

16 NOVEMBER 2021

REPORT TITLE	ADULT SOCIAL CARE COMMISSIONING ACTIVITY QUARTER 4 2021
REPORT OF	DIRECTOR OF CARE AND HEALTH

REPORT SUMMARY

Adult Social Care and Public Health Committee is recommended to approve the commissioning activity for Quarter 4 of financial year 2021/2022.

- 1. AccessAble** – Renewal of the current agreement which expires on 31st October 2021 for a further 3-year period for the existing 162 Detailed Access Guides, 39 Summary Access Guides and 1 High Street Guide based in Birkenhead. To increase the detailed access guides by 10-15 each year and with the addition of high street guides to Liscard and New Brighton areas. Proposed Contract period for 1st November 2021 to 31st October 2024 at a total cost of £26,650.
- 2. Payroll and Managed Accounts** - to extend the current contract with Wired for the continuation of the Payroll and Managed Accounts Service until 30th November 2022. The current contract is due to expire on 30th November 2021. The service provides support to people receiving a Direct Payment and will ensure consistency for Direct Payment recipients pending the outcome of the Direct Payments review to be reported to Adult Social Care and Public Health Committee in March 2022. The contract value is £76,000 for the one-year extension.

These are key decisions.

RECOMMENDATION/S

That Adult Social Care and Public Health Committee is recommended to: -

1. Authorise the Director of Care and Health to proceed with the renewal of contracts for:
 - AccessAble
 - Payroll and Managed Accounts Service
2. Receive a further report following the completion of the Direct Payments review in March 2022.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 These are current services that require an extension, as a direct award and financial approval is required.
- 1.2 AccessAble – to continue to provide access guides to those that live in Wirral and for those that wish to visit Wirral from outside the borough.
- 1.3 An extension of the contract with WIRED for the Payroll and Managed Accounts Service will provide continuity of the service to people who are already registered with Wired to receive this essential support, until the outcome of the Direct Payments Review with a planned report to Adult Social Care and Public Health Committee in March 2022.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 AccessAble - Officers will actively procure services to ensure these are the most economically advantageous, where possible. AccessAble offer a unique service and remain the only provider of independently surveyed access information. They are therefore a single source provider and have exclusive rights to the access guides, therefore there were no other options to explore, and a full tender was not required in line with procurement rules.
- 2.2 Payroll and Managed Accounts Service - commissioners have explored the possibility of joining a Payroll and Managed Accounts Framework through the LCR but there isn't one currently in place.
- 2.3 The review of the Direct Payments service will take account of the requirement for a Payroll and Managed Accounts service provision for the future. The review will also consider the provision of a Personal Assistant Register and Direct Payment support.

3.0 BACKGROUND INFORMATION

- 3.1 **AccessAble** - AccessAble began working with Wirral Borough Council in 2015. There are currently 162 Detailed Access Guides, 39 Summary Access Guides and 1 High Street Guide based in Birkenhead. These are all published on AccessAble's App and Website for the Wirral.
- 3.2 Key Deliverables of the contract with AccessAble are:
 - Promote the accessibility of places that enhance health and wellbeing so disabled people, and carers are confident they can visit.
 - Support an asset-based approach in social care, focusing on what individuals can do, using the Access Guides to increase independence.
 - Meet Equality Act obligation to advance equality of opportunity and take a proactive approach to the needs of disabled people, older people, and carers.
 - Monitor accessibility improvement across the Borough, using the project to raise awareness and encourage change.
 - Inclusively promote high streets, specific quarters, and Business Improvement Districts to maximise footfall and ensure people are aware of local assets.

- Ensure areas of regeneration are inclusively designed and promoted to maximise impact and return on investment.
- Promote the Borough inclusively to visitors, encouraging them to visit, return and stay longer due to the information available.

3.3 The future plan agreed with commissioners is to increase the detailed access guides by 10-15 each year, with the addition of high street guides to Liscard and New Brighton areas. The proposed Contract period will run from 1st November 2021 to 31st October 2024.

3.4 AccessAble Statistics report for current contract

Period	No. of users	Page views	Monthly users	Monthly page views	Traffic Source		
					Google	AccessAble	Wirral.gov
1.11.2018-31.10.19	3766	5072	314	423	63%	15%	22%
1.11.19-31.10.20	4103	8059	342	672	69%	9%	22%
1.11.20-date	3975	7196	331	600	68%	7%	25%

A decrease in page views for the access guides may be linked to Covid restrictions with restricted access to venues across Wirral for this period.

3.5 The contract allows for 10% of venues to be revisited each year. If this number is not required AccessAble would work with the Council to decide how the time can be reallocated to other AccessAble services. This could include updating photographs on existing Guides, adding new Detailed Access Guides, Summary Guides, Route Guides or Virtual Access Guides. It could equally include elements of AccessAble's consultancy services or online training offer.

3.6 As part of its work around supporting clients and businesses through COVID, AccessAble has produced a range of materials around making service changes accessible. AccessAble will share these with the Council and other Borough stakeholders. Several councils have added these to their resource pages for businesses.

3.7 Each Access Guide has been published on www.AccessAble.co.uk since October 2018, and prior to that was published on www.DisabledGo.com. The Access Guides can also be found by undertaking a Google search, as AccessAble uses search engine optimisation to promote its website.

3.8 After producing and launching the Access Guides, AccessAble have annually reviewed the information, liaising with venues and returning surveyors to reassess any changes. AccessAble engages with local disability and carers organisations (most recently through the Wirral Healthwatch and previously 'Access and Evaluate') to gain feedback on the Access Guide and enable residents to shape its future. AccessAble is also able to run 'surveyor workshops', providing work experience opportunities to local disabled people.

3.9 WIRED – Payroll and Managed Accounts

3.10 There is a statutory requirement to offer a Direct Payment to people who have Care Act eligible needs, a Direct Payment is used to pay for care and support to meet the individuals needs. Some people receiving a Direct Payment will want, or need, the assistance of someone to manage the Direct Payment and may not have family or friends who are able to provide that support. The Direct Payment recipient continues to remain in control of their personal budget. Provision of a Payroll and Managed Account service makes Direct Payment opportunities more accessible to a greater number of people.

3.11 In 2018 a Direct Payment Support service contract with Penderell's Trust ended. A contract was issued to Wired to provide an interim Payroll and Managed Account service. This interim arrangement was put in place to ensure that people in receipt of a Direct Payment could continue to be supported with this function. At the time of the arrangement, the Council's in-house Direct Payments Team was transferred to the Resources Transaction Centre and the Council began to undertake a full-service review.

3.12 A Payroll and Managed Accounts service offers a range of tailored support for people who have a Direct Payment by managing the account on their behalf. The services that can be offered include:

- Support to set up a bank account for the Direct Payments
- Managing the accounts to pay for support to meet their care and support needs i.e., Personal Assistants or Care Agency fees and bills
- Provide payment to HMRC to cover tax payments
- Payments for insurance cover
- Provide statements of the accounts and payslip for staff

3.13 September 2021 - data for people in receipt of a Direct Payment accessing this service

Payroll Plus Service	152 clients
Managed Payroll Service	101 clients
Managed Care Agency	2 clients

4.0 FINANCIAL IMPLICATIONS

4.1 Below, is the annual cost and overall cost of each of the commission / re-tender

Service	Annual cost	Cost for length of Contract
AccessAble	£7,800	£26,650 (including one off cost of £3250 to develop high street guides for New Brighton & Liscard)

WIRED – Payroll and Managed Account Service	£76,000	One year extension to November 2022
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5.0 LEGAL IMPLICATIONS

- 5.1 The commissioning of the services detailed in this report will need to be undertaken in accordance with The Public Contract Regulations 2015 and the Council’s Contract Procedure Rules.
- 5.2 The Local Authority has a statutory duty to meet the requirements of the Care Act 2014 and the Children and Families Act 2014.

6.0 RESOURCE IMPLICATIONS: ICT, STAFFING AND ASSETS

- 6.1 Budget has been allocated from the Adult Social Care Budget.
- 6.2 Wirral Health and Social Care Commissioning intend to promote the option for people to take on a Direct Payment; an increase in the number of people receiving a Direct Payment may lead to further demand for the support provided through a Payroll and Managed Accounts service.

7.0 RELEVANT RISKS

- 7.1 People who live in Wirral or visit Wirral will not have information available to them on accessibility of local, services, venues, and neighbourhoods
- 7.2 Lack of support to assist people to manage their Direct Payments will result in a downturn in the number of people accessing Direct Payments.

8.0 ENGAGEMENT/CONSULTATION

- 8.1 Wirral Older People Parliament have been and will be engaged to provide feedback from users of the service AccessAble.
- 8.2 The All Age Disability Partnership Board will be utilised to seek feedback and to promote the AccessAble service, and is agenda item for the 28th October 2021 Board Meeting.
- 8.3 Chair of All age Disability Partnership has been engaged as a stakeholder.
- 8.4 People in receipt of a Direct Payment will be engaged as part of the Direct Payments Review, with a report back to Adult Social Care and Public Health Committee planned for March 2022

9.0 EQUALITY IMPLICATIONS

- 9.1 Individuals who require support with access to buildings, services and local areas come from all areas of Wirral, and also visit Wirral from other areas. They require information to enable them to access venues, council buildings and other settings in the Wirral to assist them to maintain their health and wellbeing and have equal access.

- 9.2 Equality implications are embedded into the procurement and tender processes used as part of the application process and are taken into account when evaluating tender applications. Equalities implications are also part of the decision-making process when an award is made.
- 9.3 Direct Payments help to promote an individual's independence, provide more choice and control on how they wish to have their care and support needs met and supports them to achieve their identified outcomes.

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

- 10.1 Commissioners will aim to minimise environmental impact through its commissioning process.

11.0 COMMUNITY WEALTH IMPLICATIONS

- 11.1 AccessAble is a scheme to encourage local businesses to be disability compliant, and to make this information public. This can have a positive effect on the local economy, by encouraging visitors with additional needs to visit Wirral.

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APPENDICES

N/A

BACKGROUND PAPERS

Wirral Plan 2021 - 2026 Wirral - Well connected and accessible destination
 Wirral Theme Delivery Plan 2021 - Community and Leisure Strategies
 Care Act 2014

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
(insert)	