

# OFFICER DECISION RECORD

For staff restructures, please also complete an RA1 form to update the HR Portal. This is attached at Annex 2.

**Decision Ref. No:**  
AHWB.017.2017DementiaFamilySupportService

## Box 1

**DIRECTORATE:** Adults, Health and Well Being

**Date:** 01 February 2017

**Contact Name:** Fay Wood, Interim Commissioning Manager

**Tel. No:** 01302 737817

**Subject Matter:**  
Dementia Family Support Services

## Box 2

### DECISION TAKEN:

1. To seek approval to go out to tender and to award contracts for a 12 month period for the provision of Dementia Family Support Services aligned with the Community Led Support Model (CLS). The Council/CCG are looking to appoint up to 4 providers to deliver this service across the 4 CLS Areas. Total value of for each contract will be [REDACTED] With a total value of [REDACTED].
2. To agree to the allocation of [REDACTED] from the existing core budget (Carers) towards the delivery of the service. This will be supplemented with [REDACTED] from the CCG.

## Box 3

### Background.

Doncaster Council has had in place a contract with Sue Ryder Care for the provision of a Dementia Befriending services for a number of years.

### Service Review Key Findings.

A Service Review was carried out in 2015. Whilst the service review demonstrated a clear demand for the service locally as evidenced by the positive feedback from both service users and stakeholders and the historic waiting list it was considered to be a 'Rolls Royce' Service in that support is on-going with no end limits to the timescale over which this support is offered. Whilst carers clearly need time to build a trusting relationship with a befriender, this can also lead to a dependency culture over time which in turn will place more and more demand on limited financial resources. Therefore, it is important to review the learning from this service and identify innovative ways to help create a more sustainable model including encouraging self-funding and the use of personal budgets.

Due to the service not being time-limited, carers on the caseload continue to receive the service until they no longer need it. This has contributed to the waiting list being

significant. Due to low turnover of the existing caseload, people wanting to access the service can be on the waiting list for a considerable time. Additionally, many individuals on the waiting list may never receive the service due to a subsequent change of circumstances.

The recommendation post the review was to allow the current contract to come to a natural end on the 31 March 2017. This allowed for a clear communication and exit plan to be developed. It also allows sufficient time to consider how best to make use of the available budget allocated for dementia carers support and to:

Ensure a more inclusive and equitable service for all carers and those people with a diagnosis of dementia.

Make better use of self- funding and personal/health budgets as ways to fund services such as befriending

Additionally, DMBC and NHS Doncaster CCG regard dementia as a local priority. Part of our partnership plans is to ensure people with dementia and their families/carers are supported effectively post diagnosis. We are looking for innovative and forward thinking providers who can lead a locality based dementia family support service,, recruiting and supporting valued volunteers to ensure a sustained offer of support to Dementia Families. This service is a key element of the dementia pathway for Doncaster and as such the successful providers will need to effectively liaise and work with other dementia service providers in the area but especially The Doncaster Admiral Service. This will also support plans to deliver a comprehensive and dementia post diagnostic pathway from April 2018.

(The decision to end the service is also recorded in ODR ref: 2016A&C300).

#### **REASON FOR THE DECISION:**

- 1 Sue Ryder have already been reducing the numbers supported as a result of the savings made in the budget for 2016/17. By March 2017, they will have reduced the number of people supported under the DMBC contract to 84 (a gradual reduction over 2016 / 17).
3. In parallel with this reduction in place the provider has been working to build capacity by encouraging uptake of personal budgets, personal health budgets (and people with independent financial means).
4. Sue Ryder have introduced a fee of £15.00 per hour (which includes a befriending visit, plus the opportunity to participate in community activities such as shopping, or visits to local attractions) for the charged for service. This also includes mileage (up to 20 miles).
5. The service is also offered to the next carer on the waiting list - there is no assessment of those in greatest need to ensure prioritisation within the demand.
6. This service will complement and enhance the Doncaster Admiral Service which will be the main referral point into this new service. This will offer a more seamless service and improve service user carer experience and address the current long waiting list.

**Please Note:** Sue Ryder informed Doncaster Council in late December 2016 that nationally they have taken the decision to restructure/refocus and therefore they would no longer be providing services in Doncaster as of April 2017.

**Proposal.**

In recognition that there is a need to continue to offer support to people with a diagnosis of Dementia and their family carers, Doncaster Council and Doncaster CCG have jointly developed a Service Specification for the provision of a Dementia Family Support Service. We are looking to align the service with the Community Led Support Model therefore we are seeking four providers to cover each of the four localities. The focus will be on developing a volunteer cohort to deliver creative and innovative service that promotes independence, explore people's strengths and assets. Successful providers will be actively encouraged to work in a collaborative way sharing resources, skills and knowledge. The providers will be expected to establish and implement a charging model for their services for self funders and those in receipt of a Direct Payment.

This service will run for one year during which time a holistic Doncaster Dementia offer will be developed and commissioned jointly by CCG and the Council to start from April 2018.

**Box 4**

**OPTIONS CONSIDERED & REASONS FOR RECOMMENDED OPTION:**

**If other options were considered, please specify and give reasons for recommended option.**

**Option 1.**

**Recommended option:**

To commission Dementia Family Support Service for the reasons outlined in Box 3

**Option2.**

Do nothing

This is not the recommended option as it would leave a void in support for carers and families of people with dementia.

**Box 5**

**LEGAL IMPLICATIONS:**

Section 1 of the Localism Act 2011 provides the Council with the general power of competence which allows the Council to do anything with a person may generally do.

S111 Local Government Act 1972 states that a local authority shall have power to do anything (whether or not involving the expenditure, borrowing or lending of money or the acquisition or disposal of any property or rights) which is calculated to facilitate, or is conducive or incidental to, the discharge of any of their functions.

The services must be procured in accordance with the Council's Contract Procedure Rules.

Formal legally binding contracts for delivery of the services will be required to ensure

that the Council's interests are protected and Legal Services should be consulted at the earliest opportunity to draft /review the contracts.

The local authority has a duty to meet the care and support needs for adults who meet the eligibility criteria and to meet carers needs for support when they meet the eligibility criteria.

Additionally the local authority must provide or arrange for the provision of services, facilities or resources or take other steps contribute to preventing or delaying and reducing the development by adults of needs for care and support and support for carers.

In exercising the above duties the local authority must promote the individuals wellbeing.

**Name: Nicky Dobson Signature: by email Date: 6<sup>th</sup> April 2017**  
**Signature of Assistant Director of Legal and Democratic Services (or representative)**

#### **Box 6**

##### **FINANCIAL IMPLICATIONS:**

This ODR is to seek approval to go out to tender and to award contracts for a 12 month period for the provision of Dementia Family Support Services aligned with the Community Led Support Model (CLS). There is currently a core revenue budget of [REDACTED] allocated against this budget line. The clinical commissioning group (CCG) have a budget of [REDACTED]. The CCG propose to reduce this CCG budget by [REDACTED] to [REDACTED] this combined [REDACTED] will be used for the joint tender award.

**Name: N Cameron Signature: [REDACTED] Date: 06/04/2017**  
**Signature of Assistant Director of Finance & Performance**

#### **Box 7**

##### **HUMAN RESOURCE IMPLICATIONS:**

There are no Human Resources Implications.

**Name: Kelly Gunn Signature: By Email Date: 3<sup>rd</sup> April 2017**  
**Signature of Assistant Director of Human Resources and Communications (or representative)**

**Box 8****PROCUREMENT IMPLICATIONS:**

This contract is being procured in liaison with the SPT and all applicable governance applied. The contract value dictates, as per the CPR's, the procurement methodology must be a competitive quotation/tender process. The tender process has begun and SPT are facilitating this along with the Contracts Officer in the Commissioning Team.

Name: Holly Wilson Signature:  Date: 31/03/17  
**Signature of Assistant Director of Finance & Performance**  
**(or representative)**

**Box 9****ICT IMPLICATIONS:**

There are no direct ICT implications.

In commissioning the providers of the Dementia Family Support Services, due consideration needs to be given to:-

- How information is shared between the Council and the providers and
- Any IT systems requirements to support monitoring and tracking of performance.

The Commissioning Team should engage with ICT early in the process to consider any arising IT implications.

Name: Peter Ward (ICT Strategy Programme Manager)

Signature:  Date: 31/03/17

**Box 10****ASSET IMPLICATIONS:**

There are no implications arising from the recommendations of this report that impact on the use of DMBC assets.

Name: Gillian Fairbrother (Assets Manager, Project Co-ordinator)

Signature: By email Date: 31<sup>st</sup> March, 2017

**Signature of Assistant Director of Trading Services and Assets**  
**(or representative)**

**Box 11****RISK IMPLICATIONS:****To be completed by the report author**

1. The Provider – Sue Ryder were given sufficient notice of the intention to cease this contract and have an exit and communications plan in place
2. The Provider – Sue Ryder are ending the delivery of all their social care service in Doncaster. The only area of business that will remain is the Charity Shop

3. The new Dementia Family Support Service will run for one year during which time a holistic Doncaster Dementia offer will be developed and commissioned jointly by CCG and the Council to start from April 2018.

**(Explain the impact of not taking this decision and in the case of capital schemes, any risks associated with the delivery of the project)**

**Box 12**

**EQUALITY IMPLICATIONS:**

**To be completed by the report author**

Following a comprehensive review of the service the decision was made not to extend or re-tender the contract. The service review identified that the service was only able to support a small number of carers providing them with a 'rolls royce' service whilst others remained on the waiting list for up to 22 months. The service review recognised the need for a service but for one that would ensure it was a more inclusive and equitable service. The service review consulted with a wide range of stakeholders including service users, referral agencies, health partners and community colleagues.

Name: Fay Wood Signature:  . Date: 06/04/2017  
(Report author)

**Box 13**

**CONSULTATION**

**Officers**

(In addition to Finance, Legal and Human Resource implications and Procurement implications where necessary, please list below any other teams consulted on this decision, together with their comments)

**Members**

Under the Scheme of delegation, officers are responsible for day to day operational matters as well as implementing decisions that have been taken by Council, Cabinet, Committee or individual Cabinet members. Further consultation with Members is not ordinarily required. However, where an ODR relates to a matter which has significant policy, service or operational implications or is known to be politically sensitive, the officer shall first consult with the appropriate Cabinet Member before exercising the delegated powers. In appropriate cases, officers will also need to consult with the Chair of Council, Committee Chairs or the Chair of an Overview and Scrutiny Panel as required. Officers shall also ensure that local Members are kept informed of matters affecting their Wards.

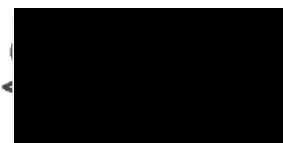
**Please list any comments from Members below:**

**Box 14****INFORMATION NOT FOR PUBLICATION:**

It is in the public's interest to be aware of this decision record under the Freedom of Information Act 2000, therefore this document will be published with redactions of financial figures in Box 2 and 6 as they are commercially sensitive and signatures.

**Name:** Amy Haughan **Signature:** by email **Date:** 07/04/2017

**Signature of FOI Lead Officer for service area where ODR originates**

**Box 15**

**Signed:** \_\_\_\_\_

**Date:** 07/04/2017

**Director/Assistant Director:** Damian Allen

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Additional Signature of Chief Financial Officer or nominated representative for Capital decisions.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature of Mayor or relevant Cabinet Member consulted on the above decision (if required).**

- This decision can be implemented immediately unless it relates to a Capital Scheme that requires the approval of Cabinet. All Cabinet decisions are subject to call in.
- A record of this decision should be kept by the relevant Director's PA for accountability and published on the Council's website.
- A copy of this decision should be sent to the originating Directorate's FOI Lead Officer to consider 'information not for publication' prior to being published on the Council's website.
- A PDF copy of the signed decision record should be e-mailed to the LA Democratic Services mailbox