

# **Proposed Decision to be Made by the by Deputy Leader (Portfolio Holder for Finance and Property) on or after 18 August 2017**

## **Approval to Tender for Community Meals Service**

### **Recommendations**

That the Deputy Leader (Portfolio Holder for Finance and Property):

1. Approves proceeding with an appropriate procurement process for the provision of a Community Meals Service.
2. Approves and authorises the Strategic Director of People Group to enter into all relevant contracts for the provision of the Community Meals Service on terms and conditions acceptable to the Joint Managing Director (Resources) for a new contract for Community Meals Service to be in place from 1st April 2018 for an initial contract duration of 2 years with a formal option to extend for a further 1 + 1 years upon satisfactory performance.

### **1.0 Background**

- 1.1 Warwickshire County Council currently commissions Apetito to deliver a county wide community meals service, that is available 7 days a week 365 days of the year. The community meals service is designed to ensure that customers are able to access a meal of a high nutritional standard on a regular basis and to ensure that mechanisms are in place to maintain contact with customers.
- 1.2 As part of the service the delivery personnel carry out a Safe and Well Check at the time of delivering meals. This is an unobtrusive visual check on the customer's wellbeing, and to ascertain whether; meals are being under used or overstocked, that food and drinks are being consumed, and a check to ensure that the house temperature feels comfortable to the customer and that there are no noticeable signs of any deterioration or neglect /self-neglect issues.
- 1.3 Access to the service is through self-referral and referrals from health and social care professionals. The Community Meals service is available to all adult residents of Warwickshire, including:
  - Older people
  - Adults and Older adults with Dementia
  - Adults and Older adults with a Learning disability
  - Adults and Older Adults with Mental Health
  - Adults with a Physical disability and/or Sensory impairment

#### **1.4 Service Utilization**

- 1.5 For the duration of the contract the service has supported over 660 customers within each year, year on year; with an average 92,350 hot meals delivered annually, and an average of 245 hot meals delivered daily.
- 1.6 In addition to these hot meal deliveries the provider delivers annually approximately:
- 1825 tea time cold snack packs
  - 1300 frozen meals
- 1.7 Between 60% and 80% of active customers are reliant on the service for a significant proportion of their weekly meals. In addition the service supports people who may need short term support during a period of ill health, post hospital discharge and/ or recovery and reablement, between 30% and 40% of customers at any one time are accessing the service as a short term support.

#### **1.8 Outcomes and Strategic Objectives**

- 1.9 The Community Meals services assist with the achievement of the People Group outcomes of supporting people to be independent, healthy and safe.
- 1.10 The service also supports the Council to deliver upon its statutory duties under the Care Act with regards to maintaining wellbeing and preventing and delaying the development of need for statutory and specialist services.
- 1.11 In terms of individual outcomes customers will:
- Have choice and control of their menu, including receiving a service free from discrimination offering a variety of cultural diet choices.
  - Be encouraged and supported in making a positive contribution to the way the service is provided, and the content of the menu.
  - Receive a nutritionally balanced diet to enhance their quality of life and improve their health and wellbeing.
- 1.12 The service contributes to reducing social isolation and loneliness; with 20% of customers reporting that they rely on the service for human contact as they do not see anyone else over the course of a week or more.

#### **1.13 Costs and Funding**

- 1.14 Currently customers pay a contribution of £4.25 towards the cost of each hot delivered meal; this cost is paid by the individual customer direct to the provider.

- 1.15 In addition to the customer contribution, Warwickshire County Council pays a subsidy per meal to meet the total cost of the service provision. The subsidy is provided to ensure that vulnerable citizens can access a hot delivered meal at a cost that is reasonable to the customer.
- 1.16 Under the current contract for services the cost of the subsidy per individual meal is agreed on a pricing schedule that represents a scale based on volume bands. At current volumes the subsidy level currently sits at £1.73 per meal. Therefore the total cost of the service is £5.98 per hot meal delivered.
- 1.17 The current annual budget allocation for the Council subsidy towards the provision of Warwickshire's Community Meals Service is £160,430.

## **2.0 Key Issue**

### **2.1 Expiry of current contracts**

- 2.2 The existing contract was awarded to Apetito following a competitive tender through the ESPO framework contract for the provision of Community Meals Services; for an initial 2 years from 1st April 2013 with formal option to extend for additional 2 x 12 months.
- 2.3 In February 2017 a further 12 month extension was agreed for the period 1st April 2017 to 31st March 2018.
- 2.4 The existing contract for Community Meals Service is due to expire on 31<sup>st</sup> March 2018.

### **2.5 Approval to procure new service contract agreement**

- 2.6 It is recommended that the Council recommission a like for like service via a tender through the ESPO Community Meals Framework Contract for initial contract duration of 2 years with a formal option to extend for a further 1 + 1 years upon satisfactory performance.
- 2.7 The tender and procurement process for Warwickshire Community Meals contract will begin in September 2017, and will progressed with a new contracted service commencing from 1st April 2018.
- 2.8 The intention is to include a mechanism/ process that will oblige the provider to work with us to review the meals service (in the overall context of the other services that are or will be available), carry out any public consultations that are required, then redesign the meals service and finally transition the service to the new model. To allow ourselves full flexibility in the future we will be offering a 2 year contract with the option for further extensions, as this will allow us to exit the contract after the redesign if that becomes necessary.
- 2.9 At the current annual average meal volume (of 92,350) the total annual contract value is approximately **£552,350**. We are proposing to go out to

tender for a 2 (+1+1) so total value over proposed contract period is **£2,209,400**.

2.10 It is recommended that the existing subsidy is maintained in line with the current budget envelope, thus the cost of the proposed contract to the Council will be £641,720 for total contract period of 4 years (2+1+1).

### 2.11 Strategic Alignment

2.12 This option will ensure that we continue to contribute to meeting our statutory duties under the Care Act with regard to wellbeing and prevention; and will allow commissioners to review Community Meals as part of the development of the wider 'Care at Home' offer within the context of Warwickshire's Adult Transformation plans and the OOPs 2020 saving plan.

## 3.0 Timescales associated with the decision and next steps

3.1 The table below outlines the high level milestones and associated timescales.

Milestone	Timescale
Service Specification and Procurement documents developed	End of August 2017
Procurement commences	September 2017 – mid October 2017
Tender Evaluation	mid October 2017 – end of October 2017
Contract Award	November 2017
New Service commences	1st April 2018
Strategic review of Community Meals offer within the context of Warwickshire's Adult Transformation Programme and OOPs 2020.	April 2017 – September 2019

## Background Papers

None

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This report was circulated to the following elected members prior to publication:

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