

KENT COUNTY COUNCIL – RECORD OF DECISION

DECISION TAKEN BY:

Clair Bell, Cabinet Member for Adult Social Care and Public Health

DECISION NO:

23/00034

For publication

Key decision: YES

Title of Decision: **TECHNOLOGY ENABLED CARE SERVICE CONTRACT AWARD**

Decision: As Cabinet Member for Adult Social Care and Public Health, I:

- a) **AWARD** the contract to the successful bidder identified as part of the procurement process for the provision of a countywide Technology Enabled Care Service for a maximum of seven years (1 June 2023 to 31 May 2028 (initial five-year contract) with an option to extend, subject to robust contract monitoring, for a further two years from 1 June 2028 to 31 May 2030).
- b) **DELEGATE** authority to the Corporate Director Adult Social Care and Health, after consultation with the Cabinet Member for Adult Social Care and Public Health and the Corporate Director for Finance, to agree the relevant contract extension as required; and
- c) **DELEGATE** authority to the Corporate Director Adult Social Care and Health to take other relevant actions, including but not limited to finalising the terms of and entering into required contracts or other legal agreements, as necessary to implement the decision

Reason(s) for decision: The Technology Enabled Care Service is a key area of the Making a Difference Every Day Strategy and forms part of the innovation pillar. This will deliver against Framing Kent's Future Strategy in implementing new models of care and support and improve the effectiveness and efficiency by making full use of new technology and innovations. The Social Care Reform white paper published in December 2021 highlights a policy to drive greater adoption of technology.

Development of the countywide Technology Enabled Care Service will enable adult social care to bring together the existing Telecare, KARA and Technology Enabled Care Build and Test Services under one contractual arrangement. The countywide Technology Enabled Care Service will build on these offers to embrace more innovative and person-centred technologies, ensuring that care technology and data-led practice is embedded across care pathways.

Another key change which will affect how technology interacts with social care is the national transition from analogue telecommunication networks to digital technology; demonstrating the capability to successfully manage the digital switchover formed a key element of the specification for the countywide Technology Enabled Care Service.

The procurement for the countywide Technology Enabled Care Service began in December 2022 and has involved a range of stakeholders from Adult Social Care, the wider council, partner representatives from the Integrated Care Board, Co-production Groups and district and borough councils, ensuring that the service is shaped by people with the right expertise and experience.

Following completion of the procurement process it is proposed to award the contract, to the successful bidder, for the provision of the countywide Technology Enabled Care Service for a

maximum of seven years (Initial five-year contract with a two-year extension option). The contract will start on 1 June 2023 and end on 31 May 2028 (initial five-year contract) with an option to extend, subject to robust contract monitoring, for a further two years from 1 June 2028 to 31 May 2030.

Financial Implications: Financial modelling for the countywide Technology Enabled Care Service was undertaken based on extensive market consultation and engagement with local authorities who have implemented Technology Enabled Care services.

Based on this modelling the contract value is up to £17.5m over the 5-year contract length and up to £27.6m if the two-year extension option is implemented. The annual modelled contract cost during the extension period is increased due to the anticipated volume of users and service growth by that stage in the contract. The preferred bidder for the countywide Technology Enabled Care Service has submitted a price which comes in at under the previously agreed contract value.

The budget for the Technology Enabled Care Service is built using the existing budget for Telecare and KARA, and utilises the 2023/24 demography monies. Over the remainder of the contract, it is anticipated that the service will begin to deliver cash avoidance and cashable savings opportunities which will fund the service. There are also other opportunities to utilise a proportion of the Disabled Facilities Grant (DFG) and Digital Grants.

Legal Implications: Legal implications have been identified in relation to data processing and data management across a range of technological devices and systems. External legal advice has been obtained to develop the Data Protection Impact Assessment (DPIA) and ensure the countywide Technology Enabled Care Service will be compliant with the Data Protection Act 2018

Equality Implications: A full Equality Impact Assessment (EQIA) has been carried out. As the Technology Enabled Care Service is proposed to be a countywide service available to all people supported by adult social care, the EQIA did not identify any potential adverse effects of the proposal.

However, the EQIA recommends that in promoting the Technology Enabled Care Service and the benefits of receiving technology as part of a care and support package, consideration must be given to the development of accessible communications which are targeted at hard-to-reach communities to ensure equitable awareness of and access to the service.

Data Protection Implications: A Data Protection Impact Assessment (DPIA) screening and full DPIA have been developed in line with advice from the Adult Social Care Information Governance Lead, the Data Protection Office and external legal advice. The full DPIA is included in the background documents.

The provider will also be required to undertake DPIAs to manage any devices and systems delivered under sub-contracting arrangements. The DPIA will be updated once a provider is appointed to reflect their specific processing arrangements.

Cabinet Committee recommendations and other consultation: The proposed decision was discussed at the Adult Social Care Cabinet Committee on 17 May 2023 and the recommendations were endorsed.

Any alternatives considered and rejected: As part of the procurement process the following options were considered and discounted as they did not represent the desired level of service change. Awarding the contract for the provision of a countywide Technology Enabled Care Service will enable KCC to benefit from the expertise to drive change and embed Technology Enabled Care, achieving benefits and ensure there are effective ways to measure and demonstrate the impact of

Technology Enabled Care. The timescales for implementation are achievable.

Do Minimum - This option represented the current situation and provided a baseline against which the other short-listed options were measured. Although this option will be cheaper to deliver, it failed to address the requirement for innovation and culture change which seeks to embed Technology Enabled Care. Therefore, with this option there is a risk that a service will be procured but not utilised.

Less Ambitious than Preferred - This option represented the desired level of service based on the minimum level of change. Although this option would meet the majority of the critical success factors, it failed to include the development of the private pay market. Additionally, there was limited-service development and culture change included in the scope, which means the maximum benefits of implementing Technology Enabled Care are unlikely to be realised and technology will not be fully embedded.

More Ambitious than Preferred - This option represented the desired level of service change based on the maximum level of change. Although this option had the ability to meet and/or exceed all of the Critical Success Factors. The timescales for the procurement of the Technology Enabled Care Service were for the entire service to go live from June 2023, these timescales are extremely tight and not viable to mobilise.

Any interest declared when the decision was taken and any dispensation granted by the Proper Officer:

Clair Bell

24 May 2023

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signed

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date