

Divisions Affected – N/A

CABINET MEMBER FOR ADULT SOCIAL CARE

19 September 2023

Equipment Provision and Installation.

Report by Corporate Director for Adult Services

RECOMMENDATION

1. **The Cabinet Member is RECOMMENDED to** approve the extension of the Integrated Community Equipment (ICE) and Telecare service for a further three years.

Executive Summary

2. The Integrated Community Equipment and Telecare service is a statutory provision of equipment funded by Oxfordshire County Council (the council), Integrated Care Board (ICB) and NHS provider organisations. The council, Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board, Oxford Health NHS Foundation Trust and Oxford University Hospitals NHS Foundation Trust are purchasing parties to the service contract.
3. The contract for the ICE and Telecare service is for four years with an option to extend for up to a further three years. The council and partners who make up the consortium have agreed to invoke the option to extend for a further three years.

Exempt Information

4. Not applicable.

Background

5. The ICE and Telecare service provides the gateway to independence, dignity, and self-esteem through the provision of prescribed equipment and assistive technology. The service promotes and enables a person to remain healthy, safe and maintain their independence. The service reduces pressures on health and social care and facilitates discharge from hospital.

6. NRS Healthcare is the current provider delivering ICE and Telecare service. The contract was awarded and commenced 01 April 2019 following the council's procurement process. The contract length is four years with an option to extend up to a further three years.
7. The ICE service provides a statutory service (Care Act 2014, the Children's and Families Act 2014, and the Health and Social Care Act 2012/2022) for children and adults.
 - Purchase new equipment and delivers it to Residents residing in Oxfordshire.
 - Maintains a pool of equipment in the community.
 - Recovers and recycles equipment as appropriate
 - Decommissions and disposes equipment that is no longer fit for purpose.
8. The Telecare part of the service relates to supply, installation of sensors, servicing, and emergency call outs relating to the repair or replacement of telecare equipment.
9. NRS Healthcare is expected to collaborate with the provider for the Telecare and Responder service. The Telecare part of the service is expected to comply to TEC Services Association (TSA) standards.

10. **Decision table**

Board	Date	Decision
Adult Social Care Directorate Leadership Team	20 July 2022	Agreed
Key decision at Cabinet	19 September 2023	

Corporate Policies and Priorities

11. The ICE and Telecare service aligns with the following local priorities
 - a. Oxfordshire County Council's Corporate Plan 2023-2025 includes prioritising the health and wellbeing of residents, support carers and social care system, and partnership working.
 - b. The Oxfordshire Way.
 - c. Oxfordshire Joint Health and Wellbeing Strategy 2018-2023
 - d. Better Care Fund (BCF)

Financial Implications

12. The contract allows the service provider NRS, to request an annual inflation uplift in line with CPI. This can be applied to the activity part of the contract meaning equipment delivery and collection. In addition to this, there is a common understanding within the sector that equipment is provided at cost. External factors determine the cost of actual equipment sourced by NRS.

13. The agreed uplift for the ICE and Telecare service for 2023/24 is:

- 5.8% on activity
- 5.36% on equipment

Comments check by:

Thomas James, Finance Business Partner (Adults & Public Health),
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Legal Implications

14. The ICE and Telecare service contract includes an option (as advertised in the original tender) for the consortium partners to extend it for a further three years. The proposed extension is therefore lawful under the Public Contract Regulations 2015 (as amended).

Comments checked by:

Jonathan Pool, Solicitor, Jonathan.Pool@oxfordshire.gov.uk

Staff Implications

15. An independent provider delivers the ICE and Telecare service. This is an extension of the current contract, therefore, there is no new impact on the council's workforce as a result of the recommendation.

Equality & Inclusion Implications

16. The equality and inclusion implications have been considered. The provision of ICE and Telecare service supports people of all ages, both children and adults, with protected characteristics who meet the required criteria.

Sustainability Implications

17. The ICE and Telecare service aligns with Oxfordshire County Council strategic plan 2022 – 2025. This sets out the vision to lead positive change by working in partnership to make Oxfordshire a greener, fairer, and healthier county.

18. The service provider is expected to work towards reducing emissions in relation to their fleet of vehicles and Oxford's Zero Emission Zone (ZEZ).

19. The recruitment for staff to meet the service needs attracts local workforce. The contract includes a recycling programme for appropriate equipment.

Risk Management

20. The ICE service is a statutory requirement and the contract for the ICE and Telecare service includes an agreed specification for the delivery and expectations of the service. Any changes to the service delivery within the specification would need to be agreed between the service provider, and the council and partners to the Consortium. Oxford Health NHS FT and Oxford University Hospitals NHS FT have agreed to the recommended extension.
21. There are minimal risks to the recommendation as these are mitigated through business continuity plans, partnership working and contract management.
22. Not agreeing to the recommendations may have a negative impact on the provision and delivery of services which are a statutory requirement. There is a risk of people who may be vulnerable not being able to access appropriate equipment to help them maintain their independence, health, and wellbeing.

Consultations

23. As the ICES and Telecare service is commissioned by the council and four partners who make up the consortium, we engaged with professionals to gather their views on the service as developing this recommendation.

NAME

Karen Fuller

Annex:

Nil.

Background papers:

Nil

Contact Officer:

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