

## **Cabinet – 22 July 2015**

### **Award of new contracts for Walsall Public Health Falls Prevention Services**

**Portfolio:** Councillor Rose Martin – Public Health and Wellbeing

**Related portfolios:**

**Service:** Public Health

**Wards:** All

**Key decision:** Yes

**Forward plan:** Yes

#### **1. Summary**

- 1.1 This report seeks approval for the award of two contracts for Walsall Falls Prevention Services following the conclusion of a procurement process.
- 1.1 This is a key decision based on the total cumulative value of the contracts and because it directly affects communities in more than two wards in the borough of Walsall.
- 1.2 The Public Health services detailed in this report will have a positive and sustained impact on the objectives and priorities set out in the Council's Corporate Plan 2015-2019 and for the Council's Health portfolio generally. The services support mainly older people at risk of injury from falls, to reduce the risk of falling. The potential longer term savings to the borough include:
  - Delaying and reducing the need for long-term care and support
  - Reducing injuries and admissions to hospital due to falls in people aged 65 and over
  - Reducing hip fractures in people aged 65 and over
- 1.3 Cabinet Members should refer to the private session report for confidential details and commercially sensitive matters relating to the evaluation of the tenders.

#### **2. Recommendations**

Following consideration of the confidential information in the private session of the agenda, Cabinet will be recommended to:

- 2.1 approve the award of the contracts for Walsall Falls Prevention Services for a period of three years, to commence service delivery from 1 November 2015 until 31 October 2018, with an option to extend the initial term of such contracts by up to two years for:
  - 2.1.1 Lot 1 concerning the Population Falls Prevention Service to be awarded to Bid Number 1, who submitted the most economically advantageous tender based on the quality of their submission and the price offered with a total tendered cost of £129,367 over the initial three year contract period; and
  - 2.1.2 Lot 2 concerning the Community and Specialist Falls Prevention Service to be awarded to Bid Number 5, who submitted the only tender based on a total tendered cost of £953,998 over the initial three year contract period.
- 2.2 delegate authority to the Director of Public Health in consultation with the Portfolio Holder for Public Health and Wellbeing to enter into new contracts to deliver Walsall Falls Prevention Services by using the most appropriate procedures and to subsequently authorise the sealing of any deeds, contracts or other related documents for such services.

### **3. Report detail**

- 3.1 Falls and fall-related injuries are a common and serious problem as we get older. People aged 65 and above have the highest risk of falling, with 30% of this age group falling at least once a year. The human cost of falling includes distress, pain, and injury. In addition, falls destroy confidence, increase isolation and reduce independence, with 1 in 10 older people who fall becoming afraid to leave their homes in case they fall again.
- 3.2 When someone has a bad fall, in addition to their personal harm, the event also affects their friends, family and carers. After a serious fall, an older person has a 50 per cent probability of seriously impaired mobility and a 10 per cent probability of dying within a year.
- 3.3 Falls are estimated to cost the NHS in England more than £2.3 billion per year. For Walsall, this is about £11.3 million. Thus falls impact on quality of life, health and healthcare costs.
- 3.4 Falls prevention programmes have been proven to be extremely effective in reducing falls. They therefore play an important role in reducing the financial burden on the NHS and adult social care services by preventing fractures, avoidable hospital admissions and the need for long term residential and nursing care.

- 3.5 The number of people aged over 65 years who fall each year in Walsall is estimated at 12,800. Of these, almost 1000 are admitted to hospital with a significant fracture (fractured hip, wrist or head injury).
- 3.6 Many more suffer fractured bones not requiring hospital admission, but causing significant harm and costs to families. These events also frequently result in an increased fear of falling and a loss of confidence leaving their home, leading to social isolation.
- 3.7 Many of the contributory factors to these falls can be identified and addressed, for example, ensuring safe environments, eye sight checks, improving muscle strength and balance.
- 3.8 Currently, fewer than 1200 individuals at moderate or high risk of falls are entered into local falls prevention programmes. These services are provided by the Local Authority's Sports & Leisure team and also the Walsall Hospitals NHS Trust specialist falls team. The services offer a multidisciplinary programme of assessment and intervention covering vision, balance, exercise, home environment check and medication review over a period of 10-22 weeks.
- 3.9 A higher number of people across the Walsall borough who are at lower risk of falls attend a range of exercise activities which help to improve their muscle strength and balance, thus reducing their falls risk.

### 3.10 **The Procurement Process**

The procurement process for the falls prevention services has been informed at the point of design by national policy, local needs assessment, detailed review of existing services and of published evidence, and knowledge gained from other recent procurement exercises. It has been carried out in accordance with the Public Contract Regulations 2015 and the Council's Contract Rules.

- 3.11 Tenders were sought for the delivery of the new model for Falls Prevention Services in order to ensure that the needs of older people in Walsall will be met into the future. The service model aims to provide a systematic multi-agency approach that places a greater emphasis on prevention.

The Falls Prevention Service model consists of 3 elements:

- **Population Falls Prevention Service**

The purpose of this service is, through community engagement, to proactively support the wider population and, in particular, those entering middle-age (45 years and over) with information, knowledge & risk assessment training to help them to adopt lifestyle choices and behaviours that reduce the risks of falls.

- **Community Falls Prevention Service**

The purpose of this service is to provide evidence based falls prevention interventions for those people over the age of 50 who are at a moderate risk of falls.

- **Specialist Falls Prevention Service**

The purpose of this service is to provide clinically led, specialist falls prevention interventions for those people over the age of 50 who are at a high risk of falls.

In order to facilitate an integrated local service, the community and specialist falls prevention services were offered as a single entity.

- 3.12 The contracts were advertised as Lots for an opportunity for prospective service providers to contract with the Council for an initial three year term with an option to extend the contracts by a period of up to 12 months on a maximum of two occasions. It is proposed that the newly procured services be offered to service providers at a total cost of £363,000 per annum.
- 3.13 An open procurement process for the commissioning of the Falls Prevention Services commenced on 21<sup>st</sup> April 2015. A Contract Notice was issued to alert the market to the tender in accordance with EU regulations and the Council's Contract Rules. In addition, the opportunity was posted to the Council's e-tendering portal, "In-tend".
- 3.14 The Council received a total of four tender submissions for Lot 1 in relation to the Population Falls Prevention Service and only one tender submission was returned for Lot 2 regarding the Community and Specialist Falls Prevention Service. Bids will be referred to as Bid Number 1 to Bid Number 5 in this report and Cabinet Members should refer to the private session report for confidential details and commercially sensitive matters relating to the evaluation of the tenders
- 3.15 The tender evaluation model used a combination of price and technical merit/quality. The overall weightings used were Price 15% and Technical Merit/Quality 85%. Bidders were required to complete a technical questionnaire which sought to test their understanding of the service requirements as well as their capacity and capability to deliver the service in the future.
- 3.16 The tender was evaluated by a range of partners including senior officers from Public Health, Adult Social Care, Walsall Clinical Commissioning Group and neighbouring borough partner agencies.
- 3.17 Award of the contracts in this report is being recommended to Bid Number 1 for Lot 1 and Bid Number 5 for Lot 2 following evaluation of tenders received against advertised criteria and on consideration of the outcome of the evaluation.
- 3.18 Given the commercially sensitive nature of the tender evaluation information, a report detailing the evaluation criteria and the outcome of the evaluation appears in the private agenda.

#### **4. Council priorities**

- 4.1 In February 2015 the Council adopted the Corporate Plan 2015-2019, 'Shaping a Fairer Future'. The plan has been informed by intelligence from the 2011

Census, Index of Deprivation 2010 and the three key thematic needs assessments:

- Joint Strategic Needs Assessment (JSNA);
- Economic Needs Assessment; and
- Safer Walsall Community Safety Assessment.

4.2 The Corporate Plan priorities which these services will contribute to are listed below:

- Creating Jobs and helping people get new skills – a key part of the population based service is to train residents aged 45 years and over to conduct their own risk assessments;
- Helping local high streets and communities – there is a key focus for these services on maintaining independence and mobility; and
- Promoting health and well-being – all aspects of wellbeing are incorporated into the Falls Prevention Services, including the reduction of social isolation and the reduction in harm.

4.3 The Public Health service detailed in this report will have a positive and sustained impact on the objectives and priorities set out above, and for the Health portfolio generally, both through active engagement with Walsall residents and through partnership working.

## **5. Risk management**

5.1 The risks relating to both the procurement and service implementation have been actively assessed and managed as part of the tendering process.

5.2 Following the recent announcement by the national government of its plans to reduce grant allocations to local authorities for Public Health services, there is a potential risk to the Public Health budget in future years and any impact on services will need to be considered at the appropriate time, as necessary.

5.3 Maintenance of service quality will be monitored and assured throughout the lifetime of the new contracts by reporting of achievement of key performance indicators at regular contract meetings with the service providers who are appointed.

5.4 An Equality Impact Assessment has been completed and identified that no major change would be required.

## **6. Financial implications**

6.1 The total value of the contracts per annum is £363,000 and will be funded through the Public Health ring fenced budget as previously agreed by Council.

6.2 Award of the contract against the Public Health ringfenced budget for Lot 1 will achieve a saving of £5,633 over the three year budget figure, with a saving of £2 potentially being achieved through the award of the contract for Lot 2.

6.3 Any extensions to the contracts will be funded through the Public Health budget and will not result in Public Health exceeding its ring fenced budget in the relevant period and would be managed in line with Council procurement rules.

## **7. Legal implications**

7.1 All contractual arrangements have been procured in compliance with the Public Contracts Regulations 2015; and in accordance with the Council's Contract Rules.

7.2 All new services will be evidenced by a written contract in a form approved by the Head of Legal and Democratic Services and shall be made under the Council's seal.

## **8. Property implications**

8.1 None.

## **9. Health and wellbeing implications**

9.1.1 The Council has a statutory duty to promote the health and wellbeing of its population. The Public Health contract requesting approval have been designed based upon feedback from service users and upon knowledge of effectiveness from published research and from other geographical areas to ensure that the health of the population is maximised in the most efficient manner. The procurement supports the Corporate Plan priorities for the Council by ensuring that these services protect the most vulnerable in Walsall and reduce health and wellbeing inequalities, an explicit objective of the Joint Strategic Needs Assessment and Health and Wellbeing Strategy.

9.1.2 The Walsall Falls Prevention Service aims to provide a systematic multi-agency approach that places a greater emphasis on prevention.

## **10. Staffing implications**

10.1 No staffing implications have been identified.

## **11 Equality implications**

11.1 The Equality Impact Assessment (EqIA) was undertaken and identified that there was no potential adverse impact on people with protected characteristics, therefore no major change would be required.

## **12 Consultation**

12.1 Specific consultation was undertaken in preparation for each of the tenders between November 2014 and January 2015. This consultation was undertaken at the start of the commissioning process in order to inform the service specifications.

12.2 The process for collating the views of current service users, their carers, and the wider population of older people, was undertaken by running the consultation as a face to face exercise with a wide range of older people's groups and other stakeholders. This included:

- The Carer User Support Service (CUSP)
- Over 50's Forum;
- Line Dancing group
- Stan Ball Centre
- Walsall Black Sisters
- Walsall Linkline
- Arts Group
- Specific inclusion of housebound residents was made via the Mobile Library service; and
- Carers, men and residents from Black and Minority Ethnic groups were included in the consultation

The outcomes from the review were that of 159 members of the public who responded, 74.84% were not aware of services.

The main conclusions from the respondents included:

- Costs associated with accessing services (e.g. travel) were a concern for some people at each consultation meeting;
- A desire for improved access to equipment (for example alarms, rails) support for falls;
- A wish for more visible promotion of the Falls Prevention Services; and
- A more proactive approach from health and social care (and other) staff to identify opportunities for early prevention of falls.

In addition, consultation was run with a wide range of staff in the NHS, voluntary sector, public health and social care.

25 practices provided responses, 12% reporting not being aware of the Falls Prevention Services in Walsall. Practices wish to see:

- Standard Referral & Assessment Processes;
- Promotion and Communication on Falls Prevention; and
- Communication between services.

The responses from this consultation have informed the model developed for future service delivery which was approved by the Falls and Bone Health Group on January 23<sup>rd</sup> 2015.

## **Background papers**

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