

**From:** Richard Smith, Corporate Director Adult Social Care and Health

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

**Subject:** **Technology Enabled Care Service Contract Award**

**Decision Number::** 23/00034

**Classification:** Unrestricted Report - Restricted Appendix (Exempt from publication by Schedule 12A to the Local Government Act 1972, as it contains commercially sensitive information)

**Past Pathway of report:** Adult Social Care Cabinet Committee – 17 May 2023

**Future Pathway of report:** Cabinet Member decision

**Electoral Division:** All

**Summary:** The report provides an overview and the outcome of the procurement process for the countywide Technology Enabled Care Service.

The countywide Technology Enabled Care Service will act as an enabler for adult social care to achieve its ambitions as set out in the Making a Difference Every Day Strategy. The use of innovative care technologies will deliver opportunities to embed data-led practice, align with the delivery of a strengths-based approach and achieve outcomes that are important to people drawing on care and support.

**Recommendation(s):** The Cabinet Member for Adult Social Care and Public Health is asked to:

- 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 Public 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.

## **1. Introduction**

- 1.1 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.
- 1.2 Following market engagement activities throughout September and October 2022, the procurement for the countywide Technology Enabled Care Service began in December 2022. The procurement followed a two-stage process; eleven providers submitted a Selection Questionnaire and four providers submitted bids at the Invitation to Tender stage.

## **2. Background**

- 2.1 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.
- 2.2 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.
- 2.3 In November 2022, Adult Social Care Cabinet Committee endorsed the proposed approach for the Technology Enabled Care Service and procurement of the service.
- 2.4 The proposed Technology Enabled Care Service is the result of extensive co-production with people who draw on care and support, partners, other local authorities and the care technology market. The development of the service has also been a cross-directorate exercise informed by a range of specialisms including IT, the Digital Kent Programme, Strategic Commissioning, Strategic and Corporate Services, Finance and the Strategic Reset Programme to explore cross-working opportunities. This collaborative approach continued throughout the procurement and will oversee the implementation of the service.

- 2.5 In order to achieve a successful Technology Enabled Care model, tendering providers were assessed against their capability to deliver the following:
- **Scope:** County-wide Technology Enabled Care Service which is outcome focused and device agnostic with a focus on embedding innovation and culture change through the development of practice and a data-led approach.
  - **Service Solution:** A Technology Enabled Care Partner that delivers core requirements: assessment and referrals, technologies, installation, monitoring, data dashboards and culture, change management.
  - **Delivery:** The Technology Enabled Care Partner will work closely with Kent County Council (KCC) to implement the core service and embed the approach in adult social care. To explore commercial opportunities including the development and promotion of Technology Enabled Care to the public and self-funders (people who are not eligible for social care) and income through this route can be shared with the Council.
  - **Implementation:** A phased go-live enables the mobilisation of existing people with Telecare, KARA and Build and Test Services and full service go-live from September 2023.
- 2.7 The outcome of the tender exercise and details of the preferred provider for the countywide Technology Enabled Care Service are detailed in exempt Appendix 1 (Exempt from publication by Schedule 12A to the Local Government Act 1972, as it contains commercially sensitive information).
- 2.8 It is proposed that the contract award will be June 2023, with a mobilisation period between June and August 2023 and full service go-live from September 2023.

The contract will be 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.

### 3. Financial Implications

- 3.1 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.
- 3.2 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.
- 3.3 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.

#### **4. Legal implications**

4.1 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.

#### **5. Equalities implications**

5.1 A full Equality Impact Assessment (EQIA) has been carried out and is attached as Appendix 2. 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.

5.2 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.

5.3 The EQIA will be updated further once the provider is appointed.

#### **6. Data Protection Implications**

6.1 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 attached as Appendix 3.

6.2 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.

#### **7. Conclusions**

7.1 In summary, the award of the countywide Technology Enabled Care Service contract will contribute towards the long-term sustainability of Social Care through transforming and enhancing the way care and support is delivered.

7.2 It is recommended that the contract is awarded to the recommended provider as detailed in exempt Appendix 1 (Exempt from publication by Schedule 12A to the Local Government Act 1972, as it contains commercially sensitive information) who has been assessed as being best placed to achieve KCC's objectives for its Technology Enabled Care Service.

## 8. Recommendations

8.1 Recommendation(s): The Cabinet Member for Adult Social Care and Public Health is asked to:

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- 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.

## 9. Background Documents

Technology Enabled Care Service

[Decision - 22/00096 - Technology Enabled Care Service \(kent.gov.uk\)](#)

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