



Bristol Clinical Commissioning Group

Bristol Health & Wellbeing Board

Home Improvement Agency commissioning	
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Report for Information	

1. Purpose of this Paper

- 1.1. To make Bristol's Health and Wellbeing Board (HWB) aware of the need to make a Key Decision at the 22 June 2016 meeting, which will outline the timescale for commissioning Home Improvement Agency (HIA) services in Bristol.
- 1.2. To support communications with other commissioning partners outside the city, including North Somerset Council (NSC) and Bath & North East Somerset Council (B&NES), such that joint commissioning of Home Improvement Agency services can be maintained.

2. Executive Summary

- 2.1. A Framework for commissioning HIA services was procured in 2012.
- 2.2. Any decisions to extend the current services under this Framework must be taken prior to 24 July 2016.
- 2.3. Bristol City Council (BCC) and Bristol Clinical Commissioning Group (BCCG) recommend that the current service be extended by 23 months, to 31 September 2018, in order to align the procurement of

the HIA with the current timescale for procurement of the Community Equipment Service (CES).

3. Context

- 3.1. An HIA service is in place, and is delivered by WE Care and Repair, and industrial & provident society based on Bristol and working across the West of England.
- 3.2. This HIA service delivers a total of 16,000 client interventions each year, with a majority of these taking place in Bristol. The types of work delivered include:
 - Handyperson
 - Technical housing projects
 - Hospital discharge projects
 - Home Independence and Mobility Support
 - Advice and Guidance
- 3.3. Cabinet in January 2012 agreed to commission the HIA service in a joint procurement involving, at that time, BCC, BCCG (the Bristol Primary Care Trust), NSC, B&NES, South Gloucestershire Council and South Gloucestershire CCG. (The South Gloucestershire agencies subsequently withdrew). WE Care and Repair was appointed, and received a formal contract (a 'call-off' from the Framework) lasting to 31 October 2016 – four years.
- 3.4. Cabinet in January 2012 explicitly authorised the procurement of the HIA service for five years, meaning that a further year can already be purchased under this decision – to October 2017.
- 3.5. The City Council also has a separate contract in place with the different provider (Medequip) for the provision of Community Equipment Services (CES). This contract runs to 30 September 2018, and was procured jointly with South Gloucestershire Council and South Gloucestershire CCG. Each authority maintained a separate contract, which was procured in a joint process.

4. Opportunities

- 4.1. There are opportunities for efficiencies and process improvements if the procurement for the HIA and the CES are conducted at the same time and in a co-ordinated way.
- 4.2. This does not necessarily mean that the HIA and CES services would be provided by the same organisation. It is at least as likely that the current HIA and CES services could be structured such as they are provided by more than two organisations, depending how many 'lots' are procured, and for which elements of the services.
- 4.3. A significant period of pre-procurement analysis and consultation is needed to conduct this process safely, for a number of reasons:
 - The current outcomes delivered by the services need to be reviewed;
 - The range of outcomes sought need to be reviewed, particularly if the relative weight of different parts of the service has changed over time, for instance the balance of Hospital Discharge work, compared with Disabled Facilities Grants;
 - The specification of each element in the services need to be developed, tested and consulted on – for instance commissioners have to be clear on which elements must be delivered by the same organisation, and which could be discrete;
 - Significant market preparation will be required, such as there is an adequate level of competition, and such that individual organisations, including third sector organisation, have the ability to consider appropriate consortium arrangements where this may be beneficial;
 - Contract mobilisation is likely to be significant. In particular, if there is a need to implement new technology and to review legacy equipment catalogues and processes, this may take longer than for simpler procurements.

5. Risks

- 5.1. Timescale:
Once a decision is taken to call-off an extended service, this decision cannot be changed after 24 July 2016.

This means that, at present, BCC and BCCG can decide whether to provide an extension for either one or two years, but would not be possible to extend for one year and then decide to extend for another year – i.e. there will be an absolute deadline by which the procurement must have been completed. This would militate toward a longer rather than a shorter extension.

- 5.2. Partnerships:
BCC and BCCG derive very strong benefits from commissioning jointly with partners, and it is important that these partnerships are maintained.

It is very likely that not all partners will want the same range of services – i.e. if NSC and B&NES choose a joint procurement with BCC and BCCG for the HIA services, it is quite likely they would not wish to procure CES services at the same time. This means that the 'menu' of lots needs to be designed with all partners' needs in mind.

It is also likely that South Gloucestershire colleagues may wish to collaborate with BCC and BCCG over the procurement of the CES service, but may wish not to be involved in the procurement of the HIA. This equally means that the offer for procurement options for the CES needs to reflect all partners' views.

In 2012 an Inter-Authority Agreement (IAA) was established between the contracting authorities and remains in place. A similar IAA will be needed to regulate the relationship between each public body.

6. Recommendations

- 6.1. To note that a paper will come to the HWB on 22 June 2016 seeking authorisation to call-off of a further HIA service under the current HIA Framework, to end on 30 September 2018.

- 6.2. To consider the benefits of starting work on a coordinated procurement of Home Improvement Agency and Community Equipment Services, for implementation on 1 October 2018.