

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

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

Decision No: 20/00041

Subject: Support for Community Based Wellbeing Providers

Classification: Unrestricted

Past Pathway of Paper: None

Future Pathway of Paper: County Council

Electoral Division: All

Summary: A number of key community based support providers are at risk of closure due to a significant loss of income through the effect of lockdown and isolation of people due to COVID-19. These key providers deliver much needed and vital support to those that are vulnerable and or elderly and isolated in the community.

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

- a) **AWARD** temporary rolling three month contracts, with the option to extend for a further three months on a rolling basis as required depending on the position and longevity of the COVID19 crisis, to all those currently grant aided through the Community Wellbeing Service Offer;
- b) **DELEGATE** authority to the Corporate Director of Adult Social Care and Health, in consultation with the Cabinet Member for Adult Social Care and Public Health and the Corporate Director for Finance, to agree the relevant contract extensions as required; and
- c) **DELEGATE** authority to the Corporate Director of 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 Kent County Council currently support just under 50 voluntary sector providers through grant agreements, with a total budget of just under £6million per year. The grants subsidise these provider's activities, with them generating a significantly larger amount of income through commercial activity (resident contributions and payments).

- 1.2 The COVID-19 outbreak has significantly impacted on the provider's income, due to all their centre closures, while demand for support from those they have supported in the past, along with new referrals, increasing greatly and constantly since the UK Government declared a lockdown.
- 1.3 Several providers have contacted the KCC ASCH Supplier Distress email account, stating the need for financial support or the organisation will need to close and potentially cease trading.

2. Strategic Statement and Policy Framework

- 2.1 This decision supports KCC's Strategic Statement through supporting key providers that deliver services to older and vulnerable residents that will ensure they are safe and supported with choices to live independently.
- 2.2 This decision relates to the proposal within the Strategic Delivery Plan of moving organisations from grants to contracts.

3. The Report

- 3.1 The Council was in a process of procurement to move providers away from grants to contracts (Wellbeing Community Based Services offer). This activity has been paused due to the COVID-19 outbreak, as it is recognised these organisations need to focus on supporting residents than spending time writing tenders and bids for contracts.
- 3.2 The financial standing of these providers is included in the table supplied below. Only providers that receive a grant of over £40k have been included, and deliver direct support in the community, not just information and advice services. There may be some providers that have not been included, and those providers will be encouraged to apply for any financial support through the supplier distress email route.
- 3.3 Government financial support packages are not appropriate for these providers as:
 - Furloughing of staff is not applicable as these providers are adapting their support services to deliver support to elderly and vulnerable people that are isolating themselves (meals, shopping, telephone support)
 - Furloughing of staff may also not be appropriate for all staff, as the government guidance states this scheme is not for frontline public services (and these providers are delivering services on behalf of the Council)
- 3.4 Demand has also further been increased on some providers from local District Councils and NHS England, requesting these providers get centrally involved in the support provided through the Community Hubs set up to direct support locally (Districts), and to transport patients home that have been discharged from hospital (NHSE). Both these are funded with small pots of money of between £25 – 30k.

Proposal

- 3.5 In order to protect and maintain a community response and support for elderly and vulnerable people, these providers need to be secure in their financial footing and be able to pay their staff and run their vital services.
- 3.6 Contracts will be offered on condition of continued community support for those who are isolated due to age and or other condition as determined by the Government. Support will include, but not exclusively, provision of hot meals, telephone and or smart phone, tablet, video contact, wellbeing checks, information and advice, support with shopping, transport to critical or urgent health appointments, collection and delivery of prescriptions and any other services that maintain support and communication with those isolated in the community. Providers will ensure the safety of their staff, volunteers and those they are supporting and take all necessary actions in order to protect staff, volunteers and residents, by following the guidance from Public Health England.
- 3.7 The finance table (Appendix 1) includes, where known, the provider's overall income, reserves and if a communication received to the supplier distress email. For both options an 18% overheads cost has been deducted.
- 3.8 To provide security to the organisations listed, it is proposed to cover the entire income, less an 18% overheads deduction (including that provided through the grant) and a temporary rolling three month contract awarded from 8 April 2020, with the option to extend for a further 3 months on multiple occasions, depending on the position and longevity of the COVID-19 outbreak.
- 3.9 This would require contracts for the following providers, at the contract amounts (for a three month period) as stated below. Following the contract expiry, grants would resume as before this temporary period, as part of the Community Based Wellbeing Services Offer.

Provider	Contract value (3 months)
Age UK NWK	£ 378,400.00
Age UK Faversham & Sittingbourne	£ 260,680.20
Age UK Sevenoaks & Tonbridge	£ 206,784.38
Age UK Herne Bay & Whitstable	£ 395,271.36
Alzheimer's & Dementia Support Services	£ 293,352.40
Age UK Tunbridge Wells	£ 187,185.68
Age UK Maidstone	£ 249,156.82
Age UK Thanet	£ 165,941.38
Age UK Hythe & Lyminge	£ 190,901.70
Age Concern Deal	£ 154,346.28
Age UK Canterbury	£ 181,987.74
Romney Marsh Day Centre	£ 102,690.50
Age UK Sheppey	£ 144,893.54
Age UK Folkestone	£ 69,734.06
Age UK Ashford	£ 104,687.88
Age UK Sandwich	£ 94,383.30
Age UK Dover	£ 51,053.64

Age UK Tenterden	£ 128,850.04
Rural Age Concern Darent Valley	£ 24,537.48
TOTAL	£3,384,838.38

4. Financial Implications

- 4.1 The total value for the three month contracts will be approximately £3.4m (a total of £6.8m if a second three month period is required).

5. Legal Implications

- 5.1 Senior officers in both strategic commissioning and finance have been consulted on this issue and no market or competition issues have been identified.

- 5.2 Advice from Invicta Law and the Office of the General Counsel has also been sought and provided. The Council will be relying on recent government guidance (Procurement Policy Note 01/20: Responding to COVID-19) in relation to the procurement of these services in compliance with The Public Contract Regulations 2015 (“PCR 2015”) and the situation will be kept under review in consultation with the General Counsel.

- 5.3 In the wake of the COVID19 pandemic the Cabinet Office have issued guidance on the application of the PCR 2015 in response to the outbreak in the form of Procurement Policy Note 01/20: Responding to COVID-19. Guidance has also been issued in relation to the interpretation and applicability of Regulation 32(2)(c) PCR 2015. The guidance acknowledges that contracting authorities such as the Kent County Council authorities may need to procure goods, services and works with extreme urgency and advises on the use of specific processes within the PCR 2015 that support the Council’s position.

6. Equality Implications

- 6.1 The contracts will support vulnerable and elderly people in the community who are required to either shield or isolate themselves to protect them from exposure to COVID-19.

- 6.2 A number of these organisations are also engaged with the local community hubs coordinated through local District/Borough Council’s. As such they will also be supporting and engaging with other vulnerable and isolated families and residents.

7. Data Protection Impact Assessment Implications

- 7.1 None

8. Conclusions

The main benefit of this action is to ensure the survival of key community-based providers, that will be key to supporting the most vulnerable and isolated residents through the COVID-19 crisis. If this package of support is not put in place within 3 months the majority of these organisations will have to close or cease to exist through a lack of income, or support from the Government. If the latter were to happen the majority of the support would then fall to Adult Social Care to cope with.

9. Recommendation(s)

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

- a) **AWARD** temporary rolling three month contracts, with the option to extend for a further three months on a rolling basis as required depending on the position and longevity of the COVID19 crisis, to all those currently grant aided through the Community Wellbeing Service Offer;
- b) **DELEGATE** authority to the Corporate Director of Adult Social Care and Health, in consultation with the Cabinet Member for Adult Social Care and Public Health and the Corporate Director for Finance, to agree the relevant contract extensions as required; and
- c) **DELEGATE** authority to the Corporate Director of 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

10. Background Documents

None

11. Contact details

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APPENDIX 1: Finances of key providers

Organisation	Current grant value	Total income	Proportion grant / income	Reserves	Income required (incl grant provision)	Distress email recvd
Age UK NWK	£575,235.27	£ 1,720,000.00	33%	£322,953	£ 143,333.33	Y
Age UK Faversham & Sittingbourne	£442,990.27	£ 1,184,910.00	37%	£795,758	£ 98,742.50	
Age UK Sevenoaks & Tonbridge	£272,971.18	£ 939,929.00	29%	£332,554	£ 78,327.42	
Age UK Herne Bay & Whitstable	£271,832.25	£ 1,796,688.00	15%	£390,472	£ 149,724.00	Y
Alzheimer's & Dementia Support Services	£263,499.72	£ 1,333,420.00	20%	£407,160	£ 111,118.33	
Age UK Tunbridge Wells	£232,290.73	£ 850,844.00	27%	£77,980	£ 70,903.67	
Age UK Maidstone	£216,731.39	£ 1,132,531.00	19%	£43,861	£ 94,377.58	
Age UK Thanet	£200,134.50	£ 754,279.00	27%		£ 62,856.58	
Age UK Hythe & Lyminge	£200,046.15	£ 867,735.00	23%	£804,880	£ 72,311.25	
Age Concern Deal	£170,739.50	£ 701,574.00	24%	£469,918	£ 58,464.50	
Age UK Canterbury	£166,585.98	£ 827,217.00	20%	£830,027	£ 68,934.75	
Romney Marsh Day Centre	£148,261.85	£ 466,775.00	32%	£703,628	£ 38,897.92	
Age UK Sheppey	£139,478.49	£ 658,607.00	21%	£575,816	£ 54,883.92	
Age UK Folkestone	£137,862.40	£ 316,973.00	43%	£326,732	£ 26,414.42	
Age UK Ashford	£118,946.89	£ 475,854.00	25%		£ 39,654.50	
Age UK Sandwich	£83,820.64	£ 429,015.00	20%	£328,357	£ 35,751.25	Y
Age UK Dover	£78,767.51	£ 232,062.00	34%	£378,219	£ 19,338.50	Y
Age UK Tenterden	£68,207.04	£ 585,682.00	12%		£ 48,806.83	Y
Rural Age Concern Darent Valley	£61,641.00	£ 111,534.00	55%	£812,885	£ 9,294.50	