former Eligible Employees of the Admission Body under the Agreement; and

(b) a revision of any rates and adjustments certificate within the meaning of the Regulations showing the exit payment due from the Admission Body in accordance with regulation 64(2) of the Regulations.

9. INDEMNITY, BOND OR GUARANTEE FROM ADMISSION BODY

9.1 Before the Commencement Date, the Admission Body, taking account of actuarial advice and to the satisfaction of the Administering Authority, assessed the level of risk arising on premature termination of the provision of service or assets by reason of insolvency, winding up or liquidation of the Admission Body, as [AMOUNT].

9.2 The Admission Body warrants that, where required by the Administering Authority, at the Commencement Date there is in place a Bond or, where for any reason it is not desirable for the Admission Body to enter into a Bond, a Guarantee in respect of the level of risk identified in *clause 9.1*.

9.3 The Admission Body shall, to the satisfaction of the Administering Authority [and Scheme Employer] keep under assessment the level of risk arising on premature termination of the provision of service or assets by reason of insolvency, winding up or liquidation of the Admission Body [at no more than annual intervals]. Following such review, where the risk requires it [and within [30] days of notification by the Scheme Employer], the Admission Body shall:

(a) arrange for the existing Bond or indemnity [or Guarantee] to be renewed and amended to cover the revised amount of assessed risk; or

(b) secure a new Bond or indemnity [or Guarantee] to cover the revised amount of the assessed risk.

10. TERMINATION

10.1 The Admission Body shall:

(a) notify the Administering Authority of any matter that may affect, or is likely to affect, its participation in the Scheme; and

(b) give immediate notice to the Administering Authority of any actual or proposed change in its status that may give rise to a termination, and for these purposes, a termination includes a take-over, reconstruction or amalgamation, liquidation or

receivership and a change in the nature of the Admission Body's business or constitution.

10.2 Subject to clause 10.3 and clause 10.4, this Agreement shall terminate on the earlier of the Termination Date (as determined by clause 10.3 and clause 10.4) or at the end of the notice period on either of the parties hereto giving a minimum of [three months'] notice to terminate this Agreement to the other party[, but such notice shall not have effect unless a broadly comparable occupational pension scheme is made available to the Eligible Employees who are active members of the Scheme at the Termination Date of this Agreement].

10.3 This Agreement shall automatically terminate on the Termination Date which shall be the earlier of the date of:

(a) the date of expiry or earlier termination of the Contract;

(b) the date the Admission Body ceases to employ any Eligible Employee; or

(c) the date the Admission Body otherwise ceases to be an admission body for the purposes of the Regulations.

10.4 This Agreement may be terminated with immediate effect (which shall then be the Termination Date) by the Administering Authority by notice in writing to the Admission Body in the event of:

(a) the insolvency, winding up or liquidation of the Admission Body;

(b) a material breach by the Admission Body of any of its obligations under this Agreement or the Regulations. However, if the breach can be remedied the Administering Authority shall allow the Admission Body the opportunity to do so on such terms as the Administering Authority decides;

(c) the failure by the Admission Body to pay any sums due to the Administering Authority or to the Fund within one month of the periods specified in clause 6.2, clause 6.3, clause 6.5 and clause 8.2(b) or, in any other case, within one month of receipt of a notice from the Administering Authority requiring it to do so; or

(d) the failure by the Admission Body to obtain or alter an indemnity or bond in accordance with clause 9.

11. NOTICES

Any notice to be given under this Agreement shall be in writing and shall be deemed to be sufficiently served if delivered by hand or sent by prepaid first class post to the registered office of the Admission Body or the headquarters' address of the Administering Authority and shall be deemed to have been duly given or made:

(a) if delivered by hand or by fax or electronic transmission (provided receipt is acknowledged), on delivery at the address provided for in this clause 11 unless such delivery occurs on a day which is not a Business Day or after 4.00 pm on a Business Day, in which case it will be deemed to have been given at 9.00 am on the next Business Day; or

(b) if sent by prepaid first class post, on the second Business Day after the date of posting.

12. PUBLIC INSPECTION

[Subject to the removal of Schedule 1 in order to protect the personal data of the Eligible Employees,] this Agreement shall be made available for public inspection by the Administering Authority [and Scheme Employer] at their headquarters' address.

13. SEVERANCE

If any provision or part-provision of this Agreement is or becomes invalid, illegal or unenforceable, it shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision or part-provision shall be deemed deleted. Any modification to or deletion of a provision or part-provision under this clause shall not affect the validity and enforceability of the rest of this agreement.

14. DISPUTES

While the Agreement is in force, any party may request a formal review of it to determine whether any amendments should be made. Any reasonable request for such a review shall not be refused by the other party. In respect of any review or any other question that may arise between the parties to this Agreement relating to its construction or to the rights and obligations under the Agreement, any dispute shall be referred in writing to an independent legal adviser for determination.

15. THIRD PARTY RIGHTS

This Agreement and the documents referred to in it are made for the benefit of the parties; they do not intend that any of its terms will be enforceable by virtue of the Contracts (Rights of Third Parties) Act 1999 by any person not a party to it other than the Eligible Employees.

16. APPLICABLE LAW

16.1 This Agreement and any claim or matter arising under or in connection with this Agreement (including non-contractual disputes or claims) are governed by and construed in accordance with the law of England and Wales.

16.2 The parties irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Agreement or its subject matter or formation (including non-contractual disputes or claims).

17. COUNTERPARTS

This Agreement may be executed in any number of counterparts, each of which is an original and which together have the same effect as if each party had signed the same document.

This document has been executed as a deed and is delivered and takes effect on the date stated at the beginning of it.

Schedule Eligible employees

Pensionable Employees to be admitted on the Transfer Date:

Employee Number	Employee Name	Date of Birth	NI Number	Current Member of Fund? Y/N

THE COMMON SEAL of
THE MAYOR AND BURGESSES OF
THE LONDON BOROUGH OF BARNET
was hereunto affixed in the presence of:

.....
Authorised signatory

.....
Authorised signatory

Executed and delivered as a deed by
[NAME OF ADMISSION BODY] acting by
..... Director
..... Director / Company Secretary

Annex D. Bond Agreement

Attached.

DATED

THIS BOND AGREEMENT

between

ADMINISTERING AUTHORITY

and

ADMISSION BODY

and

GUARANTOR

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THIS BOND AGREEMENT is made the [DAY] day of [MONTH] [YEAR]

BETWEEN

PARTIES

(1) The Mayor and Burgesses of THE MAYOR AND BURGESSES OF THE LONDON BOROUGH OF BARNET of North London Business Park, Oakleigh Road South, London N11 1NP as beneficiary (**Administering Authority**).

(2) [NAME OF COMPANY] a company registered and incorporated under the laws of England with company number [NUMBER] whose registered office is at [ADDRESS] (**Admission Body**).

(3) [NAME OF GUARANTOR] a company registered and incorporated under the laws of England with company number [NUMBER] whose registered office is at [ADDRESS] (**Guarantor**).

(4) This Bond Agreement is executed and delivered under the provisions of the Local Government Pension Scheme Regulations 2013 (*SI 2013/2356*) (Regulations) as amended or supplemented from time to time.

BACKGROUND

(A) The Administering Authority is the administering authority of the Local Government Pension Scheme (**Scheme**) for [AREA] within the meaning of the Regulations.

(B) The Admission Body is an admission body within the meaning of paragraph [1(a) **OR** 1(d)] of part 3 of Schedule 2 of the Regulations.

(C) The Guarantor is a body described in and to which paragraph 7, Part 3 of Schedule 2 of the Regulations applies (**Relevant Institution**).

(D) In this Bond Agreement, words and expressions used bear the meanings set out in the Regulations, unless defined in this Bond Agreement, in the Admission Agreement or the contrary is stated.

(E) By an agreement entered into between the [Administering Authority **OR** NAME OF SCHEME EMPLOYER (**Scheme Employer**)] and the Admission Body dated [DATE], the [Administering Authority **OR** Scheme Employer] transferred services or assets in connection with its functions to the Admission Body (**Contract**).

(F) The Admission Body, [the Scheme Employer] and the Administering Authority entered into an agreement dated [DATE] (**Admission Agreement**), regulating the participation of eligible employees (as

defined in the Admission Agreement) in the Scheme from [the date of the Contract **OR** [DATE]].

(G) The Administering Authority has agreed to continue with the admission of the Admission Body's eligible employees to the Scheme under the terms of the Admission Agreement, subject to the provision of a bond in the form of this Bond Agreement.

(H) At the Admission Body's request, the Guarantor has agreed to provide this Bond Agreement to the Administering Authority as a bond in approved form in the sum of [AMOUNT] (£[AMOUNT IN FIGURES] (**Bond Amount**)). This is the amount actuarially assessed to the Administering Authority's satisfaction to secure the payment to the Administering Authority of employee and employer contributions, and other sums due from the Admission Body to the Administering Authority under the Admission Agreement or the Regulations for eligible employees.

1. SCHEME LIABILITIES

1.1 The Admission Body covenants with and undertakes to the Administering Authority and the Guarantor to make payment of all employer and employee contributions, other payments (including interest payable under the Regulations) and sums due to the Administering Authority under the Admission Agreement or the Regulations for the eligible employees as defined in the Admission Agreement (**Scheme Liabilities**).

1.2 The Guarantor and Admission Body confirm that the Guarantor is a Relevant Institution.

2. RELEVANT EVENT

In this Bond Agreement a **Relevant Event** shall occur if:

(a) the Administering Authority terminates the Admission Agreement on or following any of the following events:

(i) the Admission Body's insolvency, winding up or liquidation;

(ii) the Admission Body's breach of any of its obligations under the Admission Agreement (but where the breach is capable of remedy, only where it has not been remedied within a reasonable time); or

(iii) the Admission Body's failure to pay any sums due to the fund within a reasonable period of a notice from the Administering Authority requiring payment.

And in any such case, the Admission Body fails to pay or discharge the Scheme Liabilities in the manner set out in clause 1; or

(b) this Bond Agreement expires in accordance with clause 5.1(a) and, at least 30 days before, the Admission Body has not procured the issue of a Replacement Bond (as defined in and in accordance with clause 5.4) or, at the Administering Authority's sole discretion, an Extension Notice (as defined in and in accordance with clause 5.5).

3. PAYMENT

3.1 The Guarantor shall pay to the Administering Authority the sum(s) (not exceeding in the aggregate the limit set out in clause 4) demanded by the Administering Authority:

(a) on or at any time following the occurrence of a Relevant Event; and

(b) on the Administering Authority certifying in writing that a Relevant Event has occurred and that the amount demanded is due from the Admission Body under the Admission Agreement for Scheme Liabilities.

3.2 Any demand served by the Administering Authority under the terms of this Bond Agreement shall be in writing and the Guarantor shall pay the sum demanded within 14 days of its receipt.

3.3 Any demand under this Bond Agreement shall be conclusive evidence (and admissible as such) that any sum stated in it is properly due and payable to the Administering Authority in connection with it.

3.4 Any demand under this Bond Agreement shall be in writing addressed to the Guarantor at its registered address, or to another address as the Guarantor shall advise to the Administering Authority by not less than seven days prior notice in writing. It shall be deemed to be served on actual delivery to the Guarantor.

4. **MAXIMUM LIABILITY**

The maximum aggregate liability of the Guarantor under this Bond Agreement shall not exceed the Bond Amount. This is the sum actuarially assessed to the Administering Authority's satisfaction.

5. **EXPIRY DATE**

5.1 Subject to clause 5.2, this Bond Agreement shall expire and the obligations and liabilities of the Guarantor under this shall cease and determine absolutely on the earliest of:

(a) [DATE];

(b) the date on which the Admission Body ceases to be an admission body, having discharged all accrued Scheme Liabilities; or

(c) the date on which the Guarantor shall have made payments under this Bond Agreement that amount to £[AMOUNT] (£[AMOUNT IN FIGURES]).

(**Expiry Date**.)

5.2 The Bond Agreement shall not expire under clause 5.1(a) and clause 5.1(b) where any demand is served on the Guarantor in accordance with clause 3 before 5.00 pm on that date.

5.3 The Admission Body shall procure (by the delivery to the Administering Authority of a Replacement Bond as defined in clause 5.4 or, at the Administering Authority's sole discretion, an Extension Notice as defined in clause 5.5) that at all times while there shall subsist under the Admission Agreement or under the Regulations any liability or contingent liability for Scheme Liabilities, a bond in substantially the form of this instrument or an indemnity in approved form. In either case, this shall be from a Relevant Institution as shall be acceptable to the Administering Authority to secure the payment by the Admission Body of Scheme Liabilities, as may be actuarially determined on the Administering Authority's behalf.

5.4 Subject to clause 5.5, the Admission Body agrees that, for the purposes of clause 2(b), a Relevant Event shall occur if it fails not less than 30 days before the Expiry Date to procure the effective execution and delivery to the Administering Authority of a guarantee bond in substantially the terms of this Bond Agreement from the Guarantor or

from a Relevant Institution, as defined by and in accordance with clause 5.3 (**Replacement Bond**).

5.5 Before the Admission Body procures a Replacement Bond, the Administering Authority (at its sole discretion) may request that the Admission Body instead procure the Guarantor's service of a notice (**Extension Notice**) extending the period of validity of this Bond Agreement to the date set out in the Extension Notice.

5.6 If the Admission Body procures the Guarantor's service (on the instructions of the Administering Authority) of an Extension Notice not less than 30 days before the Expiry Date, the provisions of this Bond Agreement shall remain and continue in full force and effect. This is subject only to the amendment of the Expiry Date to the date set out in the Extension Notice (and to the amendment of the Bond Amount, if applicable to the sum set out in the Extension Notice).

5.7 For the avoidance of doubt, nothing in this Bond Agreement requires the Guarantor to serve an Extension Notice.

6. APPLICATION OF PAYMENTS

6.1 All sums paid by the Guarantor under the terms of this Bond Agreement shall be held and applied by the Administering Authority to pay and discharge the Scheme Liabilities.

6.2 On payment by the Guarantor following a Relevant Event under clause 2(a), the Administering Authority shall provide to the Guarantor an account of the application of the sums as soon as reasonably practicable, but in any event within 14 days. If any payment made by the Guarantor under the demand shall exceed the amount required to discharge the Scheme Liabilities, the Administering Authority shall refund the overpayment to the Guarantor. For the avoidance of doubt, once the Guarantor has made payments under this Bond Agreement that aggregate to a total Bond Amount, this Bond Agreement expires in accordance with clause 5.1 and shall become null and void. This is despite the fact that any repayments have been made or are due under this clause.

6.3 Following any payment by the Guarantor under clause 2(b), the Administering Authority shall be entitled to hold and apply the sums for Scheme Liabilities. The Administering Authority shall not be obliged to repay or release them (or any part of them not applied) to the

Guarantor or the Admission Body (if the Admission Body has repaid the sum to the Guarantor in full). This is unless either:

(a) all Scheme Liabilities have been discharged in full; or

(b) the Administering Authority has received a bond or indemnity in approved form to secure payment by the Admission Body of the Scheme Liabilities.

7. MULTIPLE DEMANDS

The service of any claim or demand by the Administering Authority under the terms of this Bond Agreement shall not preclude the service of any other or further demand (subject only to the provisions of clause 4).

8. CONTINUATION OF OBLIGATIONS AND LIABILITIES

The obligations and liabilities of the Guarantor under this Bond Agreement shall not be reduced, discharged, impaired or affected by:

(a) the giving of time, or any other indulgence, forgiveness or forbearance by the Administering Body;

(b) any amendment or variation of the Admission Agreement, the rules applicable to the administration of it or the payment and calculation of benefits under the fund; or

(c) the insolvency of the Admission Body or any disclaimer of its contracts and liabilities.

9. EXECUTION BY COUNTERPART

This Bond Agreement may be executed in one or more counterparts and any party may enter into the Bond Agreement by executing a counterpart. Any single counterpart or a set of counterparts executed in either case by all the parties shall constitute one and the same agreement, and a full original of the Bond Agreement for all purposes.

10. THIRD PARTY RIGHTS

No one other than a party to this Bond Agreement shall have any right to enforce any of its terms.

11. GOVERNING LAW

This Bond Agreement and any dispute or claim arising out of or in connection with it or its subject matter or formation (including non-

contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

In witness whereof the parties have executed and delivered this **Bond Agreement** as a deed the day and year first before written.

THE COMMON SEAL of
The Mayor and Burgesses of
The London Borough of Harrow
was hereunto affixed
in the presence of:

Authorised signatory

Executed and delivered as a deed by
[NAME OF ADMISSION BODY] acting by
.....Director
.....Director or Company Secretary
Executed and delivered as a deed by
[INSERT GUARANTOR DETAILS AND EXECUTION REQUIREMENTS]

Schedule 2 Telecare Key Performance Indicators and requirements

Summary

This document includes the high level requirements for the Telecare contract. The requirements are a baseline which will be reviewed and adapted by LBB in partnership with the provider, Argenti throughout the first four months of the contract, with an additional date of **1 August 2017** for further agreement.

The key performance indicators and requirements will be active from the **3rd of April 2017.** Prior to contract go-live further detail regarding the KPIs and requirements will be developed with any changes to be agreed by the **3rd April 2017.** KPI's are predicated upon the key assumption that MOSAIC and other LBB systems are working as stated on the 3rd of April enabling new referrals onto the service.

1. Key Performance Indicators – Balanced Scorecard

Specified Requirements	Year 1 Target 3rd April 2017 to 1st April 2018	Notes
	Inputs	
Number of new live connections	434	This target is a minimum, and will be reviewed, with stretch targets agreed where required. Target is based upon 550 new gross installations and 17% churn) The target only applies to new users of the service and not for churn within the transitioned users.
Cumulative connection days	86,077	434 new connections distributed through the year
Urgent installations within agreed timescales (48 hours or same day where required)	97%	Definition of urgent to be agreed
Standard calls within 10 working days	95%	
Physical response service delivered within 45 minutes of alert	90%	TSA Target
Calls answered within 60 seconds	97.5%	TSA Target
Net financial benefit of service to the Council	£500,000	£1m savings in Year 2
Service user satisfaction	Average satisfaction score of 90%	Questions to be agreed and will include service user independence
Staff satisfaction (including weighted measure of staff training)	Average satisfaction score of 85%	Questions and weighting to be agreed
Alignment with LBB ASC strategic needs (based on '360° style' survey including senior management and partners)	85%	Questions and calculation to be agreed

Performance Indicators

Specified Requirements	Year 1 Proposed Target	Notes
Staff Training – Adults and Communities front line staff received training within 6 months of contract commencement	TBC	The significant majority of staff to receive training. It is the responsibility of LBB to facilitate attendance
De-commissioning of Installed equipment within agreed timescales (timescales TBC)	TBC	
Recycling of collected Equipment - % of collected equipment recycled every month.	TBC	
Maintenance/Servicing of Installed Equipment.	TBC	
Repairs within timescales (TBC): Urgent Non urgent	TBC	Percentage targets & definition of urgent and non-urgent to be agreed.
Complaints	100% complaints are acknowledged within 5 working days, and are resolved satisfactorily	From the Council's perspective within 20 working days. Satisfactory resolution to be defined

2. Data set required

As identified in the specification, Argenti is required to capture the following dataset, which should be available but may not be required to be reported on.

Specific reporting requirements are covered in the section 3.

Purchase/hire of equipment:	• Date of requisition; • Type of equipment / package of equipment • Model(s); • Equipment serial and batch numbers • Referral details including name, organisation, care team • Client details including the Council's client reference number, forename, surname, gender, date of birth, address including postcode • Carer details: as above • Funded by e.g. self-funding, social services, family etc. • Standalone or connected to monitoring centre? • If applicable, date when review of equipment required
Installation of equipment	• Council client reference number • Date and time of referral • Date and time of installation • Installer(s) • Installation completed • If not completed – reason
Details of response received:	• Council client reference number • Date the system was activated

	• Date of response • Time of response • Reason for call e.g. emergency, maintenance, decommissioning etc. • Intervention type e.g. 'mobile' response, carer contacted, resolved through dialogue, ambulance etc. • Organisation(s) contacted including date, time & name or reference of contact • Outcome of call(s).
Maintenance of equipment:	• Council client reference number • Date of maintenance • Time of maintenance • Type of maintenance e.g. Routine, requested • Outcome e.g. Equipment repaired, replaced
Decommissioning of equipment:	• Council client reference number • Date the equipment was decommissioned • Reason equipment decommissioned
Follow-up calls:	• Council client reference number • Date of call(s) • Time of call(s) • Status of client/user • Status of equipment • Outcome e.g. equipment working, client/user satisfied
Financial information for:	• Equipment • Installations • Maintenance • Monitoring and response service • Decommissioning of equipment • Managed Telecare Service elements

3. Monthly Reporting

The table below outlines requirements for monthly reporting, as initially scoped with Argenti and based on previous telecare service dashboards.

Monthly reporting –breakdown of:	Requirement met in dashboard?
Telecare packages by (service) type, referral route and client/user group, care type (e.g. individual home/supported living) including both new and ongoing,	Yes
Information relating to delivery, set up and maintenance of equipment	Yes
Calls to monitoring centre, including reasons and outcomes also to include time of the day (beneficial to ascertain trends).	Yes
Response service activity	Agree - metrics TBC
Number of ended or decommissioned packages	Yes

4. Financial benefits

LBB and Argenti will work in partnership to agree the broad approach to measurement of financial benefits by 3rd April 2017. This will continue to be reviewed and developed in further detail by 1 August 2017.

However, the principles of the benefits approach are set out below to be agreed:

- Financial benefits can include both:

- **Cost savings** e.g. reduction in domiciliary care packages, reduction in residential care packages, step down from residential care, reduction in residential care fees, and
- **Cost avoidance**: e.g. avoidance of higher cost care packages both in the community and in residential care, delayed entry to residential care

- Savings and cost avoidance should only apply to adult social care costs and not costs to the wider health and care system e.g. hospital admissions, GP or medication costs

- Any financial benefits should be net of the Contract costs

- As far as is possible, only outcomes that are the direct result of the telecare service will be incorporated into any cost savings or cost avoidance benefits

- Any assumptions about cost avoidance and prevention of costs must be validated by the service working with relevant teams in Adults & Communities.

- Cost avoidance estimated by using professional judgement to estimate:
  - What care package would have been provided
  - When this would have started
  - How long it would have continued before the needs increased again.

- Estimates should be compared against actual outcomes

- Savings should factor in client contribution where there is no saving for the department

- Argenti should look to using comparison groups where possible to validate impact

- LBB have a responsibility to scrutinise savings and adjust budget lines accordingly

- Gain share payments for supported living and residential care will only be made on the basis of realised (rather than projected) savings

5. Service Failure

Service failure levels will be scoped in more detail and agreed as described above – on 3rd April 2017 for the start of the contract and in more detail by 1 August 2017.

The table below sets out areas for minor failure and critical failure levels for year 1 of the contract.

If the service falls below any of the minor failure levels set below then an improvement plan will be put in place, with clear actions, and agreed timeline and responsibilities for Argenti. Where applicable, actions for LBB to undertake to improve performance will be identified.
Where service levels have not improved following the implementation of the plan this would be grounds for termination.

Where the level falls below Critical Failure the Council has the right to terminate the contract.

Specified Requirements	Minor Failure Y1	Critical Failure Y1
Number of live connections	326 (413 with 17% churn)	217 (275 with 17% churn)
Net financial benefit of service to the Council	£375,000 savings in Year 1 £750,000 savings in Year 2	£250,000 savings in Year 1 £500,000 savings in Year 2
Service users satisfaction	70%	50%
Staff satisfaction (including weighted measure of staff training)	70%	50%

- Specification for Telecare and Telehealth Managed Products and Services – Schedule 1
- Completed Invitation to Tender Questionnaire – ESPO/Pro5 Framework Agreement 201 dated 14 October 2016;
- Completed Pricing Schedule dated 7 October 2016 (Management of the Services);
- Completed Breakdown of costs for years 1 – 5 (inclusive) – Management of the Services;
- Completed Telecare Equipment Form (Prices) dated 7 October;
- Organisations price list of currently used equipment – Equipment Type and Price;
- Completed Assessments Form (Prices) dated 7 October 2016;
- Completed Pricing Schedule dated 7 October 2016 (Monitoring and Response);
- Completed Breakdown of costs for years 1 – 5 (inclusive) – Monitoring and Response;
- Completed Delivery and Installation of Telecare Equipment Form (Prices) dated 7 October 2016;
- Equipment Usuage - Product Descriptions;
- The Council's historical data - Telecare type – 2015/16, 2014/15, 2013/14 and 2012/13;
- Completed Form of Tender dated 10 October 2016;
- Completed Bidder Tender Declaration dated 10 October 2016;
- Completed Collusive Tendering Certificate dated 10 October 2016;
- Argenti Telecare Training;
- Argenti Telehealthcare, a consortium of PA Consulting, Medvivo and Red Alert UK – Whistleblowing Policy;
- Argenti Telehealthcare, a consortium of PA Consulting, Medvivo and Red Alert UK – Safeguarding Children Version 7;
- Non-evaluated appendix: Our Team for Barnet;
- Argenti Telehealthcare, a consortium of PA Consulting, Medvivo and Red Alert UK – Safeguarding Adults Policy Version 7;
- High Level Structure Chart for Adults and Communities;
- Role Profile – Assessment & Enablement Officer (Telecare) – Grade and Salary SCP 30-33;
- Person Specification – Assessment & Enablement Officer (Telecare) – SCP 30-33;
- Supplementary Information Form – Telecare Advisor;
- PA's Response to Clarification Questions – 14 November 2016;
- Various clarification questions and responses;

BARNET
LONDON BOROUGH

Specification

For

Telecare and Telehealth

Managed Products and Services – Schedule 1

ESPO / Pro5 Framework Agreement 201

Managed Telecare Service

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SECTION A: SERVICE SPECIFICATION

The reference to **Council** in this Specification means the **Customer** for the purposes of the Order Form and Order Terms.

1. Introduction

1.1 This Specification outlines Barnet Council's Adults and Communities Delivery Unit's requirements for a Managed Telecare Service which is being procured through ESPO's 201 Telecare Framework Agreement.

1.2 Our aim is to rapidly increase the scale and scope of the telecare service, in order to secure positive outcomes and benefits for service users, their families/carers and the Council.

1.3 The Supplier will act as a collaborative partner in finalising the design of the Service, lead, drive and embed large scale change, and work flexibly with the Council in implementation of telecare.

2. Managed Telecare Service – Core Components and Approach

2.1 The Specification is for a Managed Telecare Service, comprising of the following core components:

- 2.1.1 Training
- 2.1.2 Telecare assessments
- 2.1.3 Identification & purchasing of Telecare Equipment
- 2.1.4 Installation, maintenance & Delivery / Collection of Telecare Equipment
- 2.1.5 Decommissioning of equipment, including recycling
- 2.1.6 Telecare monitoring and emergency response service
- 2.1.7 Tracking and realisation of financial and non-financial benefits
- 2.1.8 Developing telecare provision in the residential and supported living sector
- 2.1.9 Developing the self-funder market

2.2 The Supplier's approach will include:

- 2.2.1 Co-designing the final service offer
- 2.2.2 Cultural change and embedding the new telecare provision
- 2.2.3 Supporting and promoting innovation
- 2.2.4 Ensuring all aspects of the Service(s) are managed and coordinated effectively and to a high quality, creating a smooth end-to-end process for the user

2.3 The aims of a new Telecare Service are to ensure the residents of Barnet are provided with a high quality, mainstreamed, innovative service that uses technology, monitoring and support to:

2.3.1 Empower and enable people with increasing care needs to live as independently as possible in the community/ in their own home and in residential settings

2.3.2 Support people to manage risk better in the home, including reducing the number and severity of falls and other accidents

2.3.3 Provide increased reassurance for carers, especially those living apart from the person they care for, leading to reduced stress and improved quality of life

2.3.4 Reduce reliance on home care through supporting people to feel assured, manage risk and manage their conditions independently for longer

2.3.5 Reduce intensity of care required in residential and supported living settings

2.3.6 Prevent, reduce and delay the escalation of needs

2.3.7 Avoid unplanned hospital attendance or admission by effectively supporting people to prevent their health and social care needs increasing

2.3.8 Facilitate hospital discharge as quickly and safely as possible to reduce the number of bed days and delayed transfers of care and to improve outcomes for patients

2.3.9 Reduce social isolation through facilitating easy contact with friends, family, and the local community.

2.3.10 Deliver an efficient pathway to ensure seamless, risk managed care with reduced duplication of assessment, diagnostics and enhanced communication

2.3.11 Provide for the self-funder market

2.4 The Service should additionally aim to:

2.4.1 Maintain high quality in the technical aspects, management and delivery of telecare

2.4.2 Ensure an ethical Service(s) that balances the user's right to autonomy, choice and control with the aims of improving patient safety, providing reassurance for carers and create financial savings

2.4.3 Provide excellent customer service and user satisfaction

2.4.4 Support staff through the change and ensure high staff engagement and satisfaction over time

3. Background

3.1 The latest Joint Strategic Needs Assessment (JSNA) states that Barnet is the largest Borough in London and is continuing to grow rapidly with large areas of regeneration, especially in the west of the Borough.

3.2 The population of Barnet is ageing, like most of the UK, with the proportion of people aged over 65 forecast to grow up to three times as fast as the overall Barnet population. The over-90 population is projected to grow even more rapidly.

3.3 There are also more working age adults with increasingly complex learning and physical disabilities.

3.4 Social isolation is prominent, especially in older women who live alone, particularly in areas of higher affluence and lower population density.

3.5 Barnet has a higher population of people with dementia than many London Boroughs and the highest number of care home places registered for dementia per 100 population aged 65 and over in London.

3.6 By 2021, the number of people with dementia in Barnet is expected to increase by 24% compared with a London-wide figure of 19%.

3.7 In Barnet there are over 32,000 people who classify themselves as carers, with the largest number falling in the 25-49 age group. There are likely to be many more carers who may not classify themselves in this way.

3.8 In Barnet, unplanned admissions have increased significantly and are identified as an outlier with the 'Right Care – Better Value' data packs published in January 2016.

3.9 With councils' required to make further budget efficiencies, continuing to provide high quality, good value social care has become a key challenge. The goals of maximising independence and the ability to function as part of the community continue to be valued in their own right. Therefore telecare, telehealth, and assistive technologies have an increasingly important role to play

3.10 For more information about the needs of the population and the health and social care context, see Barnet's 2016/17 Better Care Fund and Barnet's Health and Social Care Integration Business Case, a copy of which is attached at Annex A. These are supported by recent national publications in respect of care for older

people which convey the challenges faced across the United Kingdom and the increases in spend that are set to continue to rise if not addressed.

4. Scope of service and contract

4.1 The Service(s) will cover the whole geographical area of London Borough of Barnet

4.2 The service user groups will be those covered by Adults and Communities, which includes adults with current or future support needs resulting from (any combination of):

- Old age
- Physical or sensory impairment
- Learning disability
- Mental health issues, including dementia
- Drug and alcohol issues
- Other vulnerabilities or impairments

4.3 The Supplier will be responsible for the transfer of existing social care clients to the new service, ensuring sufficient notice is given, minimal disruption takes place, and equipment is re-programmed remotely where possible

4.4 The Service should meet the needs of diverse user groups, for example by providing specialist or translated literature, providing language support, or arranging visits compatible with religious preferences (e.g. avoiding certain days). Groups include (but are not limited to):

- Black and ethnic minority communities
- Religious communities
- People with visual and/or auditory impairments, including deaf blind people
- End of life/palliative care
- People with communication difficulties
- Non-English speakers
- People with BSL as their first language
- People with learning and/or physical disabilities and/or mental health issues, including dementia

4.5 Referrals should be available to new users of social care (e.g. at initial assessment), people already receiving social care support (e.g. at review), as well as people waiting for social care input (e.g. those on the Occupational Therapy waiting list).

4.6 Referrals will be made by the Council's Adults and Communities staff, including social workers, occupational therapists and assessment and enablement officers.

4.7 The service will be provided for Adults and Communities' clients, regardless of the organisational form the department takes.

4.8 While the focus and main scope of the Service(s) will be in Adults and Communities, the Supplier should have the capacity to expand to other areas, which will be scoped and detailed at a future date, for example the 0-25 Service, NHS partners and programmes of health and social care integration.

4.9 For the 0-25 service within Family Services, this might include (but is not limited to) engaging with staff in the service, expanding the telecare offer to children and young people with disabilities and their families, receiving referrals from the service, adapting the telecare offer to suit this user group.

4.10 For NHS partners and health and social care integration, this might include (but is not limited to) engaging with staff in those services, providing telehealth or telecare services to facilitate hospital discharge, health needs in residential care homes, clients with complex health and social care needs (e.g. those with a learning disability), clients funded by Continuing Health Care, etc.

4.11 This Specification outlines current requirements and expectations of a Managed Telecare Service, however the Supplier will include some flexibility for new projects and technology which may arise throughout the life of the Contract (see section 12)

4.12 The Contract will be for 3 years, with an option to extend for up to 2 years (on a one year plus one year basis), to commence on 1 April 2017

4.13 There will be a 3-4 month lead into the Contract where the Council and the Supplier will work collaboratively to set up, mobilise and implement service

5. Managed Service requirements: approach

5.1 Co-design and setting up the Service(s)

The Supplier will work with the Council's Adults and Communities to plan for and set up the Service, including:

5.1.1 Development and maintenance of a strategy for the expansion of telecare

5.1.2 Analysis and update of the business processes leading up to a telecare referral and following an assessment / installation