 the minor adaptation service has been delivered by one external provider with elements sub-contracted. The servicing and repair of community equipment similarly is delivered by one provider with elements also sub-contracted. These services were both contracted for a 5-year period commencing on the 1<sup>st</sup> of August 2017 with the option to extend for 2 years. In June 2022 this was changed to a 1+1 extension. These contracts will come to an end on 31<sup>st</sup> July 2024.
8. The 2017 minor adaptations and servicing and repair contracts were awarded with a single service specification, in two Lots with one procurement process and the same contract start dates:
- i. Lot 1: Service and maintenance of community equipment (Contract 1)
  - ii. Lot 2: Minor adaptations. This service provides: installation, maintenance and collection of overhead hoists and tracking and temporary ramping and telecare. (Contract 2)
9. In 2017, Minor adaptations and service and maintenance of community equipment services were commissioned and procured by the in-house community equipment provider, namely Gloucestershire Industrial Services (GIS). Although they were commissioned and procured together, they were never contract managed together. Instead, they were managed as separate contracts with individuals receiving a distinct service with elements of duplication, It would be beneficial to continue the joint contracting and procurement, as it offers the ability to expand, aligning the strategic approach and operational delivery for equipment and minor adaptations as part of the wider adult transformation plan to support individuals' independence at home.
10. Regularly the same cohort of residents who receive community equipment would also access minor aids and adaptations.

## **Review of Current Service**

11. In April 2022, a review was undertaken of the equipment and assistive technology services by an independent consultant. While undertaking this review GCC took the opportunity to extend it to include the contracts that GIS had commissioned.
12. Officer knowledge and review of the services were in accordance with the findings of the independent review which recommended the following. Minor adaptations and servicing and repair service specification should be reviewed

and updated, along with the key performance indicators and alignment of outcomes with the GIS community equipment service and wider health and social care strategic priorities.

13. The minor adaptations review findings highlighted that the specification and contract from 2017 estimated only £400k of spend against minor adaptations; however, ongoing activity over the life of the contract stands much higher. Estimates on the activity are >50% below the actual demand. Grab rails and mop stick rails account for high levels of activity within the service; this work requires relatively low-level handyperson type skills. Following this the spend on hoists, ramps and paths has nearly doubled over the contract period. The unit costs of selected aids and adaptations are exceeding the £1000 threshold detailed in the specification and local policy. Additionally, the current procurement route for some materials within the contract is complex and puts supply chain risk onto the council.
14. The service and repair review findings establish that the activity and gross invoiced value of the contract have been relatively stable over the past 3 years. Repair visits and PAT testing account for more than 90% of the activity and the unit costs are broadly in line with the contract/specification. As a result of one of the review findings a new IT platform, TCES, has been introduced to track the ordering, collections, and budgets. This will help to address the misalignment and duplication of information across separate IT systems. Any new specification will require the provider to record all activity and test dates on TCES as a core requirement. The review also recommended appraising the options to bring the PAT and LOLER inspection of equipment in house which are both health and safety legal requirements to ensure the safety of loaned equipment.
15. Following further assessment and discussion with occupational therapy practitioners, adult social care operational leads, and health and social care commissioners, in addition to the service review; it was identified that there are more gaps within the current service models. These include a lack of oversight of assessment process delivered by GHC, limited use of the minor adaptations fast track pathway, diversity of services offered to enable early intervention and the servicing and repair of equipment, and a lack of overall governance, contract management and oversight of some elements that were sub-contracted.

## **Strategic Fit**

16. There are many strategies and workstreams across adults and children's health and social care that minor adaptations and equipment feed into and support. These include the Health & Wellbeing Strategy, Build Back Better in Gloucestershire, Housing with Care, Frailty, Dementia and Older People Care Home Strategy, Falls and Gloucestershire's Joint Strategy for Children and Young People with Additional Needs, including Special Educational Needs & Disabilities (SEND). Key themes include:
  - Early intervention and prevention
  - Focus on support of prolonged independence and care at home.
  - Person centred care and support, individuals, families, and carers acting as an active part of the decision making if they have capacity.

- Reduce dependency on care homes.
  - Offer dementia friendly aids and adaptations to support individuals with dementia to stay safe at home.
  - Reduce isolation and improve access to the community networks.
  - Prevent and reduce falls and empower individuals to feel safe in their home.
  - Improve individual quality of life and support mental health and wellbeing.
17. The World Health Organisation (WHO) Global Report on Falls Prevention in Older Age found that the physical environment is one of the determinants of 'Active Aging'. Hazards along with other risk factors, such as impaired sight or balance can cause the physical environment to be responsible for a high proportion of falls, up to 50%. The home environment is critical for avoiding them.
18. Following engagement with the market as well as other local authorities, it was determined that best practice for the delivery of community equipment and minor adaptations services was in partnership with technology enabled care. The strategic vision for these services should be to plan future alignment and work in partnership to ensure that GCC is able to support independence and safety for Gloucestershire residents in a holistic way. The reason for the recommended 3+2+2 service length offers GCC the opportunity review and further align with strategic priorities for GIS community equipment services and technology enable care services.

## Proposal

19. We are now seeking approval to continue with the recommendations made in the service reviews to update the service specification and improve the key performance indicators, strategic alignment of outcomes, governance, and contract management. Following engagement with commissioners, practitioners, and providers it became clear that all elements of the minor adaptations and servicing and repair of community equipment contract are essential, resulting in the need to change the current model to separately contract the different elements. Moving to four separate lots:
- i. Lot 1: Community equipment servicing, maintenance, and repair services.
  - ii. Lot 2: Installation, support maintenance, removal, and collection services in respect of ceiling track hoist equipment.
  - iii. Lot 3: Installation, support, maintenance, removal, and collection services in respect of modular ramping equipment.
  - iv. Lot 4: General minor works: comprising installation and removal services in respect of minor aids and adaptations, together with minor plumbing, electrical and carpentry works.
20. The rationale for this service model is based on improving alignment with the overall GCC strategic approach, officer's researching the current services and performance in meeting existing and future need, learning from other local authorities, listening to the views of services users and the wider public,



engagement with market providers and the findings correlated with the recommendations from the independent consultant's review and analysis. The soft market engagement identified that there is not the availability to have all elements of minor adaptations and service and repair of community equipment delivered by one provider, without the need for them to sub-contract. Which limits the oversight and service development via contract monitoring. A single contract with lots will enable a greater level of cooperation between the partners across the health and social care pathway. It also supports a more strategic approach to integrated commissioning and joint working to reduce duplication and inefficiency within the services. Community equipment and minor adaptations play an important role in delivering priorities in the strategies outlined above, as well as in the adult transformation programme. These actions support Gloucestershire's population to stay independent and safe at home within their community.

## Options

21. The Following options have been considered:

- i. **Transform the current minor adaptations and servicing and repair service to procure a new single integrated specification containing a variety of service elements** - the specification service elements will be categorised into specific lots with the ability for providers to tender for separate or combined lots. It has been set up in this way in response to the soft market engagement and the lessons learnt from the previous approach which showed:
  - there is not a single provider with comprehensive experience delivering all the elements of minor adaptations and servicing and repair of community equipment.
  - if the services are cut up to small, they become unviable financially for providers to deliver and invest into the service.
  - it will enhance the opportunity for local providers and small to medium-sized enterprises to tender for specific service elements whilst remaining attractive for the larger providers.
  - separate lots under one service specification provide clarity in terms of responsibilities and accountability. If any issues arise within one of the lots, it is easier to determine the responsible party and address the problem promptly.

**This is the recommended option.**

- ii. **To make no change and continue to commission a separate provider for minor adaptations and service and repair in the same way as the current service model** – Continue to commission the minor adaptations and service and repair of community equipment service as it has been since 2017 would offer service continuity for practitioners. However, Soft market engagement identified that there is not the ability to have all elements the services delivered by a single provider, without the need for to sub-contract elements. This restricts the oversight and opportunity for service development via contract monitoring. In addition, negotiating changes or

adjustments may take more time and effort. Relying on one provider creates dependency, and if issues arise, such as service disruptions, financial difficulties, or termination of the contract, it can pose significant risks and challenges for continuity of service.

Gloucestershire is one of very few local authorities across the country to separate small but important parts of the wider community equipment provision. Soft market engagement has highlighted that in relation to service and repair of community equipment services the financial viability of such a small service can be difficult and unattractive to deliver for the provider and prevents much needed investment into the service for some of the recommended improvements such as interfaces between computer systems., It also makes the ability to track the effectiveness and durability of a piece of equipment from purchase, delivery, collection and to servicing, maintenance and repair more complicated and creates a disjointed service for prescribers and customers. Most market providers prefer to deliver a comprehensive equipment service from start to finish allowing economies of scale to be built in across the distinct parts of service delivery and to enable investment into the service.

- iii. **For GIS to fully insource all elements of the servicing and repair of community equipment and additionally deliver minor adaptations –** There would potentially be benefits to the options of GIS delivering the services. However, this arrangement would result in GCC become the direct employer of many new staff and result in potential TUPE from current providers to support the current delivery of minor adaptations and service and repair of community equipment, as well as additional costs for line management, the need for more vehicles, and equipment, increased building capacity and on-going training costs. GCC and by extension GIS is not best placed to provide minor adaptations or service and repair of community equipment in-house. The timescale to implement a new multifaceted area of business for GIS is not feasible or sensible to take on. This option is neither practicable, nor cost effective at this time and would transfer potentially unmanageable risk back onto GCC.
- v. **Two further options were also appraised: insourcing servicing and repairs to GIS not including the in and out of hours breakdown service and a hybrid model of insourcing PAT and LOLER testing and outsourcing all other elements of the Servicing and Repair of Community Equipment –** These have both been appraised and ruled out due to the provider market not wanting the service and repair of community equipment to be broken down and disjointed any further.
- vi. **Do not provide a minor adaptations and servicing and repair of community equipment services following August 2024 -** This is not an option as equipment and minor adaptations are a statutory duty (as contained in the Care Act 2014) e.g., personal aids, grab rails, temporary ramps, and steps etc. without a contract in place GCC will not be carrying out its statutory duty. There are also several parts of health and safety regulation within the provision of equipment that means servicing, maintenance and repair must be undertaken in accordance with the

manufacturer's guidance to sustain the quality and life of the equipment and for the safety of the individual.

**Preferred option: i**

## Risks

### Procurement:

22. **No market interest – MEDIUM RISK** – Soft market testing has been carried out to engage and share vision with the market and a contracting model has been developed to address the provider concerns raised.
23. **Failure to establish robust contractual arrangements – LOW RISK** – Commissioners will work with GCC support services to ensure that contracts and service specifications are robust.
24. **Risk of gap in service – MEDIUM RISK** – A project plan with robust timeline for procurement and mobilisation has been drafted in partnership with procurement.
25. **Risk of provider challenge following the contract award – MEDIUM RISK** – Commissioners will work with legal and procurement colleagues to ensure that the procurement and award process is fully compliant with public contracting regulations.

### Data:

26. **Gloucestershire Health and Care NHS Foundation Trust IT systems cannot support changes needed as they use SystemOne for case management – MEDIUM RISK** – Try to work with GHC IT department to support the changes needed and look at what processes within the pathway GCC can bring back in-house for oversight of the service.
27. **Information and Data sharing between GHC, who manage assessments and referral process and GCC relating to minor adaptations service delivery, relating to population health, and ensuring we are supporting the reduction in health inequalities – MEDIUM RISK** – GHC and GCC have a close working relationship to ensure robust service delivery, more works needs to be done to look at information sharing to support the reduction in health inequalities.

### Operational:

28. **Gloucestershire Health and Care NHS Foundation Trust IT systems cannot support changes needed as they use SystemOne for case management – MEDIUM RISK** – Try to work with GHC IT department to support the changes needed and look at what processes within the pathway GCC can bring back in-house for oversight of the service.

29. **Risk of changes in government or local policy and performance requirements during the contract period – MEDIUM RISK** – there will be flexibility built into the contractual arrangements to enable alterations and changes to be made throughout the contract period, to allow for changes in policy demand or advancements in equipment technology etc.
30. **Risk of equipment failure and injury to an individual using equipment issued by GCC/GIS due to poor oversight of the servicing, maintenance, and repair of the equipment – LOW RISK** – Any future contract will have robust and meaningful indicators, standards, and measurable outcomes to ascertain performance levels. The provider will be required to record all activity on the GCC/GIS systems as a core requirement and the responsibility to monitor compliance will be shared.

### **Finance and Budget:**

31. **Risk that minor adaptations service funding provided by disabled facilities grants (DFG) is not agreed following August 2024 contract expiry – LOW RISK** – Work has been done by commissioners to agree governance and continuation of this funding.
32. **Risk that service and repair funding provided by the ICB through the annual government allocation of “Discharge Funding” is not continued and their contribution of 62.5% is either reduced or no longer made available – LOW risk** – many individuals are completely reliant on their equipment to maintain independence at home or in the community. This is a cost-effective approach to achieving timely discharge from hospital, prevent admission to hospital and reablement. It generates efficiencies by avoiding costlier primary and secondary episodes of care. Discussions regarding the need for funding will continue via the Joint Commissioning Partnership Executive.
33. **Risk that GCC is unable to commission a minor adaptations or service and repair service due to financial constraints – LOW Risk** – Work has been done with finance colleagues to cost the options over the medium-term financial plan and identify any potential overspend or gaps in budget.

### **Financial implications**

34. The current projected annual cost of community equipment servicing, maintenance, and repair services is estimated at £700,000 (Lot 1). The current projected annual cost of minor adaptations service provision is £1,219,000 broken down across the three lot groups, Lot 2 to 4, as follows:
- i. Lot 1: Community equipment servicing, maintenance, and repair services - £700,000.
  - ii. Lot 2: Installation, support maintenance, removal, and collection services in respect of ceiling track hoist equipment - £143,000

- iii. Lot 3: Installation, support, maintenance, removal and collection services in respect of modular ramping equipment - £249,000
- iv. Lot 4: General minor works: comprising installation and removal services in respect of minor aids and adaptations, together with minor plumbing, electrical and carpentry works - £827,000.

35. Figures below are based on current demand levels over the 7-year total potential contact period, but the service is expected to grow. Additional demand at 10%, 15% and 20% have also been included for comparison.

				Minor	Service &	
			General	Adaptions	Maint.	
Projections for £1.2m & £0.7m	Hoists	Ramps	Minor Works	Total	Total	Uplifts
	£	£	£	£	£	%
One Year	143,000	249,000	827,000	<b>1,219,000</b>	<b>700,000</b>	
CPI pa Yr 1 (based on Aug 22- Jul23)	12,000	21,000	68,000	<b>101,000</b>	<b>58,000</b>	8.24%
CPI pa Yr 2-3 (based on 22/23 Uplift)	22,000	38,000	125,000	<b>185,000</b>	<b>106,000</b>	13.93%
CPI pa Yr 4-5	25,000	43,000	142,000	<b>210,000</b>	<b>120,000</b>	13.93%
CPI pa Yr 6-7	28,000	49,000	162,000	<b>239,000</b>	<b>137,000</b>	13.93%
7 Years- Base	1,001,000	1,743,000	5,789,000	<b>8,533,000</b>	<b>4,900,000</b>	
7 Years- Plus CPI	1,088,000	1,894,000	6,286,000	<b>9,268,000</b>	<b>5,321,000</b>	
7 Years + 10% re Demand	1,197,000	2,083,000	6,915,000	<b>10,195,000</b>	<b>5,853,000</b>	10%
7 Years + 15% re Demand	1,251,000	2,178,000	7,229,000	<b>10,658,000</b>	<b>6,119,000</b>	15%
7 Years + 20% re Demand	1,306,000	2,273,000	7,543,000	<b>11,122,000</b>	<b>6,385,000</b>	20%

36. The splits for the seven-year term (3+2+2) are:

	Minor	Service &
	Adaptions	Maint.
	Total	Total
Term	£	£
3yrs	3,943,000	2,264,000
+2yrs	2,648,000	1,520,000
+2yrs	2,677,000	1,537,000
7yrs	9,268,000	5,321,000

37. The service is currently funded from the Disabled Facilities Grant, through a local arrangement where district councils allow a proportion of grant to be pooled at county level, rather than disaggregated to district grants.

## **Climate change implications**

38. Improving the service specification would support delivery of the council's climate change strategy by incorporating environmental assessment criteria in the evaluation of the tenders, giving confidence that providers will carefully consider climate change and the environment when delivering their services.

## **Ecological implications**

39. An Ecological Impact Assessment (EclA) has been completed and there is not ecological implications to note.

## **Equality Implications**

40. An Equalities Impact Assessment (EIA) has been completed.

Cabinet Members should read and consider the Equalities Impact Assessment to satisfy themselves as decision makers that due regard has been given.

## **Data Protection Impact Assessment (DPIA) implications**

41. A DPIA will need to be completed for this re-procurement, and ongoing support and guidance will be provided by IMS. However, IMS have raised a concern regarding data controllerships and ownership between GCC and GHC for all data processed under this service. This will need to be addressed before the DPIA can be finalised.

## **Social value implications**

42. As part of the procurement and evaluation the provider/s will be required to supply their social value policy (jobs, growth, social, environment), as part of the competitive tendering process. The proposed procurement exercise will include social value as one of the criteria that will be considered when evaluating tender submissions. The council is committed to a performance and evidence-based approach to Social Value, tenderers will be required to propose credible targets against which their performance will be monitored according to the National TOMs (Themes, Outcomes and Measures)

## **Consultation feedback**

43. Focus groups were conducted to discuss both services in partnership with GCC commissioners and GHC practitioners from the occupational therapy service to identify gaps and what individuals would like to see in the service moving forward. The following key themes were identified as important for the future service:

- Clearer and robust key performance indicators to support service delivery.

- Prevention needs to be a higher priority, utilising the fast-track pathway to install minor adaptations into people homes faster.
- Improve social value, utilising local suppliers and business, as well as supporting Gloucestershire residents to find employment through apprenticeships.
- Clearer timescales for installation of modular ramping.
- Service needs to develop and broaden the support offered to adapt to the changing needs of the community, to ensure we are including dementia and neurodiverse design into assessments and adaptations.
- Commissioning of minor adaptations and servicing and repair of community equipment needs to be more deliberate and united to wider Gloucestershire strategies to better understand how GCC can deliver benefits across wider age demographics, improve proactive response services, and integrate across the county, districts, and health partners to maximise efficiency and outcomes.

44. Face to face, online community and partnership engagement was conducted to better understand what the community would like to see from the services moving forward. Some of the key themes:

- Only 40% of respondents were familiar with the minor adaptations service.
- Over 80% of respondents were happy with the service they received when they engaged with the service.
- Majority of respondents want easy access to information and support to ensure they can maintain independence within their own homes.
- Respondents want to have a voice and have agency over the care and support they receive was found to be very important to the respondents.
- Ongoing and supported access to community networks, family and friends was also found to be of high importance to respondents.
- Many respondents were not aware of the 'Adapting Your Home' website, highlighting that many older people might not have access to the internet so would have no way to access as well as suggesting that the information provided could be improved to include pictures and a processes map.

#### Accessing the service:

- Some reported that they were not given clear information on how to access the service until a hospital stay and had previously resorted to purchasing aids and adaptations themselves.
- A clearer pathway is needed to access the services and complaints of complex bureaucratic processes.
- Respondents wanted improvement of the advertising and publicity of the service and how it is accessed.

#### Assessment of needs and installation:

- Criticism around long wait times for assessments and installations to be conducted for items like, grab rails. The wait time on large adaptations such as modular ramping was also seen as unacceptable.

- Respondents would like to see a clearer way to contact for any changes/adjustments/removal of adaptations.
- Some responders found that there were too many telephone calls and that they had to repeat conversations.
- The majority of respondents said that their lives had been greatly improved thanks to the installation of the minor adaptation.

What else would they want to see from service in the future:

- Over 70% of responders said they would like to see more electrical works included in the service e.g., maximising and better designed lighting, additional plug sockets to support technology enabled care (TEC) within the home.
- Adapting kitchen cupboards and counters to be more accessible.
- Additionally, respondents also wanted to see more carpentry and plumbing offered as part of the service moving forward.
- Many respondents wanted to see improved ongoing connections with community groups, charities, GPs and partnership boards to support communication and promotion of service.

### **Officer recommendations**

45. Considering the options and associated risks, Officers' advice is that Option i is the optimum way of discharging the council's statutory duty to deliver minor adaptations and servicing and repair of community equipment in the current circumstances.

### **Performance management/follow-up**

46. The separate lots within the contract will be managed and monitored in line with the GCC's contract management procedures.