



Decision Pathway – Report

PURPOSE: Key decision

MEETING: Cabinet

DATE: 07 May 2019

TITLE	Technology Enabled Care Service - Better Lives Programme			
Ward(s)	All			
Author: Oliver Buell	Job title: Project Manager	Cabinet lead: Cllr Holland		
Executive Director lead: Jacqui Jensen				
Proposal origin: BCC Staff				
Decision maker: Cabinet Member				
Decision forum: Cabinet				
Purpose of Report:				
1. Seek approval to implement a revised model for Technology Enabled Care (TEC) Service involving allocating £1.375m from Disabled Facilities Grant and the procurement of appropriate services and equipment.				
Evidence Base:				
2. Technology Enabled Care (TEC) is a key enabler of the Better Lives programme.				
3. The use of TEC as part of a wider package of care has been shown to support citizens to live independently for longer within their own communities and improve their wellbeing.				
4. This leads to a reduction in the proportion of adults being supported by residential/nursing provision for lengthy periods of time. It has also been shown to reduce pressure of the local health economy.				
5. The current TEC system is fragmented. Practitioners consider the use of TEC as part of a Care Act assessment of need. However they don't always know the range of TEC on offer and don't consistently prescribe the right TEC for a citizen's situation. Rates of use of TEC are lower than for other comparable Local Authorities.				
6. To increase the use of TEC, initially within BCC and later potentially wider within Health and Childrens Social Care, a new service model is required.				
7. The TEC service model brings together all existing TEC activity within BCC into a single service or hub and combines the service with the Accessible Homes service.				
8. Practitioners will refer into the service when they believe TEC would be appropriate. The referrals will be outcomes-based – Practitioners specify the required outcomes and the TEC experts within the TEC Service then perform a TEC assessment to select equipment that will realise those outcomes.				
9. This approach aligns with TEC systems in other Local Authorities which have experienced large increases in the use of TEC and corresponding achievement of outcomes.				
10. The pace at which care, medical and consumer assistive technologies are advancing indicates the Council will require a dynamic, innovative and responsive TEC supplier. Detailed requirements for TEC supply will be developed to enable a full procurement process to be followed. Requirements will include delivery and maintenance of TEC equipment in an effective, just-in-time, and cost-efficient way as well as availability of new innovative TEC as it comes onto the market.				
11. The Better Lives Programme Board will oversee implementation of the Service. Additionally there will also be a project steering group and project team to manage delivery on a day-to-day basis. The steering group will ensure timely delivery and alignment to the strategic vision and aims while the project team will manage the				

mobilisation and transition.

Cabinet Member/Officer Recommendations:

In consultation with the Cabinet Member for Adult Social Care, that Cabinet:

1. Approve proposals for a revised model for the Technology Enabled Care Service.
2. Approve the allocation of £1.35m from Disabled Facilities Grant.
3. Authorise the Director: Adult Social Care to procure the necessary services and equipment to deliver the new service model.

Corporate Strategy alignment:

Empowering and caring:

Working with partners to empower communities and individuals, increase independence, support those who need it.

1. Provide 'help to help yourself' and 'help when you need it' through a sustainable, safe and diverse system of social care and safeguarding provision, with a focus on early help and intervention.

Well-connected:

Taking bold and innovative steps to make Bristol a joined up city.

1. Make progress towards being the UK's best digitally connected city.
2. Reduce social and economic isolation and help connect people to people.

Wellbeing:

1. Creating healthier and more resilient communities where life expectancy is not determined by wealth or background.
2. Embed health in all our policies to improve physical & mental health and wellbeing, reducing inequalities and the demand for acute services.

Better Lives Programme vision:

People can get the right help at the right time to promote independence and to prevent, reduce or delay the need for long term support.

Technology Enabled Care Service vision:

All citizens, with a support need, their carers and the Practitioners who work with them, can refer into a joined-up and innovative service which will consider their circumstances and promptly provide the right technology to enable them to stay safe, independent and in their homes for longer.

City Benefits:

1. Deliver financial benefits both to the local health economy (typically avoided ambulance call-outs, conveyances to hospital, avoided emergency admissions) and Adult Social Care budget.
2. Health practitioners are able to make TEC referrals along with BCC practitioners and citizens.
3. Quicker installation of TEC leading to reduced Delayed Transfer of Care (hospital discharge) waiting lists.
4. TEC assessments will treat all clients as individuals ensuring equipment installed is right for their own situation.
5. Increased independence of service users helping to keep people safe in their own homes for longer.

Consultation Details:

1. Better Lives Programme Board (25/02/19) – includes Health representatives/BCC leadership/Assistant Mayor.
2. Representatives from all affected areas of the business (Bristol Operations Centre/Accessible Homes/Adult Social Care) (throughout Full Business Case development).
3. Healthier Together Programme – Digital population group (includes North Somerset, South Gloucestershire, Bristol North Somerset South Gloucestershire Clinical Commissioning Group, Bristol Community Health) (08/01/19).
4. Staff Engagement Group (16/04/19) – includes representatives from all teams within Adult Social Care.

Revenue Cost	£zero	Source of Revenue Funding	Not applicable
Capital Cost	£400k one off	Source of Capital Funding	Disabled Facilities Grant

	£182-236k - ongoing		
One off cost <input checked="" type="checkbox"/>	Ongoing cost <input checked="" type="checkbox"/>	Saving Proposal <input checked="" type="checkbox"/>	Income generation proposal <input type="checkbox"/>

Required information to be completed by Financial/Legal/ICT/HR partners:

1. Finance Advice:

Adult Social Care continues to have significant challenges in delivering a balanced budget, which includes the delivery of savings of a minimum of £4.2m in 2019/20 and a further £2m in 2020/20. This business case targets an opportunity to invest in technology enabled care and at the same time reduce the amount of direct face to face support where a service user will remain safe in their own home. The plans are ambitious but are based on national work implemented in other parts of the country that have delivered cashable savings and reduced the escalation of costs. It is anticipated that the savings from this project will contribute significantly to the Adult Social Care savings target over the next 4 years. It is anticipated that net savings from the investment in TEC and increasing service users who have TEC installed to from a current base of 700 to c1500 will be in the range of £1.7m to £4.0m. The actual benefits from the increased number of service users and the operating costs will be refined and firmed up during the implementation of the new model. The assumptions made in terms of the growth in the number of service users and benefits that accrue from increased number of installations based on knowledge of other implementations suggests that there may be an opportunity to realise greater savings than suggested in the FBC.

Finance Business Partner: Neil Sinclair, 05/04/2019

2. Legal Advice:

The Procurement Regulations and the Council own Procurement Rules should be complied with in respect of all commissioning of external services and procurement of equipment etc. Where any employees are impacted by the proposals, appropriate consultation should be undertaken. Wherever there is a proposal to reduce packages of care and/or replace with or otherwise employ TEC, this should be the subject of proper and effective consultation with key stakeholders (e.g. service users), and all appropriate equalities impacts should be identified and assessed. Consideration should also be given to how procurement activities will support the Council's social value policy.

Legal Team Leader: Eric Andrews, 19/02/2019

3. Implications on IT:

There is no doubt that technology may offer the opportunity to enrich or even transform lives or citizens and IT is supportive of this initiative. There are, however, two main elements in the business case that will require further IT consideration.

Section 18.3.1 - Health care professionals are out of scope; the implications of this need to be clearly understood and acknowledged.

Section 18.3.6 – As noted, the aspirations for new IT requirements are significant and complex. This will require time and resources to design and develop and will need input from existing as well as future suppliers.

IT Team Leader: Ian Gale, 17/02/2019

4. HR Advice:

The proposal to develop a TEC Service within Bristol City Council will have an impact on our current and future workforce. Some of the TEC solutions could mean that some tasks are no longer required to be performed by our employees, and therefore could have an impact on job role/employment. There will be training implications for employees for some TEC solutions as they will be new to employees and may have significant training requirements. Longer term we may need to review our recruitment strategy for this work group and re-write job descriptions as we will be looking for different skills and experience going forward.

All changes that affect the workforce and the way they work will be fully consulted on through our Sub JCC and DJCC with our employees and their local trade union representatives.

HR Partner: Lorna Laing, 19/02/2019

Background Documents: Better Lives Programme Cabinet Report 3/4/2018

EDM Sign-off	Jacqui Jensen	7 th March 2019
Cabinet Member sign-off	Cllr Holland	25 th March 2019
For Key Decisions - Mayor's Office sign-off	Mayor's Office	8 th April 2019

Appendix A – Further essential background/detail on the proposal	YES
1. Full Business Case	
Appendix B – Details of consultation carried out - internal and external	NO
Appendix C – Summary of any engagement with scrutiny	NO
Appendix D – Risk assessment	YES
1. Risk Log	
Appendix E – Equalities screening/impact assessment of proposal	YES
1. Equalities Impact Assessment relevance check	
Appendix F – Eco-impact screening/impact assessment of proposal	YES
1. Eco-Impact Assessment	
Appendix G – Financial Advice	YES
See page 46 of appendix A.1	
Appendix H – Legal Advice	YES
See page 50 of appendix A.1	
Appendix I – Exempt Information	NO
Appendix J – HR advice	YES
See page 47 of appendix A.1	
Appendix K – ICT	YES
See page 49 of appendix A.1	