



## PWYLLGOR ARCHWILIO A SICRWYDD RISG AUDIT AND RISK ASSURANCE COMMITTEE

<b>DYDDIAD Y CYFARFOD: DATE OF MEETING:</b>	24 August 2021
<b>TEITL YR ADRODDIAD: TITLE OF REPORT:</b>	Approval of 3 <sup>rd</sup> Sector Provider Agreements
<b>CYFARWYDDWR ARWEINIOL: LEAD DIRECTOR:</b>	Andrew Carruthers, Director of Operations
<b>SWYDDOG ADRODD: REPORTING OFFICER:</b>	Andrew Carruthers, Director of Operations

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Er Gwybodaeth/For Information

### ADRODDIAD SCAA SBAR REPORT

#### Sefyllfa / Situation

The Director of Finance & Board Secretary wrote to all budget holders in May 2021 outlining the concerns that had been raised by both internal and external audit regarding the overuse of Single Tender waivers and the process to be followed, to ensure that use was limited in future.

Unfortunately, several agreements with 3<sup>rd</sup> Sector Providers have fallen outside of the revised process. Due to the concern regarding impact on patient care if these agreements are not extended, it is proposed in this instance to award/extend contracts outside of the compliant process.

Executive Team reviewed the information contained in the supporting annexes and the Chief Executive subsequently approved the single tender waivers to regularise this expenditure. The Audit & Risk Assurance Committee is asked to note the process undertaken.

#### Cefndir / Background

Concerns were raised that value for money and quality and outcome measures were not being adequately demonstrated due to the overuse of single tender waivers. As a consequence, the Director of Finance & Board Secretary wrote to all budget holders in May 2021 outlining the process to be followed with immediate effect in respect of awarding or extending contracts.

Due to a number of circumstances, several contracts with 3<sup>rd</sup> sector providers have not been able to be awarded following the governance framework. As such, they were presented to Executive Team for review and subsequently signed by the Chief Executive in line with the Single Tender Action procedure.

The agreements relate to 3 main areas namely:

Palliative Care Services  
Mental Health Sanctuary Services  
'Home not Hospital' and 'Hospital to Home' Services

### **Palliative Care Services**

The provision of End of Life (EoL) and Palliative Care (including bereavement care) is a core function of our community nursing service and is deemed a specialist area of provision, which is deemed 'essential' according to the current NHS Operating Framework. For a number of years, we have delivered this service across Carmarthenshire and Ceredigion in partnership with Marie Curie Nursing Services, CRUSE and Severn Hospice.

In May 2019, the Executive Team acknowledged the need to develop a Strategy to ensure optimal delivery of Palliative and End of Life care for our population. The HDdUHB consequently commissioned the development of a Strategy which commenced December 2020 and conclusion / Board approval of this work is due in October 2021.

The strategy is indicating the need for change in service provision to meet the needs of our population and to ensure best practice in palliative / end of life care. Implementing such a change in service provision will require us to decommission existing contractual arrangements with our external providers and realign core community services to deliver. While this work progresses, commissioned care and support services provided by Marie Curie, Severn Hospice and CRUSE have continued with an extension to the existing contract to ensure continuity of service. This was considered essential to ensure patient safety.

Full details of the service impact of not extending the contracts are attached as Annex A. The financial implications are summarised on page 5, below.

### **Mental Health including Sanctuary Services**

A key recommendation of the Transforming Mental Health change programme is the development of Sanctuary and Hospitality Bed services. In line with this, we are proposing to enter into a Direct Award for the provision of Sanctuary & Hospitality Bed Services with Mind in Pembrokeshire and Hafal in Ceredigion for a 12-month pilot.

The Hospitality Bed Service will provide an alternative to hospital admission for people who are experiencing episodes of mental distress that evidently require some form of intervention but would not necessitate an admission to secondary care mental health services. One local community-based bed which will be provided as an alternative safe service to in-patient admissions, psychiatric in-patient facilities and/or secondary care when a service user is experiencing mental distress but does not require acute inpatient admission.

Both services will signpost to existing partner agencies to help reduce service users' vulnerability and risk of experiencing crisis/mental distress again by enabling the service user to resolve any underlying cause(s) of the crisis.

It is our intention to fully evaluate each of the pilot sites over the 12-month contract period to make an informed decision regarding service provision need in line with the agreed Third Sector commissioning timelines. Any subsequent service provision beyond the pilot will be commissioned via the planned procurement exercise, allowing for a contract award period of up to 3 years.

Following discussions with the Sector, we were unable to identify any other provider that can provide a joint Sanctuary and Hospitality Bed service within the geographic area with the additionality of being able to provide the premises and workforce within the timescales required for the pilot. Mind Pembrokeshire and Hafal (Ceredigion) are best placed to provide these pilot services as both organisations have existing premises which are centrally located and easily accessible for each county's respective Community Mental Health Centres. This further means that the contract can commence close to the Direct Award date as the providers will not have to source accommodation or carry out any works on the premises.

Both Mind and Hafal operate a number of specialist mental health services for the Health Board and local authorities, making them best placed to work with this particularly vulnerable client group. Both providers have a current workforce with the requisite skills and training, which negates having to undertake a lengthy recruitment process.

The Health Board has had extensive discussions with both providers regarding the provision of these services. Value for money has been achieved through negotiating cost reductions in rent, utilities and management costs.

#### Out of Contract SLA's (March 2020)

The Mental Health Directorate spends approximately £1.4 million per annum through Service Level Agreements (SLAs) with approximately 20 Third Sector organisations to deliver a range of early intervention and prevention mental health and well-being services to support our population. Through the Transforming Mental Health (TMH) programme, it was agreed that these SLAs would be recommissioned through a full procurement exercise, to include robust market engagement. In line with this, all SLAs were reviewed for service delivery, performance and value for money in 2019. New service specifications were developed, and SLAs issued until 31<sup>st</sup> March 2023 to allow for a robust recommissioning exercise. A detailed commissioning plan has been agreed with procurement colleagues to ensure a comprehensive process that supports the sector to engage.

There are 3 longstanding SLAs totalling £336,848 that were not included in the TMH review as they were not directly related to TMH service delivery. These were being actively reviewed and renegotiated prior to COVID-19, and now need to be aligned with the revised commissioning timelines:

- West Wales Action for Mental Health (£184,719 PA)
- Pembrokeshire Mind – Early Intervention in Psychosis (£37,519)
- Alzheimer's Society (£114,610)

To note the Alzheimer's Society SLA falls within the West Wales Dementia Strategy, which was only agreed earlier this year. This is managed via Regional Partnership Board colleagues and they are awaiting Welsh Government approval on the direction of travel in relation to the Dementia Co-ordinators provided by Alzheimer's within this SLA.

#### Welsh Government COVID-19 Funding

Due to the COVID-19 Pandemic, Welsh Government provided an additional £200,000 in December 2020 to be spent by March 2021 specifically for Tier 0/1 Third Sector services to support the COVID response and address waiting lists. Owing to the short turnaround and in agreement with procurement, we ran a bids process and invited the Sector to submit proposals. Following a multi-agency evaluation 8 SLAs were issued for a 3-month period.

In March 2021 Welsh Government announced its intention to replicate this funding on a recurrent basis. Monitoring and performance information shows that these services are making a significant impact on current waiting lists, particularly in Specialist Child and Adolescent Mental Health Services (S-CAMHS) and Older Adults, and it was agreed to extend all 8 for a further 6 months until September 2021. In July 2021 Welsh Government formally approved the recurrent funding for Tier 0/1 Third Sector services. We propose to include these services in the agreed Third Sector commissioning plan, which will require an extension of current provision until March 31<sup>st</sup> 2023, with new contracts awarded in December 2022 via the formal procurement exercise. We will review these services for delivery, performance and value for money in order to meet the budget requirements of £200,000 per annum.

Full details of the decisions outlined above are attached as Annex B. The financial implications are summarised on page 5, below.

### **Home not Hospital and Hospital to Home Services**

The 'Hospital to Home' and 'Home not Hospital' service is broken down into two parts:

British Red Cross (BRC) - Home from Hospital (Hywel Dda University Health Board supported) facilitates the early transfer of care from hospital by providing the patient with transport home (if required) and practical support including personal care for a time limited period. The BRC also connects the patient with community based 3<sup>rd</sup> sector support in order to keep to a minimum the risk of re-admission within 30 days or the need for statutory intervention.

British Red Cross - Home not Hospital (Carmarthenshire County Council supported) facilitates 3<sup>rd</sup> sector and community groups to prevent hospital admission and inappropriate escalation to statutory care. As with the Home from Hospital service, BRC connects the patients to community based 3<sup>rd</sup> sector support and the Delta Connect programme. The latter ensures that we are able to provide early intervention if the individual's circumstances deteriorate and provide enhanced levels of support to avoid a hospital admission.

The existing SLA is due to terminate on the 30<sup>th</sup> September 2021. This was aligned to Carmarthenshire County Council's (CCC) tendering process for a Community Assessment Framework Contract (CAFC) pertaining to independent sector domiciliary care provision. It was considered that this process would ensure that the BRC service (among other third sector organisations) were provided with a sustainable framework within which they could function while providing an efficient and effective service to our population alongside larger independent sector providers. Unfortunately, due to COVID related circumstances, the Invitation to Tender process (ITT) has been delayed and should we serve notice to BRC, it creates a considerable gap in provision between contract end and appointing to the new Framework.

BRC have advised that they will not be able to tender for the CAFC but there will be a further opportunity for BRC in the form of a 'mini competitive ITT' to be undertaken by CCC in January 2022 for several sub-category elements of the CAFC contract. It is expected that following award in January 2022 that the successful bidder would begin implementation in readiness for 1<sup>st</sup> April 2022. This would allow for TUPE considerations, if any.

Local NWSSP-PS have advised that due to staff resource issues they are unlikely to be able to progress an ITT to be awarded in time and allowing for TUPE considerations if any.

Full details of the service impact of not extending the contracts are attached as Annex C. The financial implications are summarised below.

## Summary Costs

	Award/Extension	2021/22	2022/23
		£	£
Marie Curie	1/04/21- 31/03/22	547,623	
CRUSE	1/04/21- 31/03/22	18,130	
Severn Hospice	1/04/21- 31/03/22	36,861	
Hafal – 12-month pilot	1/10/21-30/09/22	96,950	96,950
Mind Pembrokeshire – 12-month pilot	1/09/21-31/08/22	70,673	50,481
Current MH SLAs	Annual cost until 31 <sup>st</sup> March 2023	1,045,662	1,045,662
Out of Contract SLAs	Annual cost until 31st March 2023	336,848	336,848
WG Covid-19 Funding	Annual cost until 31st March 2023	275,290	275,290
British Red Cross	1/10/21-31/03/22	132,640	

## Future Processes

### Monthly Contract Schedule

-Monthly Update

- Each month a contracting schedule will be produced by the Contracting Team
- The information will highlight all Contracts and/or Service Level Agreements which are due to expire within the next 6 months
- Each area of contract/SLA expenditure will be broken-down by Directorate
- The contracts and/or SLA expenditure identified will then be reviewed monthly to ascertain the level of progress
- Progress will be monitored via a clear tracker to ensure that each Directorate has a plan for any forthcoming expirations of contract

### Business Partners Cascade to Directorates

Monthly

- The contract schedule will be cascaded down to Directorates on a monthly basis
- Both the Contracting and Business Partnering team will highlight the key contracts/SLAs for consideration (based on expiration and/or potential complexities)
- As part of the monthly budget review between Business Partners and Directorate leads. A determination and understanding of forthcoming business plans will be discussed, where an agreed recommendation relating to whether the contract/SLA provision is still required

### Contracting, Business Partners and Directorate Recommendations

As required

- Subject to the aforementioned agreement, the following will then be put forward:
  - Continue with the extant arrangements (subject to procurement advice)
  - Recommission (Tender) and develop the service specification including any KPIs, Quality Outcome and Value for Money metrics
  - Decommission- the contract and/or SLA provision where the service is no longer required

## Argymhelliad / Recommendation

The Audit & Risk Assurance Committee is asked to note:

- The Single Tender Actions agreed; and
- The process put in place to address the issue.

<b>Amcanion: (rhaid cwblhau)</b> <b>Objectives: (must be completed)</b>	
Committee ToR Reference: Cyfeirnod Cylch Gorchwyl y Pwyllgor:	3.28 The Committee should also ensure that the systems for financial reporting to the Board, including those of budgetary control, are subject to review as to completeness and accuracy of the information provided to the Board. 3.16 Receive a report on all Single Tender Actions and extensions of contracts.
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	Governance, Leadership and Accountability
Amcanion Strategol y BIP: UHB Strategic Objectives:	4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners.
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Statement</a>	Improve efficiency and quality of services through collaboration with people, communities and partners

<b>Gwybodaeth Ychwanegol:</b> <b>Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Details in supporting annexes
Rhestr Termau: Glossary of Terms:	Included in document
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg: Parties / Committees consulted prior to Audit and Risk Assurance Committee::	Executive Team

<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	Ensuring compliant procurement processes are followed demonstrates value for money is considered. Interim measures being put in place to avoid gap in service provision.
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	Continuity of care will be protected by extending contracts until fully compliant procurement processes are undertaken.

<b>Gweithlu: Workforce:</b>	Not applicable
<b>Risg: Risk:</b>	Ensuring compliant procurement processes are followed minimises risk. Interim measures being put in place to avoid gap in service provision.
<b>Cyfreithiol: Legal:</b>	Ensuring compliant procurement processes are followed minimises legal challenge. Interim measures being put in place to avoid gap in service provision.
<b>Enw Da: Reputational:</b>	Ensuring compliant procurement processes are followed protects the reputation of the Health Board. Interim measures being put in place to avoid gap in service provision.
<b>Gyfrinachedd: Privacy:</b>	Not applicable
<b>Cydraddoldeb: Equality:</b>	Not applicable



<b>DYDDIAD Y CYFARFOD:</b> <b>DATE OF MEETING:</b>	Click here to enter a date.
<b>TEITL YR ADRODDIAD:</b> <b>TITLE OF REPORT:</b>	Palliative Care & Bereavement: Direct Awards/Single Tender Actions
<b>CYFARWYDDWR ARWEINIOL:</b> <b>LEAD DIRECTOR:</b>	Jill Paterson, Exec Director Primary Care, Community and Long Term Care
<b>SWYDDOG ADRODD:</b> <b>REPORTING OFFICER:</b>	Rhian Dawson, System Director Carmarthenshire

**Pwrpas yr Adroddiad (dewiswch fel yn addas)**

**Purpose of the Report (select as appropriate)**

Ar Gyfer Penderfyniad/For Decision

## ADRODDIAD SCAA

### SBAR REPORT

#### Sefyllfa / Situation

Further to the recent decision relating to the cessation of Direct Awards/Single Tender Actions' to extend current service provisions, this paper outlines the current position relating to palliative care service provision in Carmarthenshire and South Ceredigion related to Marie Curie Nursing Services (MCNS) and Severn Hospice provision in Ceredigion.

Executive Team is asked to acknowledge and approve the current position and the plans to ensure due procurement processes are adhered to following approval of the draft Hywel Dda University Health Board (HDdUHB) Palliative Care strategy and its recommendation for service delivery.

#### Cefndir / Background

The provision of End of Life (EoL) and Palliative Care (including bereavement care) is a core function of our community nursing service and is deemed a specialist area of provision. Indeed this area of care and support has been deemed 'essential' according to the current NHS Operating Framework. For a number of years we have delivered this service across Carmarthenshire and Ceredigion in partnership with Marie Curie Nursing Services, CRUSE and Severn Hospice.

Area	Contractor	Description	Contract Value £
Ceredigion	Severn Hospice	The Service is designed to provide care and support for Service Users who are diagnosed with a terminal illness. The Service is not designed to be continuous and will be time limited e.g. provide support six weeks before the end of their life.	£36,861
Carmarthenshire	Marie Curie Cancer Care	Multi Visit Nursing Service (and Mileage), 24hr nursing care to patients in the place of their choice	£315,711



Ceredigion	Marie Curie Cancer Care	Multi Visit Nursing Service (and Mileage), 24hr nursing care to patients in the place of their choice	£137,913
Carmarthenshire & Ceredigion, Pembrokeshire	Marie Curie Cancer Care	Dementia Services - Nursing services for patients who are EOL and diagnosed	£93,999
Carmarthenshire & Ceredigion	CRUSE	Regional Bereavement counselling service	£18,130

In May 2019, the Executive Team acknowledged the need to develop a Strategy to ensure optimal delivery of Palliative and End of Life care for our population. The HDdUHB consequently commissioned the development of a Strategy which commenced December 2020 and conclusion / Board approval of this work is due in October 2021.

The strategy is indicating the need for change in service provision to meet the needs of our population and to ensure best practice in palliative / end of life care. Implementing such a change in service provision will require us to decommission existing contractual arrangements with our external providers and realign core community services to deliver. While this work progresses, commissioned care and support services provided by Marie Curie, Severn Hospice and CRUSE have continued with an extension to the existing contract to ensure continuity of service. This was considered essential to ensure patient safety. The table below demonstrates our considered impact if services should cease.

Contractor	Status	Impact if not extended
Severn Hospice	SLA has currently lapsed in discussions to put a new SLA in place until March 2022.	<ol style="list-style-type: none"> <li>1. Would remove the ability for patient to choose to die at home if able.</li> <li>2. Would result in palliative patients occupying acute beds due to the fact they could not be discharged home.</li> <li>3. Extra demand would be placed on the continuing care and community resource teams in order to facilitate discharges.</li> <li>4. Due to lack of capacity there is a concern we would be unable to place care with patients within 24 hours of receiving the request which is the KPI we work to today.</li> </ol>
Marie Curie Cancer Care (MNCS)	SLA has lapsed, formal letter sent to provider to continue service until end of June 2021 pending the Attain Bereavement and Palliative Care Strategy Review. This review is taking longer than anticipated so we would need to put another SLA in place until March 2022.	<ol style="list-style-type: none"> <li>1. Would result in palliative patients occupying acute beds due to the fact they could not be discharged home.</li> <li>2. Extra demand would be placed on the continuing care and acute response teams in order to facilitate discharges.</li> <li>3. Would remove the ability for patient to choose to die at home if able.</li> <li>4. Due to lack of capacity there is a concern we would be unable to place care with patients within 24 hours of receiving the request which is the KPI we work to today.</li> </ol>
Marie Curie Cancer Care (Dementia)		
CRUSE	SLA has currently lapsed in discussions to put a new SLA in place until March 2022.	<ol style="list-style-type: none"> <li>1. Would disrupt the partnership working that CRUSE has in place with GP surgeries and also social services.</li> <li>2. During 20/21 the CRUSE service actively responded to 238 requests for support, especially in Ceredigion.</li> </ol>

The assessment section below outlines the anticipated outcomes and outputs from our commissioned services to demonstrate value for money (VFM). Further it describes the contract monitoring processes we have put in place to ensure contractual compliance.

## Asesiad / Assessment

Our commissioned providers are aware that the extension of existing contracts are time limited and following completion of the Strategy that the HDdUHB will serve notice on current contracts and tender future provision according to due procurement processes. During these discussions the following have been agreed for 21 / 22:

<b><u>Contractual Review and Extension Agreements 21 /22</u></b>	<b>Marie Curie Agree</b>	<b>HDUHB Agree</b>
HDUHB requested MC to continue their provision of MCNS from 1 <sup>st</sup> April 2021 for the next 3 months across the same geographical area (in order to coincide with the conclusion of the Palliative Care Strategy Report)	Y	Y
Marie Curie recognize that there will be <u>one</u> contract (SLA) only covering Carmarthenshire and Ceredigion MCNS and there will be a requirement to include the currently provided Dementia Care Contract (SLA) and in the contract monitoring	Y	Y
HDUHB SLA T&C's to be used	Y	Y
MCNS services were until 1 <sup>st</sup> April 2021 invoiced on a commissioned hours per annum basis (Carmarthenshire 15,494 hrs and Ceredigion 6,490 hrs). From 1 <sup>st</sup> April 2021 Marie Curie to be paid only for <u>actual delivered</u> hours of service and this to be evidenced with supporting information	Y	Y
Both Carmarthenshire & Ceredigion contributory rate in respect of MCNS is to align and account only for: Care staff salaries, National Insurance Contributions, Pensions Contributions, Vacation Leave & Public Holidays, Travel Costs to patients, Staff Sickness, Training, Clinical Co-ordination & Service Management. This means a rate of £21.25 per hour to be charged	Y	Y
Costs of Marie Curie Regional Management; Quality, Compliance & Governance; Back Office & Central Costs are met solely by Marie Curie	Y	Y
There will be a requirement for formal contract monitoring meetings with full reporting information forwarded at least 1 week in advance. HDUHB will setup these meetings currently	Y	Y
Welsh Government to EoL / Hospice support for the 3 <sup>rd</sup> Sector might become available at some point beyond the Welsh Assembly elections which might reduce cost pressures on parties providing sufficient level and flow through the chain.	Y	Y

Carmarthenshire and Ceredigion county management are aware that contractual extensions have been awarded and approved for similar service provision in Pembrokeshire (namely Paul Sartori) in support of the strategic and operational direction of palliative care provision in the Health Board.

With reference to the value of the existing Service Level Agreements, we can confirm that these are affordable within core budget and that reviews have been undertaken to confirm that external provision is more cost effective than providing the service in house.

We can confirm that there are no foreseen risks to completing and approving the Palliative / End of Life Strategy and on completion will adhere to All Wales Procurement processes to ensure fair, equitable and value based approach to service provision.

## Argymhelliad / Recommendation

Executive Teams is asked to:

- Note the current arrangements
- Agree to extend the Third Sector Agreements for Marie Curie, Severn Hospice and CRUSE until 31<sup>st</sup> March 2022 in order for service changes to be implemented from following the Palliative Care and Bereavement Strategy Review.

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	5. Timely Care 5.1 Timely Access 6. Individual care 6.1 Planning Care to Promote Independence
Amcanion Strategol y BIP: UHB Strategic Objectives:	4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners. 5. Deliver, as a minimum requirement, outcome and delivery framework work targets and specifically eliminate the need for unnecessary travel & waiting times, as well as return the organisation to a sound financial footing over the lifetime of this plan 2. Living and working well 3. Growing older well
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives Choose an item. Choose an item. Choose an item.

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Well-being of Future Generations (Wales) Act 2015 Social Services and Well-being (Wales) Act 2014 Consultation on Transforming Mental Health programme
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg: Parties / Committees consulted prior to Audit and Risk Assurance Committee:	

Effaith: (rhaid cwblhau) Impact: (must be completed)	
Ariannol / Gwerth am Arian: Financial / Service:	<a href="#">e.g. financial impact or capital requirements:</a>

	<p>(if yes, please complete relevant section of the integrated impact assessment template available via the link below)</p> <p><a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a></p>
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	<p>e.g. adverse quality and/or patient care outcomes/impacts:</p> <p>(if yes, please complete relevant section of the integrated impact assessment template available via the link below)</p> <p><a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a></p>
<b>Gweithlu:</b> <b>Workforce:</b>	<p>e.g. adverse existing or future staffing impacts:</p> <p>(if yes, please complete relevant section of the integrated impact assessment template available via the link below)</p> <p><a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a></p>
<b>Risg:</b> <b>Risk:</b>	<p>e.g. risks identified and plans to mitigate risks:</p> <p>(if yes, please complete relevant section of the integrated impact assessment template available via the link below)</p> <p><a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a></p>
<b>Cyfreithiol:</b> <b>Legal:</b>	<p>e.g. legal impacts or likelihood of legal challenge:</p> <p>(if yes, please complete relevant section of the integrated impact assessment template available via the link below)</p> <p><a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a></p>
<b>Enw Da:</b> <b>Reputational:</b>	<p>e.g. potential for political or media interest or public opposition:</p> <p>(if yes, please complete relevant section of the integrated impact assessment template available via the link below)</p> <p><a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a></p>
<b>Gyfrinachedd:</b> <b>Privacy:</b>	<p>e.g. potential impact on individual's privacy rights or confidentiality and/or the potential for an information security risk due to the way in which information is being used/shared, etc: (if yes, please complete relevant section of the integrated impact assessment template available via the link below)</p> <p><a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a></p>
<b>Cydraddoldeb:</b> <b>Equality:</b>	<p>e.g. potential negative/positive impacts identified in the Equality Impact Assessment (EqIA) documentation – follow link below</p> <ul style="list-style-type: none"> <li>• Has EqIA screening been undertaken? Yes/No (if yes, please supply copy, if no please state reason)</li> <li>• Has a full EqIA been undertaken? Yes/No (if yes please supply copy, if no please state reason)</li> </ul> <p><a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a></p>



## Tîm Cyfarwyddwyr EXECUTIVE TEAM

<b>DYDDIAD Y CYFARFOD:</b> <b>DATE OF MEETING:</b>	21 July 2021
<b>TEITL YR ADRODDIAD:</b> <b>TITLE OF REPORT:</b>	MH&LD Third Sector Commissioning & Procurement Planning
<b>CYFARWYDDWR ARWEINIOL:</b> <b>LEAD DIRECTOR:</b>	Andrew Carruthers, Director of Operations
<b>SWYDDOG ADRODD:</b> <b>REPORTING OFFICER:</b>	Liz Carroll, Director Mental Health & Learning Disabilities

### Pwrpas yr Adroddiad (dewiswch fel yn addas)

#### Purpose of the Report (select as appropriate)

Ar Gyfer Penderfyniad/For Decision

### ADRODDIAD SCAA SBAR REPORT

#### Sefyllfa / Situation

This purpose of this report is to inform Members of the existing Third Sector commissioning and procurement plan for MH&LD services and to request agreement to extend 3 out of date SLA's and 8 Welsh Government funded COVID-19 response SLA's to align with the recommissioning timelines. In addition, we are seeking approval to enter 2 Direct Awards to pilot Sanctuary and Hospitality Bed services in line with Transforming Mental Health recommendations.

#### Cefndir / Background

In January 2018, the Health Board approved the implementation of the Transforming Mental Health programme, which was developed through extensive public consultation, engagement and co-production. Since then we have worked collaboratively with service users, carers, staff and partner organisations to co-produce a future service model for Tier 0/1 Third Sector Mental Health services.

Due to the Pandemic there is wide ranging evidence to suggest that increasing numbers of people will require support from a wide range of services to support their emerging well-being and mental needs. These early intervention and prevention services inevitably safeguard secondary mental health provision for those who would otherwise require more specialist intervention.

The Directorate currently manages just under £2.0 million of SLA's with the Sector summarised as follows:

Funding Status	Health Board Funding £
Current SLA's (March 2023)	1,045,662
Out of Contract SLA's (March 2020)	336,848
Direct Award/Single Tender Action	315,054
Welsh Government COVID-19 Funding	275,290
<b>Grand Total</b>	<b>1,972,854</b>

The first row of the table represents the value of the majority of our Third Sector SLA's (March 2023), which will be recommissioned through a planned procurement exercise. The remaining rows represent the value of those SLA's which fell outside of the agreed process and which we are now seeking a decision to align. This report will explain how we propose to manage these SLA's in line with the agreed principles of the planned commissioning and procurement plan for Third Sector services.

### Current SLA's (March 2023)

The Directorate currently spends approximately £1.4 million (core budget) per annum through Service Level Agreements (SLA's) with approximately 20 Third Sector organisations to deliver a range of early intervention and prevention mental health and well-being services to support our population. Through the Transforming Mental Health programme, it was agreed that these SLA's would be recommissioned through a full procurement exercise, to include robust market engagement.

Please see *Appendix 1* for MH&LD SLA Register.

In line with this all SLA's were reviewed for service delivery, performance and value for money in 2019. New service specifications were developed, and SLA's issued until 31<sup>st</sup> March 2023 to allow for a robust recommissioning exercise. A detailed commissioning plan has been agreed including procurement timescales has been developed with procurement colleagues to ensure a comprehensive process that supports the sector to engage.

Please see *Appendix 2* for MH&LD Commissioning & Procurement Plan.

### Out of Contract SLA's (March 2020)

There are 3 longstanding SLA's totalling £336,848 (core budget) that were not included in the TMH review as they were not directly related to TMH service delivery. These were being actively reviewed and renegotiated prior to COVID-19, and now need to be aligned with the revised commissioning timelines.

- West Wales Action for Mental Health (£184,719 PA)
- Pembrokeshire Mind – Early Intervention in Psychosis (£37,519)
- Alzheimer's Society (£114,610)

To note the Alzheimer's Society SLA falls within the West Wales Dementia Strategy which was only agreed earlier this year. This is managed via RPB colleagues and they are awaiting Welsh Government approval on the direction of travel in relation to the Dementia Co-ordinators provided by Alzheimer's within this SLA.

### Direct Award/Single Tender Action

A key recommendation of the TMH change programme is the development of Sanctuary and Hospitality Bed services. In line with this, we are proposing to enter into a Direct Award for the provision of Sanctuary & Hospitality Bed Services with Mind in Pembrokeshire and Hafal in Ceredigion for a 12-month pilot.

The Hospitality Bed Service will provide an alternative to hospital admission for people who are experiencing episodes of mental distress that evidently require some form of intervention but would not necessitate an admission to secondary care mental health services. One local



community-based bed which will be provided as an alternative safe service to in-patient admissions, psychiatric in-patient facilities and/or secondary care when a service user is experiencing mental distress but does not require acute inpatient admission.

Both services will signpost to existing partner agencies to help reduce service users' vulnerability and risk of experiencing crisis/mental distress again by enabling the service user to resolve any underlying cause(s) of the crisis.

Please see Appendix 3 for Sanctuary & Hospitality Bed Service Specification.

It is our intention to fully evaluate each of the pilot sites over the 12-month contract period to make an informed decision regarding service provision need in line with the agreed Third Sector commissioning timelines. Any subsequent service provision beyond the pilot will be commissioned via the planned procurement exercise, allowing for a contract award period of up to 3 years.

### Welsh Government COVID-19 Funding

Due to the Pandemic Welsh Government provided an additional £200,000 in December 2020 to be spent by March 2021 specifically for Tier 0/1 Third Sector services to support the COVID response and address waiting lists. Owing to the short turnaround and in agreement with procurement we ran a bids process and invited the Sector to submit proposals. Following a multi-agency evaluation 8 SLA's were issued for a 3-month period.

In March 2021 Welsh Government announced its intention to replicate this funding on a recurrent basis. Monitoring and performance information shows that these services are making a significant impact on current waiting lists particularly in S-CAMHS and Older Adults and it was agreed to extend all 8 for a further 6 months until September 2021, while awaiting formal funding approval from Welsh Government. Again, this was in consultation with procurement and partner agencies and avoided having to wind down these services whilst we waited for formal approval. This is the same approach as all other Health Boards have taken with this funding.

### Asesiad / Assessment

#### Current SLA's (March 2023)

MH&LD Directorate have developed a robust 18-month procurement/commissioning framework with procurement colleagues whereby services will be awarded new 3-year SLA's by 31st December 2022. This timeline reflects the complexity of the process and the need to support the sector appropriately to prepare for the procurement exercise. In particular, the timescales allow for extra support to be given to smaller organisations through services such as Business Support Wales to ensure parity across all organisations, large and small. The Framework will allow MH&LD services to work collaboratively with organisations, partners, service users and carers to develop new service specifications, encouraging fresh approaches and innovation. This process has been delayed due to the advent of the Pandemic and the revised timelines allow for flexibility to deal with further issues which may arise as a result.

The added value of the services provided by the Third Sector to improve mental health and well-being services, supporting the most difficult to reach communities has been demonstrated repeatedly. At a time when recruiting staff to traditional health roles is proving a challenge, the opportunity to work with the Sector to fill these gaps, in a more flexible way than a large organisation such as the Health Board can achieve, should not be underestimated.

In terms of value for money all contracts prior to 2021 have been in existence for nearly a decade, in that time no uplift has been given and many of the providers are actually incurring costs as a result such as Alzheimer's Society SLA which is currently unvalued by approximately £17,000 per annum. During the review phase all financial elements were discussed and negotiated to reflect value for money in terms of management fees and running costs. All SLA's have clearly defined KPI's and outcomes in line with TMH objectives, services are monitored on a quarterly basis for performance and outcomes.

Please see Appendix 4 for MH&LD Third Sector Monitoring & Performance Data for 2020-2021.

#### Direct Award/Single Tender Action

In particular, our out of hours crisis care services have seen an increase in demand, therefore providing Sanctuary and Hospitality Bed provision in Pembrokeshire and Ceredigion will offer additionality and lessen the demand on our already overburdened services. This specialist support is needed to ensure individuals have adequate crisis provision to avoid their symptoms escalating which may lead to attempted suicide, hospital admission or in the worse cases, completed suicide.

Following discussions with the Sector we were unable to identify any other provider that can provide a joint Sanctuary and Hospitality Bed service within the geographic area with the additionality of being able to provide the premises and workforce within the timescales required for the pilot. Mind Pembrokeshire and Hafal (Ceredigion) are best placed to provide these pilot services as both organisations have existing premises which are centrally located and easily accessible for each county's respective Community Mental Health Centres. This further means that the contract can commence close to the Direct Award date as the providers will not have to source accommodation or carry out any works on the premises.

Both Mind and Hafal operate a number of specialist mental health services for the Health Board and local authorities making them best placed to work with this particularly vulnerable client group. Both providers have a current workforce with the requisite skills and training, which negates having to undertake a lengthy recruitment process.

The health board has had extensive discussions with both providers regarding the provision of these services. Value for money has been achieved through negotiating cost reductions in rent, utilities and management costs which has reduced the overall costs in Pembrokeshire by £17,445 (PA) per annum and in Ceredigion by £41,312 (PA) per annum, with the following final costs agreed by respective organisations:

- |                      |                   |                 |             |
|----------------------|-------------------|-----------------|-------------|
| • Mind Pembrokeshire | Friday – Sunday   | 6.00pm – 2.00am | £121,154 PA |
| • Hafal, Ceredigion  | Thursday – Sunday | 6.00pm – 2.00am | £193,900PA  |

#### Welsh Government COVID-19 Funding (September 2021)

In July 2021 Welsh Government formally approved the recurrent funding for Tier 0/1 Third Sector services which had initially been short term funded in response to COVID-19. Now that these monies fall within our core budget, we propose to include these services in the agreed Third Sector commissioning plan, which will require an extension of current provision until March 31<sup>st</sup> 2023, with new contracts awarded in December 2022 via the formal procurement



exercise. We will review these services for delivery, performance and value for money in order to meet the budget requirements of £200,000 per annum.

These services have been pivotal in our ongoing COVID response and for the predicted increased demand on Mental Health Services. It is vital that the way in which the procurement of Third Sector services is progressed reflects the existing positive relationships we have built.

### Summary

Short-term contracts are vital in enabling us to pilot services prior to entering into a formal procurement approach. This is an approach that we have taken in the past and one which has been supported by procurement colleagues. It is necessary that we have the ability to evaluate services and establish need prior to agreeing new service models on a longer-term basis.

MH&LD Services have been very open with the market about the impending procurement exercise and all providers are aware of the process and the indicative timescales. Therefore, there is very little risk of challenge from the Sector if we extend any of the affected contracts and/or enter into a direct award for Sanctuary and Hospitality Bed services. The detailed commissioning and procurement plan that we have developed will further mitigate this risk.

If the Health Board cannot extend the service delivery on any of the contracts affected there is a risk to the vulnerable service users and carers who rely on these services to meet their well-being and mental health needs. If we do not follow the agreed timelines of the recommissioning and procurement plan as already communicated with the Sector, there is potential for adverse publicity and reputational risk to the Health Board if we end these existing services for vulnerable people abruptly.

### Argymhelliad / Recommendation


Members are asked to:

1. **Agree** to extend the 3 Out of Contract SLA's and respective Welsh Government COVID-19 funded SLA's until 31st March 2023 in line with the agreed commissioning and procurement plan for existing Third Sector services.
2. **Agree** to a Direct Award/Single Tender Action for the provision of Sanctuary & Hospitality Bed Services with Mind Pembrokeshire and Hafal Ceredigion for a 12-month pilot.
3. **Note** the impact and risks involved if we have to abruptly end service delivery on any of the affected SLA's.

<b>Amcanion: (rhaid cwblhau)</b> <b>Objectives: (must be completed)</b>	
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s): <a href="#">Hyperlink to NHS Wales Health &amp; Care Standards</a>	5. Timely Care 5.1 Timely Access 6. Individual care 6.1 Planning Care to Promote Independence
Quality Improvement Goal(s):	Not Applicable Focus On What Matters To Patients, Service users, Their Families and Carers, and Our Staff
Amcanion Strategol y BIP: UHB Strategic Objectives: <a href="#">Hyperlink to HDdUHB Strategic Objectives</a>	4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners. 5. Deliver, as a minimum requirement, outcome and delivery framework work targets and specifically eliminate the need for unnecessary travel & waiting times, as well as return the organisation to a sound financial footing over the lifetime of this plan 2. Living and working well. 3. Growing older well.
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	Improve Population Health through prevention and early intervention Support people to live active, happy and healthy lives Improve efficiency and quality of services through collaboration with people, communities and partners

<b>Gwybodaeth Ychwanegol:</b> <b>Further Information:</b>	
Ar sail tystiolaeth: Evidence Base:	Well-being of Future Generations (Wales) Act 2015 Social Services and Well-being (Wales) Act 2014 Consultation on Transforming Mental Health programme
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report.
Partion / Pwyllgorau â ymgynhorwyd ymlaen llaw y Tîm Cyfarwyddwyr: Parties / Committees consulted prior to Executive Team:	Silver Tactical Group.

<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	e.g. financial impact or capital requirements: No (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>

<b>Ansawdd / Gofal Claf: Quality / Patient Care:</b>	e.g. adverse quality and/or patient care outcomes/impacts: No (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Gweithlu: Workforce:</b>	e.g. adverse existing or future staffing impacts: No (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Risg: Risk:</b>	e.g. risks identified and plans to mitigate risks: No (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Cyfreithiol: Legal:</b>	e.g. legal impacts or likelihood of legal challenge: No (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Enw Da: Reputational:</b>	e.g. potential for political or media interest or public opposition: No (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Gyfrinachedd: Privacy:</b>	e.g. potential for data breaches: No (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Cydraddoldeb: Equality:</b>	<p>An Equality Impact Assessment on the recommissioning of Third Sector Services was undertaken by the Service Transformation &amp; Partnerships team in September 2019 as part of the extension of current SLA's until 31<sup>st</sup> March 2023.</p> <p> Third Sector Services EQIA</p> <p>In line with our recommissioning intentions the EQIA will be updated throughout the procurement process.</p>

**SINGLE QUOTATION/TENDER REQUEST FORM**REFERENCE NUMBER: **HDD... TBC?****SECTION 1 To be completed by the Requesting Officer**

<b>REQUEST TO WAIVE</b> Please tick as appropriate	Single Quotation <input type="checkbox"/>	Single Tender <input checked="" type="checkbox"/>
<b>Name:</b>	Aileen Flynn	
<b>Title:</b>	Service Transformation and Partnerships Manager	
<b>Ward/Department:</b>	Mental Health and Learning Disabilities	
<b>Contact No:</b>	01267 283086	
<b>BUDGET HOLDER:</b>	Liz Carroll, Director Mental Health and Learning Disabilities	
<b>Reasons why waive of Standing Financial Instructions is being sought (delete or cross through as relevant)</b> <ul style="list-style-type: none"> <li>a) <del>Compatibility with existing equipment e.g. specific equipment requirement</del></li> <li>b) <del>Maintenance of existing equipment e.g. compliance with a warranty cover clause</del></li> <li>c) <b>Continuity of service/goods - there is a need to retain a particular contractor for real business continuity issues (not just preferences)</b></li> <li>d) <del>The service/item is follow-up work where a provider has already undertaken initial work in the same area and where the initial work was awarded from open competition</del></li> </ul> <p><b><i>'Urgency' is not generally regarded as a valid reason for the avoidance of a competitive exercise.</i></b></p>		
<b>Background: Reason for single supplier &amp; details of any alternatives considered &amp; reasons for their rejection (supplier(s) details required)</b>	<p>This contract is for the provision of a Sanctuary Service and Hospitality Bed in Pembrokeshire. This will be a pilot initiative for 12 months operated by Mind Pembrokeshire, which will provide out of hours mental health crisis services. The health board currently commission Hafal and Mind Llanelli to run an identical service in Carmarthenshire and we have submitted another proposal for another to operate from Ceredigion. Establishing the same service in Pembrokeshire will ensure parity across the health board footprint. This is in line with what was agreed as part of our public consultation on Transforming Mental Health services.</p> <p>Due to the impact of COVID-19, further specialist support is needed to ensure individuals have adequate crisis provision to avoid their symptoms escalating which may lead to attempted suicide, hospital admission or in the worse cases, completed suicide.</p> <p>Mind Pembrokeshire are best placed to provide this pilot service in Pembrokeshire as they have existing premises in Perrots Road, Haverfordwest which is centrally located and easily accessible for the Community Mental Health Centre (CMHC). This means that the contract can commence immediately as they will not have to source accommodation or carry out any works on the premises. Mind Pembrokeshire have been operating this service for 6 months to test initial need. However, it has been agreed that 6 months was not long enough to fully evaluate the service and determine future need. Therefore, we are seeking to extend this provision for a period of 12 months bringing it operationally in line with the other 2 sites to</p>	

# HYWEL DDA UNIVERSITY HEALTH BOARD

	<p>enable a full and through evaluation of all Sanctuary and Hospitality Bed provision across the health board footprint.</p> <p>The health board is in discussions with Welsh Government regarding the provision of sustainable funding for Sanctuary Services across the whole of Wales from 2022.</p>		
<p><b>Explicit Reasons as to How Value for Money will be achieved when services are provided by a Single Supplier. Sufficient detail should be provided in this section or the request will be returned.</b></p>	<p>The pilot Sanctuary and Hospitality Bed provision has been discussed and agreed with the provider. We have looked to make savings where possible including a reduction in Management costs, reduction in revenue costs through sharing the rent, utilities and insurance costs across the 2 provisions which has reduced the overall cost by 41,312.00 PA.</p> <p>Further to this as Mind Pembrokeshire can provide existing accommodation to meet the service needs there is no capital costs to the contract value equating to a saving of 22,000 based on the initial contract costs for the same service.</p> <p>Having the service in such close proximity to the CMHC will ensure joined up working providing an overall better service for the individual and will greatly lessen transport costs.</p> <p>The provision of a Hospitality Bed will reduce hospital admissions from Pembrokeshire and make savings accordingly.</p>		
<p><b>Have any Trials / Evaluations been undertaken within the Health Board?</b> NB: Appropriate advice should be sought from Procurement in advance of trials being undertaken</p>	No	If Yes, please state the evaluation reference number:	N/A
<p><b>If Yes, please give full details of evaluation. Including whether or not any relevant Groups have been made aware of this evaluation (please state).</b></p>	N/A		
<p><b>Consequence &amp; Impact if not approved:</b></p>	<p>The funding for the Sanctuary and Hospitality Bed service in Pembrokeshire is been provided through underspend Welsh Government Service Improvement Funding underspend 2021/22.</p> <p>This service is very much needed in Pembrokeshire as Ceredigion and Carmarthenshire will each have the same level of service provision, therefore without this service there is inequity across the health board footprint.</p> <p>It is predicted that demand on Mental Health Services will increase as a result of stress and anxiety due to the current COVID-19 Pandemic. In particular, our out of hours crisis care services have seen an increase in demand, therefore this service will offer</p>		

## HYWEL DDA UNIVERSITY HEALTH BOARD

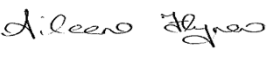

	additionality and lessen the demand on our already over burdened services.		
<b>Proposed supplier (name &amp; address):</b>	Mind Pembrokeshire, 2 Perrots Road, Haverfordwest SA61 2HD		
<b>PLEASE PROVIDE DETAIL OF GOODS (including model no. where appropriate) / SERVICES / WORKS REQUIRED:</b>	This contract is for the provision of a Sanctuary and Hospitality Bed service based in Pembrokeshire. It is an out of hours mental health crisis service which will operate as follows:  <u>Sanctuary Service</u> Friday – Sunday 6pm – 2am  <u>Hospitality Bed</u> Friday – Sunday 10.00pm – 10.00am		
<b>IF SERVICES, IS THIS FOR CONSULTANCY AND OR INDIVIDUAL</b>	No	If yes an IR35 assessment must be completed. IR35 applies?	N/A
<b>Proposed agreement period including end dates.</b> NB: Approval cannot be granted retrospectively.	Agreement date: 01/09/2021 Go live date for service: 01/09/2021 – 31/08/2022		
<b>UNIT COST / ANNUAL COST:</b>	£121,153.68 PA		
<b>TOTAL COST (inc. delivery &amp; VAT):</b>	£121,153.68 PA		
<b>WHOLE LIFE COSTS:</b> (Please state all additional goods/services/works that may be required during the life of the goods/service/works being requested here. E.g. Maintenance, Consumables etc.)	Whole life costs are incorporated within the costing.		
<b>New or Replacement Equipment/Service:</b> (Please state)	This contract is for the provision of a new 12 month pilot for a Sanctuary and Hospitality Bed service in Pembrokeshire.		
<b>Life Expectancy of equipment (if applicable)</b>	N/A		
<b>Is this a recurring requirement?</b>	No		
<b>What is the length of the proposed agreement? (if applicable)</b>	1 year		
<b>Will there be a requirement to extend?</b>	The pilot will be fully evaluated during the initial 12 months. If it is successful needing to continue the health board will seek sustainable funding via Welsh Government and undertake a		

## HYWEL DDA UNIVERSITY HEALTH BOARD

	procurement exercise for a 3 year contract.																																																																																																														
<b>SOURCE OF FUNDING:</b> (Revenue/Capital/Charity etc.)	Revenue – Mental Health & Learning Disabilities Directorate Welsh Government Service Improvement Funding underspend 2021/22.	<b>Please provide Financial Code:</b>	1027																																																																																																												
<b>Breakdown of estimated capital and on-going revenue charges per annum.</b> <b>NB: Please ensure your Finance Team are consulted before submitting form</b>	<table border="1"> <thead> <tr> <th colspan="4">SANCTUARY</th> </tr> </thead> <tbody> <tr> <td><b>12 months</b></td><td></td><td></td><td></td></tr> <tr> <td><b>SANCTUARY CAPITAL COSTS</b></td><td></td><td></td><td><b>Total 3 nights</b></td></tr> <tr> <td>Replacement bedding</td><td></td><td></td><td>250</td></tr> <tr> <td><b>Total</b></td><td></td><td></td><td><b>250</b></td></tr> <tr> <td><b>SANCTUARY REVENUE COSTS</b></td><td></td><td></td><td><b>Total 3 nights</b></td></tr> <tr> <td>Meals</td><td></td><td></td><td>250</td></tr> <tr> <td>Washroom facilities</td><td></td><td></td><td>100</td></tr> <tr> <td>Utilities</td><td></td><td></td><td>1000</td></tr> <tr> <td>Refuse and recycling</td><td></td><td></td><td>60</td></tr> <tr> <td>Stationery</td><td></td><td></td><td>250</td></tr> <tr> <td><b>Total</b></td><td></td><td></td><td><b>1660</b></td></tr> <tr> <td><b>SANCTUARY STAFF</b></td><td><b>hours</b></td><td><b>hourly rate</b></td><td><b>total 3 nights</b></td></tr> <tr> <td>Coordinator</td><td>15</td><td>17.12</td><td>13353.6</td></tr> <tr> <td>Project worker</td><td>16</td><td>12.35</td><td>10275.2</td></tr> <tr> <td>Project worker</td><td>16</td><td>12.35</td><td>10275.2</td></tr> <tr> <td>Project worker</td><td>16</td><td>12.35</td><td>10275.2</td></tr> <tr> <td>Training</td><td></td><td></td><td>500</td></tr> <tr> <td>15% on costs</td><td></td><td></td><td>8168.16</td></tr> <tr> <td><b>Total</b></td><td></td><td></td><td><b>52847.36</b></td></tr> <tr> <td><b>SANCTUARY OTHER COSTS</b></td><td></td><td></td><td></td></tr> <tr> <td>Marketing /posters</td><td></td><td></td><td>250</td></tr> <tr> <td>Transport</td><td></td><td></td><td>500</td></tr> <tr> <td><b>Total</b></td><td></td><td></td><td><b>750</b></td></tr> <tr> <td><b>SANCTUARY MANAGEMENT AND ADMIN CHARGE</b></td><td></td><td></td><td></td></tr> <tr> <td>10%</td><td></td><td></td><td><b>5550.73</b></td></tr> <tr> <td><b>SANCTUARY GRAND TOTAL</b></td><td></td><td></td><td><b>61058.09</b></td></tr> </tbody> </table>			SANCTUARY				<b>12 months</b>				<b>SANCTUARY CAPITAL COSTS</b>			<b>Total 3 nights</b>	Replacement bedding			250	<b>Total</b>			<b>250</b>	<b>SANCTUARY REVENUE COSTS</b>			<b>Total 3 nights</b>	Meals			250	Washroom facilities			100	Utilities			1000	Refuse and recycling			60	Stationery			250	<b>Total</b>			<b>1660</b>	<b>SANCTUARY STAFF</b>	<b>hours</b>	<b>hourly rate</b>	<b>total 3 nights</b>	Coordinator	15	17.12	13353.6	Project worker	16	12.35	10275.2	Project worker	16	12.35	10275.2	Project worker	16	12.35	10275.2	Training			500	15% on costs			8168.16	<b>Total</b>			<b>52847.36</b>	<b>SANCTUARY OTHER COSTS</b>				Marketing /posters			250	Transport			500	<b>Total</b>			<b>750</b>	<b>SANCTUARY MANAGEMENT AND ADMIN CHARGE</b>				10%			<b>5550.73</b>	<b>SANCTUARY GRAND TOTAL</b>			<b>61058.09</b>
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	<b>SANCTUARY STAFF</b>	<b>hours</b>	<b>hourly rate</b>	<b>total 3 nights</b>																																																																																																											
	Coordinator	15	17.12	13353.6																																																																																																											
	Project worker	16	12.35	10275.2																																																																																																											
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	Training			500																																																																																																											
	15% on costs			8168.16																																																																																																											
	<b>Total</b>			<b>52847.36</b>																																																																																																											
	<b>SANCTUARY OTHER COSTS</b>																																																																																																														
	Marketing /posters			250																																																																																																											
	Transport			500																																																																																																											
	<b>Total</b>			<b>750</b>																																																																																																											
	<b>SANCTUARY MANAGEMENT AND ADMIN CHARGE</b>																																																																																																														
	10%			<b>5550.73</b>																																																																																																											
	<b>SANCTUARY GRAND TOTAL</b>			<b>61058.09</b>																																																																																																											
	<table border="1"> <thead> <tr> <th colspan="4">HOSPITALITY BED</th> </tr> </thead> <tbody> <tr> <td><b>HOSPITALITY REVENUE COSTS</b></td><td></td><td></td><td><b>Total 3 nights</b></td></tr> <tr> <td>Meals</td><td></td><td></td><td>250</td></tr> </tbody> </table>			HOSPITALITY BED				<b>HOSPITALITY REVENUE COSTS</b>			<b>Total 3 nights</b>	Meals			250																																																																																																
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	Meals			250																																																																																																											



## HYWEL DDA UNIVERSITY HEALTH BOARD

	Washroom facilities			100
	Utilities			750
	Refuse and recycling			60
	Stationery			125
	<b>Total</b>			<b>1285</b>
	<b>HOSPITALITY STAFF</b>	<b>hours</b>	<b>hourly rate</b>	<b>total 3 nights</b>
	Coordinator	15	17.12	13353.6
	Project worker	16	12.35	10275.2
	Project worker	16	12.35	10275.2
	Project worker	16	12.35	10275.2
	Training			500
	15% on costs			8168.16
	<b>Total</b>			<b>52847.36</b>
	<b>HOSPITALITY OTHER COSTS</b>			
	Marketing /posters			250
	Transport			250
	<b>Total</b>			<b>500</b>
	<b>HOSPITALITY MANAGEMENT AND ADMIN CHARGE</b>			
	10%			<b>5463.23</b>
	<b>HOSPITALITY GRAND TOTAL</b>			<b>60095.59</b>
<b>Total Cost Sanctuary Service &amp; Hospitality Bed Service £121,153.68 PA</b>				
Have any revenue consequences (particularly staffing or maintenance implications) been agreed?	N/A			
Any other financial consideration to be declared e.g. risks to ongoing funding, savings: cash releasing, cost avoidance, cost pressure, VFM impact.	The funding for this service is been provided through Welsh Government Service Improvement Funding underspend 2021/22. If this proposal is not approved the service cannot continue in April 2021 which will impact on our current adult mental health service provision as there will be inadequate out of hours crisis services in Pembrokeshire. If there is a break in service we will lose the staff that have been trained and have worked on the initial pilot for the past 6 months, therefore we will have will have to recruit again which will delay the service from becoming operational.			
I have delegated responsibility for the non-pay expenditure budget specified above. I confirm that sufficient funding is available within the budget code specified, and authorise the expenditure to be coded accordingly.				
Signature of requestor (please also print name & position):	 Aileen Flynn Service Transformation & Partnerships Manager,	Signature of budgetary approver (please also print name & position):	 Liz Carroll, Director of Mental Health and	



## HYWEL DDA UNIVERSITY HEALTH BOARD

	Mental Health and Learning Disabilities		Learning Disabilities
<b>DATE OF REQUEST:</b>	04/08/2021	<b>DATE OF APPROVAL:</b>	04/08/2021

**\*\* BUDGET APPROVER TO COMPLETE\*\***

### Section 2

#### Declaration of Interest

The Health Board is obliged to ensure that all procurement processes are carried out in accordance with the public procurement rules and NHS Wales's guidance. Where an employee is engaged in a procurement exercise a formal declaration is required to confirm that there is no potential interest which may give rise to a conflict.


**Please confirm the following statements are correct:**

		✓ x
1.	Neither I, my family, friends, acquaintances or work colleagues involved in this process, will receive any benefit or gain (financial or otherwise, directly or indirectly) if the contract is awarded to any of the bidders involved in the process as they become known.	✓
2a.	I have no material interest in whether the contract is awarded or not.	✓
2b.	I am not in possession of any Additional Information in respect of the procurement process. (Save for the information in the 'Additional Information box below)	✓
3.	I currently do not benefit in any way, financially or otherwise, including (but not limited to) the receipt of a grant or outside funding, that could influence my decision in respect of the procurement or any of the bidders involved in this process .	✓
4.	I have not received hospitality (other than of a nominal value or that declared in the register of gifts and hospitality maintained by Corporate Management) or any material gifts, as outlined in the LHB's Standards of Behaviour Framework Policy from any of the bidders involved in the process.	✓
5.	I have read, understood and will abide by the NHS Guidance entitled "Standards of Business Conduct for NHS Staff" (DGM (93)84) and the LHB's Standards of Behaviour Framework Policy.	✓
6.	By signing this declaration I understand that it is my responsibility that should my circumstance change or a new relationship be established in relation to any bidding organisation, I will consult with the Lead Procurement contact and am aware that I may be required to complete a new Declaration of Interest or be required to withdraw my participation.	✓
7.	I will keep the identities of the bidders, the content of the bids and procurement documents confidential.	✓

I hereby certify that, to the best of my knowledge and belief, the statements set out above are correct. I understand that any failure on my part to declare an interest in a contract or otherwise to breach the rules and instructions mentioned above is a serious matter and could result in further legal or professional action being taken against me, including (but not limited to):

- Exclusion from the current procurement exercise and future procurement activities
- For LHB employees, it could result in disciplinary proceedings being initiated.
- Should the matter involve issues that are of a criminal nature e.g. fraud, bribery or corruption then the LHB will notify the appropriate authority to take any necessary action which may include prosecution.

**Signature:**

<b>Signature:</b>	
<b>PRINT NAME:</b>	Aileen Flynn
<b>POSITION:</b>	Service Transformation & Partnerships Manager, MHLD
<b>DATE:</b>	17/03/2021

**SECTION 3 Authorisation Signatures:**

DESIGNATION	SIGNATURE	DATE
Head of Department	<i>E. Carroll</i>	04/08/2021
Comments:		
Directorate General Manager		
Comments:		

Please note STA requests cannot be processed unless supported by the above signatures; electronic signatures will NOT be accepted.

If you have any queries regarding completing this form please contact one of the following:-  
 Head of Procurement – 01267 227636 (WHTN No. 01827 2636)  
 Senior Procurement Business Manager – 01970 635837 (WHTN No. 01822 5837) or 01267 227937 (WHTN no. 01827 2937)

Once completed please e-mail to either: -  
[Alan.binks@wales.nhs.uk](mailto:Alan.binks@wales.nhs.uk) or [alun.james@wales.nhs.uk](mailto:alun.james@wales.nhs.uk)

**Note:** Contracts should not be awarded until the single quotation/tender action has been approved.

Please refer to 699 - [Single Tender Action Procedure](#) for full guidelines.

## SECTION 4

## FOR COMPLETION BY HEAD OF PROCUREMENT

<b>PROCUREMENT ADVICE: OR REJECTION COMMENTS:</b>  (including any conditions/future actions):	<b>a) Equipment</b>  All checks carried out to ensure that the equipment meets required standards and is fit for purpose  <b>Yes/No</b>  <b>b) Other Services</b>  All checks carried out to ensure that the service to be delivered is compliant with regulatory procedures, including compliance of HMRC IR35 rules where services such as consultancy contracts are involved and that all the usual employment checks have been undertaken.  <b>Yes/No</b>  <b>c) The contract value does not exceed EU procurement thresholds.</b>  <b>Yes/No</b>  <b>Any Other Comments</b>		
<b>PROCUREMENT ADVICE</b> (Delete or cross through as appropriate)	<ul style="list-style-type: none"> <li>• Yes, the SQA or STA is an appropriate course</li> <li>• No, an alternative option can be pursued</li> <li>• No Option</li> </ul>		
<b>HEAD OF PROCUREMENT</b> :		<b>DATE:</b>	

**SECTION 5 BOARD SECRETARY AUTHORISATION**

<b>REQUEST SUPPORTED?</b>	<b>YES / NO</b>		
<b>SUPPORTING or REJECTION COMMENTS (including any conditions/future actions):</b>			
<b>SIGNED:</b>		<b>DATE:</b>	

**SECTION 6 CHIEF EXECUTIVE OR DIRECTOR OF FINANCE APPROVAL**

<b>REQUEST SUPPORTED?</b>	<b>YES / NO</b>		
<b>SUPPORTING or REJECTION COMMENTS (including any conditions/future actions):</b>			
<b>SIGNED:</b>		<b>DATE:</b>	
<b>PLEASE PRINT NAME &amp; POSITION:</b>			

# HYWEL DDA UNIVERSITY HEALTH BOARD



## SINGLE QUOTATION/TENDER REQUEST FORM

REFERENCE NUMBER: **HDD... TBC?**

### SECTION 1 To be completed by the Requesting Officer

<b>REQUEST TO WAIVE</b> Please tick as appropriate	Single Quotation <input type="checkbox"/>	Single Tender <input checked="" type="checkbox"/>
<b>Name:</b>	Aileen Flynn	
<b>Title:</b>	Service Transformation and Partnerships Manager	
<b>Ward/Department:</b>	Mental Health and Learning Disabilities	
<b>Contact No:</b>	01267 283086	
<b>BUDGET HOLDER:</b>	Liz Carroll, Director Mental Health and Learning Disabilities	
<b>Reasons why waive of Standing Financial Instructions is being sought (delete or cross through as relevant)</b> <ul style="list-style-type: none"> <li>a) <del>Compatibility with existing equipment e.g. specific equipment requirement</del></li> <li>b) <del>Maintenance of existing equipment e.g. compliance with a warranty cover clause</del></li> <li>c) <b>Continuity of service/goods - there is a need to retain a particular contractor for real business continuity issues (not just preferences)</b></li> <li>d) <del>The service/item is follow-up work where a provider has already undertaken initial work in the same area and where the initial work was awarded from open competition</del></li> </ul> <p><b><i>'Urgency' is not generally regarded as a valid reason for the avoidance of a competitive exercise.</i></b></p>		
<b>Background: Reason for single supplier &amp; details of any alternatives considered &amp; reasons for their rejection (supplier(s) details required)</b>	<p>This contract is for the provision of a Sanctuary Service and Hospitality Bed in Ceredigion. This will be a pilot initiative for 12 months operated by Hafal, which will provide out of hours mental health crisis services. The health board currently commission Hafal and Mind Llanelli to run an identical service in Carmarthenshire. Pembrokeshire Mind provide the same services in Pembrokeshire and a separate STA has been submitted to extend this service for a 12 month pilot. Establishing the same service in Ceredigion will ensure parity across the health board footprint. This is in line with what was agreed as part of our public consultation on Transforming Mental Health services.</p> <p>Due to the impact of COVID-19, further specialist support is needed to ensure individuals have adequate crisis provision to avoid their symptoms escalating which may lead to attempted suicide, hospital admission or in the worse cases, completed suicide.</p> <p>Hafal are best placed to provide this pilot service in Ceredigion as they have existing premises in Portland Road, Aberystwyth within walking distance of Gorwelion Community Mental Health Centre (CMHC). This means that the contract can commence immediately as they will not have to source accommodation or carry out any works on the premises. Hafal already operate a number of specialist mental health services for the Health Board and Local Authority making</p>	

## HYWEL DDA UNIVERSITY HEALTH BOARD

	<p>them best placed to work with this particular client group. The pilot project will be fully evaluated alongside the other 2 sites, with the findings directing future need.</p> <p>The health board is in discussions with Welsh Government regarding the provision of sustainable funding for Sanctuary Services across the whole of Wales from 2022.</p>		
<p><b>Explicit Reasons as to How Value for Money will be achieved when services are provided by a Single Supplier. Sufficient detail should be provided in this section or the request will be returned.</b></p>	<p>The pilot Sanctuary and Hospitality Bed provision has been discussed and agreed with the provider. We have looked to make savings where possible including sharing the rent, utilities and insurance costs across the 2 provisions which has reduced the overall cost by 17,445.00 PA.</p> <p>Further to this as Hafal can provide existing accommodation to meet the service needs there is no capital costs to the contract value equating to a saving of 25,000 based on the Llanelli contract costs for the same service.</p> <p>Having the service in such close proximity to the CMHC will ensure joined up working providing an overall better service for the individual and will greatly lessen transport costs.</p> <p>The provision of a Hospitality Bed will reduce hospital admissions from Ceredigion and make savings accordingly.</p>		
<p><b>Have any Trials / Evaluations been undertaken within the Health Board?</b> NB: Appropriate advice should be sought from Procurement in advance of trials being undertaken</p>	No	If Yes, please state the evaluation reference number:	N/A
<p><b>If Yes, please give full details of evaluation. Including whether or not any relevant Groups have been made aware of this evaluation (please state).</b></p>	N/A		
<p><b>Consequence &amp; Impact if not approved:</b></p>	<p>The funding for the Sanctuary and Hospitality Bed service in Pembrokeshire is been provided through underspend Welsh Government Service Improvement Funding underspend 2021/22.</p> <p>This service is very much needed in Ceredigion as Pembrokeshire and Carmarthenshire each have the same level of service provision, therefore without this service there is inequity across the health board footprint.</p> <p>It is predicated that demand on Mental Health Services will increase as a result of stress and anxiety due to the current COVID-19 Pandemic. In particular, our out of hours crisis care services have seen an increase in demand, therefore this service will offer additionality and lessen the demand on our already over burdened services.</p>		

## HYWEL DDA UNIVERSITY HEALTH BOARD



<b>Proposed supplier (name &amp; address):</b>	Hafal, Unit B3 Lakeside Technology Park, Phoenix Way, Llansamlet Swansea SA7 9FE		
<b>PLEASE PROVIDE DETAIL OF GOODS (including model no. where appropriate) / SERVICES / WORKS REQUIRED:</b>	<p>This contract is for the provision of a Sanctuary and Hospitality Bed service based in Ceredigion. It is an out of hours mental health crisis service which will operate as follows:</p> <p>Sanctuary Service Thursday – Sunday 6pm – 2am</p> <p>Hospitality Bed Thursday – Sunday 10.00pm – 10.00am</p>		
<b>IF SERVICES, IS THIS FOR CONSULTANCY AND OR INDIVIDUAL</b>	No	If yes an IR35 assessment must be completed. IR35 applies?	N/A
<b>Proposed agreement period including end dates.</b> NB: Approval cannot be granted retrospectively.	<p>Agreement date: 01/10/2021</p> <p>Go live date for service: 01/10/2021 – 31/09/2022</p>		
<b>UNIT COST / ANNUAL COST:</b>	£193,900.04 PA		
<b>TOTAL COST (inc. delivery &amp; VAT):</b>	£193,900.04 PA		
<b>WHOLE LIFE COSTS:</b> (Please state all additional goods/services/works that may be required during the life of the goods/service/works being requested here. E.g. Maintenance, Consumables etc.)	Whole life costs are incorporated within the costing.		
<b>New or Replacement Equipment/Service:</b> (Please state)	This contract is for the provision of a new 12 month pilot for a Sanctuary and Hospitality Bed service in Ceredigion.		
<b>Life Expectancy of equipment (if applicable)</b>	N/A		
<b>Is this a recurring requirement?</b>	No		
<b>What is the length of the proposed agreement? (if applicable)</b>	1 year		
<b>Will there be a requirement to extend?</b>	<p>The pilot will be fully evaluated during the initial 12 months. If it is successful needing to continue the health board will seek sustainable funding via Welsh Government and undertake a procurement exercise for a 3 year contract.</p>		
<b>SOURCE OF FUNDING: (Revenue/Capital/Charity etc.)</b>	Revenue – Mental Health & Learning	<b>Please provide Financial Code:</b>	1027

# HYWEL DDA UNIVERSITY HEALTH BOARD

	Disabilities Directorate Welsh Government Service Improvement Funding underspend 2021/22.		
<b>Breakdown of estimated capital and on-going revenue charges per annum.</b> <b>NB: Please ensure your Finance Team are consulted before submitting form</b>	<b>Sanctuary Service</b>		
	Salaries & On Costs	£ 88,247.96	
	Recruitment	£ 400.00	
	Life assurance	£ 75.00	
	Rent	£ 4,800.00	
	Printing, Stationery, postage, etc	£ 4,000.00	
	Telephones	£ 870.00	
	Professional Fees & Insurance	£ 500.00	
	Food / drink / activities	£ 4,000.00	
	Equipment / Furnishings	£ 250.00	
	IT related costs	£ 800.00	
	Training & Health & Safety	£ 1,750.00	
	Taxis	£ 2,000.00	
	Management Fees 10%	£ 11,201.00	
		<b>£118,893.96</b>	
	<b>Hospitality Bed</b>		
	Salaries & On Costs	£ 68,817.08	
	Recruitment		
	Life assurance		
	Rent		
	Printing, Stationery, postage, etc		
	Telephones		
	Professional Fees & Insurance		
	Food / drink / activities		
	Equipment / Furnishings		
IT related costs			
Training & Health & Safety			
Taxi			
Management Fees 10%	£ 6,189.00		
	<b>£ 75,006.08</b>		
<b>Total Cost Sanctuary Service &amp; Hospitality Bed Service</b> <b>£193,900.04 PA</b>			
Have any revenue consequences (particularly	N/A		



## HYWEL DDA UNIVERSITY HEALTH BOARD

<b>staffing or maintenance implications) been agreed?</b>		
<b>Any other financial consideration to be declared e.g. risks to ongoing funding, savings: cash releasing, cost avoidance, cost pressure, VFM impact.</b>	The funding for this service is been provided through Welsh Government Service Improvement Funding underspend 2021/22. If this proposal is not approved the service cannot commence in October 2021 which will impact on our current adult mental health service provision as there will be inadequate out of hours crisis services in Ceredigion.	
<b>I have delegated responsibility for the non-pay expenditure budget specified above. I confirm that sufficient funding is available within the budget code specified, and authorise the expenditure to be coded accordingly.</b>		
<b>Signature of requestor (please also print name &amp; position):</b>	 Aileen Flynn Service Transformation & Partnerships Manager, Mental Health and Learning Disabilities	<div style="display: flex; justify-content: space-between;"> <div style="width: 45%;"> <b>Signature of budgetary approver (please also print name &amp; position):</b> </div> <div style="width: 45%; text-align: center;">   Liz Carroll,  Director of Mental Health and Learning Disabilities </div> </div>
<b>DATE OF REQUEST:</b>	04/08/2021	<b>DATE OF APPROVAL:</b> 04/08/2021

**\*\* BUDGET APPROVER TO COMPLETE\*\***

### Section 2

#### Declaration of Interest

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**Please confirm the following statements are correct:**

		✓ x
1.	Neither I, my family, friends, acquaintances or work colleagues involved in this process, will receive any benefit or gain (financial or otherwise, directly or indirectly) if the contract is awarded to any of the bidders involved in the process as they become known.	✓
2a.	I have no material interest in whether the contract is awarded or not.	✓
2b.	I am not in possession of any Additional Information in respect of the procurement process. (Save for the information in the 'Additional Information box below)	✓
3.	I currently do not benefit in any way, financially or otherwise, including (but not limited to) the receipt of a grant or outside funding, that could influence my decision in respect of the procurement or any of the bidders involved in this process.	✓
4.	I have not received hospitality (other than of a nominal value or that declared in the register of gifts and hospitality maintained by Corporate Management) or any material gifts, as outlined in the LHB's Standards of Behaviour Framework Policy from any of the bidders involved in the process.	✓
5.	I have read, understood and will abide by the NHS Guidance entitled "Standards of Business Conduct for NHS Staff" (DGM (93)84) and the LHB's Standards of Behaviour Framework Policy.	✓
6.	By signing this declaration I understand that it is my responsibility that should my circumstance change or a new relationship be established in relation to any bidding organisation, I will consult with the Lead Procurement contact and am aware that I may be required to complete a new Declaration of Interest or be required to withdraw my participation.	✓


## HYWEL DDA UNIVERSITY HEALTH BOARD

7.	I will keep the identities of the bidders, the content of the bids and procurement documents confidential.	✓
----	--	---


I hereby certify that, to the best of my knowledge and belief, the statements set out above are correct. I understand that any failure on my part to declare an interest in a contract or otherwise to breach the rules and instructions mentioned above is a serious matter and could result in further legal or professional action being taken against me, including (but not limited to):

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- For LHB employees, it could result in disciplinary proceedings being initiated.
- Should the matter involve issues that are of a criminal nature e.g. fraud, bribery or corruption then the LHB will notify the appropriate authority to take any necessary action which may include prosecution.

### Signature:

<b>Signature:</b>		
<b>PRINT NAME:</b> Aileen Flynn		
<b>POSITION:</b> Service Transformation & Partnerships Manager, MHLD		
<b>DATE:</b> 17/03/2021		

### SECTION 3 Authorisation Signatures:

DESIGNATION	SIGNATURE	DATE
Head of Department		04/08/2021
Comments:		
Directorate General Manager		
Comments:		

Please note STA requests cannot be processed unless supported by the above signatures; electronic signatures will NOT be accepted.

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[Alan.binks@wales.nhs.uk](mailto:Alan.binks@wales.nhs.uk) or [alun.james@wales.nhs.uk](mailto:alun.james@wales.nhs.uk)

**Note:** Contracts should not be awarded until the single quotation/tender action has been approved.

Please refer to 699 - [Single Tender Action Procedure](#) for full guidelines.

## SECTION 4

## FOR COMPLETION BY HEAD OF PROCUREMENT

<b>PROCUREMENT ADVICE: OR REJECTION COMMENTS:</b>  (including any conditions/future actions):	<b>a) Equipment</b>  All checks carried out to ensure that the equipment meets required standards and is fit for purpose  <b>Yes/No</b>  <b>b) Other Services</b>  All checks carried out to ensure that the service to be delivered is compliant with regulatory procedures, including compliance of HMRC IR35 rules where services such as consultancy contracts are involved and that all the usual employment checks have been undertaken.  <b>Yes/No</b>  <b>c) The contract value does not exceed EU procurement thresholds.</b>  <b>Yes/No</b>  <b>Any Other Comments</b>		
	<b>PROCUREMENT ADVICE</b> (Delete or cross through as appropriate) <ul style="list-style-type: none"> <li>• Yes, the SQA or STA is an appropriate course</li> <li>• No, an alternative option can be pursued</li> <li>• No Option</li> </ul>		
	<b>HEAD OF PROCUREMENT</b> :	<b>DATE:</b>	

**SECTION 5 BOARD SECRETARY AUTHORISATION**

<b>REQUEST SUPPORTED?</b>	<b>YES / NO</b>		
<b>SUPPORTING or REJECTION COMMENTS (including any conditions/future actions):</b>			
<b>SIGNED:</b>		<b>DATE:</b>	

**SECTION 6 CHIEF EXECUTIVE OR DIRECTOR OF FINANCE APPROVAL**

<b>REQUEST SUPPORTED?</b>	<b>YES / NO</b>		
<b>SUPPORTING or REJECTION COMMENTS (including any conditions/future actions):</b>			
<b>SIGNED:</b>		<b>DATE:</b>	
<b>PLEASE PRINT NAME &amp; POSITION:</b>			



<b>DYDDIAD Y CYFARFOD:</b> <b>DATE OF MEETING:</b>	Click here to enter a date.
<b>TEITL YR ADRODDIAD:</b> <b>TITLE OF REPORT:</b>	British Red Cross – ‘Home from Hospital’ and ‘Home not Hospital’ Service, Carmarthenshire County
<b>CYFARWYDDWR ARWEINIOL:</b> <b>LEAD DIRECTOR:</b>	Jill Paterson, Executive Director Primary Care, Community and Long Term Care
<b>SWYDDOG ADRODD:</b> <b>REPORTING OFFICER:</b>	Rhian Dawson, System Director Carmarthenshire

<b>Pwrpas yr Adroddiad (dewiswch fel yn addas)</b> <b>Purpose of the Report (select as appropriate)</b>
Ar Gyfer Penderfyniad/For Decision

<b>ADRODDIAD SCAA</b> <b>SBAR REPORT</b>
<p><u><b>Sefyllfa / Situation</b></u></p> <p>Further to the recent decision relating to the cessation of ‘Direct Awards/Single Tender Actions’ to extend current service provisions, this paper outlines the current position relating to the provision of the ‘Hospital to Home’ and the ‘Home not Hospital’ services in Carmarthenshire. These services commissioned from British Red Cross (BRC) by the Health Board jointly with Carmarthenshire County Council to support our Discharge to Recover then Assess (D2A) and Intermediate Care (IC) pathways that contribute to patient ‘flow’ through the acute hospital and admission avoidance.</p> <p>Executive Team is asked to acknowledge the current position in relation to the existing BRC contract for services that support patient flow in our acute hospitals. Executive Teams is asked to approve an extension on the existing contract to reduce adverse impact on patient ‘flow’ if the service was ceased at the end September 2021 when existing contract is due to cease. The contract extension will allow completion of a review and realignment of our D2A and IC resources to ensure compliance with best practice standards associated with Urgent and Emergency Care (UEC) national policy goals and key deliverables.</p> <p><u><b>Cefndir / Background</b></u></p> <p>D2A and IC are key deliverables in terms of improving UEC and delivering Welsh Government expectations related to the recently published 6 UEC Policy Goals.</p> <p>The BRC has provided a valued service to the Health Board and Carmarthenshire County Council to specifically support discharge from hospital with low level care and support provision to patients on their discharge for up to a 12 week period. Further the BRC provides a low level care and support response to those who are identified as being at risk of hospital admission when social care circumstances increase the risk of hospital admission.</p> <p>It is important to note that this ‘Hospital to Home’ and ‘Home not Hospital’ is distinct from the Emergency Department service provided in Withybush General Hospital (WGH), Glangwili General Hospital (GGH) and most recently Bronglais General Hospital (BGH).</p> <p>The ‘Hospital to Home’ and ‘Home not Hospital’ service is broken down in two parts:-</p>

British Red Cross - Home from Hospital (Hywel Dda University Health Board supported) facilitates the early transfer of care from hospital by providing the patient with transport home (if required) and practical support including personal care for a time limited period. The BRC also connects the patient with community based 3rd sector support in order to keep to a minimum the risk of re-admission within 30 days or the need for statutory intervention.

British Red Cross - Home not Hospital (Carmarthenshire County Council supported) facilitates 3rd sector and community groups to prevent hospital admission and inappropriate escalation to statutory care. As with the Home from Hospital service, BRC connects the patients to community based 3rd sector support and the Delta Connect programme. The latter ensures that we are able to provide early intervention if the individual's circumstances deteriorate and provide enhanced levels of support to avoid a hospital admission.

## **The Service**

### Home from Hospital

- 1.1.1 To support transfer of care from hospital to home in a timely manner.
- 1.1.2 To deliver person centred support plans, which may include practical help or signposting/referring/co-working with other appropriate services.
- 1.1.3 To support individuals to assume control of their life.
- 1.1.4 To encourage and support individuals wellbeing
- 1.1.5 To refer service users to appropriate community based preventative services to reduce or delay statutory intervention.

### Home not Hospital

- 1.2.1 To deliver person centred support plans, which may include practical help or signposting/referring/co-working with other appropriate services.
- 1.2.2 To support individuals to assume control of their life.
- 1.2.3 To encourage and support individuals wellbeing
- 1.2.4 To refer service users to appropriate community based preventative services to reduce or delay statutory intervention.

## **Service Levels**

### Home from Hospital

- 2.1.1 The service operates 7 days a week, Monday to Sunday between 8.00am and 6.00pm, including bank holidays.
- 2.1.2 The service is normally available within 48 hours of initial request.
- 2.1.3 The service provides time-limited support of up to 4 weeks. If further support is needed to avoid hospital admission or escalation to statutory services the individual is supported through the Home not Hospital service.
- 2.1.4 If a service user has been identified as needing statutory support and is waiting for care and support services to commence, approval MUST be sought from the contract manager to maintain support for more than 4 weeks.

### Home Not Hospital

- 2.2.1 The service operates 5 days a week, Monday to Friday between 9.00 am and 5.00pm and does not operate on bank holidays.

2.2.2 The service is normally available within 48 hours of initial request.

2.2.3 The service will provide a person centred plan where time-limited support will be discussed

with the service user. On average support is provided for up to 12 weeks but can be extended as support is outcome and objective driven.

2.2.4 If a service user has been identified as needing statutory support and is waiting for care and

support services to commence approval must be sought from the contract manager to maintain support.

2.2.5 The scheme will not be a replacement for services provided by statutory agencies as it is directed towards community based support and maintaining independence.

## **Contracted Activity**

### Home **not** Hospital

Ref	Measure	Metric
1	Number of new referrals in the quarter including breakdown of referral sources	70 People
2	Number of inappropriate referrals in the quarter, and these referrals were reported back as appropriately to either the Health Board or Carmarthenshire County Council.	Less than 5% of new referrals
3	Number of people actively supported during the quarter	85 People
4	Average number of days support given overall during the quarter	95 days
5	Average time from referral to first activity	1 day
6	Average number of activities per case	5
7	Average case duration	1.5 hours
8	Number of people referred to a statutory service during the period including high-level reasons.	Less than 5% of total caseload

### Home **from** Hospital

Ref	Measure	Metric
1	Number of new referrals in the quarter including breakdown of referral sources	70 People
2	Number of inappropriate referrals in the quarter, and these referrals were reported back as appropriately to either the Health Board or Carmarthenshire County Council.	Less than 5% of new referrals
3	Number of people actively supported through the 7 day scheme during the quarter	88 People
4	Average time from referral to first activity.	1 day
5	Total number of support visits made during the quarter	500 visits
6	Total number of support hours given during the quarter.	415 hours
7	Average case duration, listing high level reasons as to why support lasted more than 4 weeks	1.5 hours
8	Number of people referred to a statutory service during the period including high-level reasons.	Less than 5% of total caseload

## **Contract Value (6 Months)**

The Contract Value for the service is £149,878 (6 months) however contributions to the contracts broken down as follows:



<u>Hywel Dda UHB</u>	<u>6 month</u>
Core Funding	£43,106
Integrated Care Fund	£89,534

<u>Carmarthenshire County Council</u>	<u>6 month</u>
Core Funding	£7,238
Transformation Fund	£10,000

**TOTAL** **£149,878**

The existing SLA is due to terminate on the 30<sup>th</sup> September 2021 and this date aligned to a timeline associated with Carmarthenshire County Council's (CCC) tendering process for a Community Assessment Framework Contract pertaining to independent sector domiciliary care provision. It was considered that this process would ensure that the BRC service (among other third sector organisations) were provided with a sustainable framework within which they could function while providing an efficient and effective service to our population alongside larger independent sector providers. Further it was considered that this realignment would also reduce reliance on short term funding such as Integrated Care Fund and Transformation Fund.

Unfortunately, due to Covid related circumstances, the Invitation to Tender process (ITT) has been delayed and we now find ourselves in a position where, should we serve notice to BRC, it creates a considerable gap in provision between contract end and appointing to the new Framework.

The assessment section below outlines the risks associated with us losing this service while considering the risks associated with financing the extension and non compliance with due procurement process.

### Asesiad / Assessment

In recent months our UEC system has been under significant pressure from increased demand in patients at our acute hospital 'front doors' and consequent higher conversion rates. The latter are particularly associated with frail patients who invariably require a level of care and support on discharge. The BRC 'Hospital to Home' service is considered an essential contributor to our ability to support timely discharge of this patient population.

BRC contribution to 'patient flow' and admission avoidance **2020-2021:**

Home not Hospital	Metric	Q1	Q2	Q3	Q4
New referrals	People	17	75	96	58
Number of people actively supported	People	84	118	86	52
Average number of days support	Days	140.4	78.2	58.1	105.3
Average time from referral to first activity	Days	1	0.4	1.5	1
Activities including visits and phone calls	Per unit	812	758	867	414
Average Case	Activity	2	1.1	11.6	6.5
Average Case Duration	Hours/Mins	1.6	1.1	0.53	1.6
Number of Appointments	Per unit	4	18	83	31
Total number of activities	Per unit	957	967	1,006	553

Home From Hospital	Metric	Q1	Q2	Q3	Q4
Number of individuals supported through the 7 day HFH Scheme	People	59	83	109	102
Bed Days Saved (According to BRC)		147	198	327	306
Total Number of clients that had weekend calls	People	16	24	45	21
Total Visits made	Per unit	590	751	752	620
Total hours of support given	Hours	365	436	454	407

Reported performance for **Q1 2021** so far:

Home Not Hospital	Metric	Q1
New referrals	People	80
Number of people actively supported	People	91
Average number of days support	Days	28.5
Average time from referral to first activity	Days	5
Activities including visits and phone calls	Per unit	652
Average Case	Activity	1
Average Case Duration	Hours/Mins	1.1
Number of Appointments	Per unit	1
Total number of activities	Per unit	652

Home from Hospital	Metric	Q1
Number of individuals supported through the 7 day HFH Scheme	People	101
Bed Days Saved (According to BRC)		264
Average Case	Days	11.4
Total number of activities	Per unit	1436
Total hours of support given	Hours	411

Further, it has been acknowledged at national, Regional (West Wales Care Partnership) and local levels that the increased demand for social care on discharge coupled with the fragility and paucity of social care provision at home is contributing greatly to our UEC pressures. The loss of BRC services would therefore further compromise our UEC position.

At a meeting with BRC on 10<sup>th</sup> August, 2021, they have advised that the conditions associated with the CCC ITT are such that it prevents them for tendering for the Community Assessment Framework Contract (CAFC). BRC indicated that on this basis and with the anticipated termination of contract that they are considering deregistering from Care Inspectorate Wales and as staff leave would not be recruiting to vacancies.

CCC is invested in implementing the CAFC. We are aware however that a further opportunity will be presented to BRC in the form of a 'mini competitive ITT' to be undertaken by CCC in January 2022 for several sub-category elements of the CAFC contract. This includes a

'community prevention' category which is better suited to the BRC infrastructure and its Statement of Purpose. It is expected that following award in January 2022 that the successful bidder would begin implementation in readiness for 1<sup>st</sup> April 2022. This would allow for TUPE considerations, if any.

Local NWSSP-PS have advised that due to staff resource issues they are unlikely to be able to progress an ITT to be awarded in time and allowing for TUPE considerations if it applies.

### **Financial Implications for the Health Board if the SLA is extended**

The cost of extending this SLA between 1<sup>st</sup> October 2021 and 31<sup>st</sup> March 2022 is £149,878 broken down as follows –

<u>Hywel Dda UHB</u>	<u>6 month</u>
Core Funding	£43,106
Integrated Care Fund	£89,534

<u>Carmarthenshire County Council</u>	<u>6 month</u>
Core Funding	£7,238
Transformation Fund	£10,000

**TOTAL** **£149,878**

All contributors to the service have confirmed that extending does not cause cost pressure to organisational budgets.

**In summary**, it is acknowledged that adherence to due procurement processes is paramount however it would appear that:

- NWSSP will not be in a position to award ITT within the timeline anticipated for the new CAFC
- BRC are not in a position to express interest in the CAFC tender however would be in a good position to tender for the mini competitive ITT in January 2022.
- The UEC system is consistently at high levels of escalation presenting considerable risk to patients in the community and those inpatients whose discharges are delayed due to social care fragility.
- Terminating the BRC service at this time will further compromise our UEC system and destabilise domiciliary care availability in the wider community
- Extending the contract does not place further cost pressures on the Health Board

### **Argymhelliad / Recommendation**

Executive Team is asked to consider approving the following recommendation:

- To acknowledge the current position related to the BRC contract and the potential impact on our Urgent Emergency Care system if this service were to cease as per current contract at the end of September 2021.
- To extend the BRC Home from Hospital and Home to Hospital contracts to March 2022 allowing BRC to be able to consider tendering for the 'mini competitive ITT' in January

Amcanion: (rhaid cwblhau) Objectives: (must be completed)	
Committee ToR Reference Cyfeirnod Cylch Gorchwyl y Pwyllgor	
Cyfeirnod Cofrestr Risg Datix a Sgôr Cyfredol: Datix Risk Register Reference and Score:	Not applicable
Safon(au) Gofal ac Iechyd: Health and Care Standard(s):	5. Timely Care 5.1 Timely Access 6. Individual care 6.1 Planning Care to Promote Independence
Amcanion Strategol y BIP: UHB Strategic Objectives:	4. Improve the productivity and quality of our services using the principles of prudent health care and the opportunities to innovate and work with partners. 5. Deliver, as a minimum requirement, outcome and delivery framework work targets and specifically eliminate the need for unnecessary travel & waiting times, as well as return the organisation to a sound financial footing over the lifetime of this plan 2. Living and working well 3. Growing older well
Amcanion Llesiant BIP: UHB Well-being Objectives: <a href="#">Hyperlink to HDdUHB Well-being Objectives Annual Report 2018-2019</a>	4. Improve Population Health through prevention and early intervention, supporting people to live happy and healthy lives 8. Transform our communities through collaboration with people, communities and partners Choose an item. Choose an item.

Gwybodaeth Ychwanegol: Further Information:	
Ar sail tystiolaeth: Evidence Base:	Well-being of Future Generations (Wales) Act 2015 Social Services and Well-being (Wales) Act 2014 Consultation on Transforming Mental Health programme
Rhestr Termiau: Glossary of Terms:	Contained within the body of the report.
Partïon / Pwyllgorau â ymgynhorwyd ymlaen llaw y Pwyllgor Archwilio a Sicrwydd Risg: Parties / Committees consulted prior to Audit and Risk Assurance Committee:	

<b>Effaith: (rhaid cwblhau)</b> <b>Impact: (must be completed)</b>	
<b>Ariannol / Gwerth am Arian:</b> <b>Financial / Service:</b>	e.g. financial impact or capital requirements: (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Ansawdd / Gofal Claf:</b> <b>Quality / Patient Care:</b>	e.g. adverse quality and/or patient care outcomes/impacts: (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Gweithlu:</b> <b>Workforce:</b>	e.g. adverse existing or future staffing impacts: (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Risg:</b> <b>Risk:</b>	e.g. risks identified and plans to mitigate risks: (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Cyfreithiol:</b> <b>Legal:</b>	e.g. legal impacts or likelihood of legal challenge: (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Enw Da:</b> <b>Reputational:</b>	e.g. potential for political or media interest or public opposition: (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Gyfrinachedd:</b> <b>Privacy:</b>	e.g. potential impact on individual's privacy rights or confidentiality and/or the potential for an information security risk due to the way in which information is being used/shared, etc: (if yes, please complete relevant section of the integrated impact assessment template available via the link below) <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>
<b>Cydraddoldeb:</b> <b>Equality:</b>	e.g. potential negative/positive impacts identified in the Equality Impact Assessment (EqIA) documentation – follow link below <ul style="list-style-type: none"> <li>Has EqIA screening been undertaken? Yes/No (if yes, please supply copy, if no please state reason)</li> <li>Has a full EqIA been undertaken? Yes/No (if yes please supply copy, if no please state reason)</li> </ul> <a href="http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906">http://howis.wales.nhs.uk/sitesplus/862/opendoc/453906</a>