



**Prosperous Communities  
Committee**

**Tuesday 3<sup>rd</sup> December 2024**

**Subject: Wellbeing Lincs Service**

Report by:	Director of Planning, Regeneration & Communities
Contact Officer:	Sarah Elvin Homes, Health & Wellbeing Team Manager  sarah.elvin@west-lindsey.gov.uk
Purpose / Summary:	To inform members of the revised delivery arrangements for the new Wellbeing Lincs Service and gain approval for signing of the new Collaboration Agreement.

**RECOMMENDATION(S):**

1. Prosperous Communities Committee note the revised delivery arrangements under the new contract and delegate authority for signing of the final Collaboration Agreement to the Director of Planning, Regeneration and Communities in consultation with the Chair of this committee.

## IMPLICATIONS

### Legal:

**Lincs Legal Services are currently reviewing the existing Collaboration Agreement to update for the new contract. This is in draft and included at appendix 1**

**(N.B.) Where there are legal implications the report MUST be seen by the MO**

### Financial : FIN/108/25/MT/MK

	Jan-Mar					Apr-Dec
	2024/25	2025/26	2026/27	2027/28	2028/29	2029/30
Description	£	£	£	£	£	£
Salaries	104,500	499,700	513,300	523,100	536,700	455,900
Pension	24,500	117,600	125,400	129,300	131,300	109,800
NI	6,800	45,800	47,700	49,700	51,600	41,700
Mileage	8,700	41,900	41,900	41,900	41,900	33,200
Mobile Phones	3,900	2,300	2,400	2,500	2,600	2100
Internal Charge	15,600	77,000	79,000	81,000	83,100	67,400
Contributions	-	-	-	-	-	-
	164,000	784,300	809,700	827,500	847,200	710,100
	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Internal Charge	-15,600	-77,000	-79,000	-81,000	-83,100	-67,400
	<b>-15,600</b>	<b>-77,000</b>	<b>-79,000</b>	<b>-81,000</b>	<b>-83,100</b>	<b>-67,400</b>

The table above shows the budget required in the MTFP for the Responder Wellbeing Service contract which is due to start on 13<sup>th</sup> January 2025. There will be a net contribution to the Council in 2024/25 of £15,600, 2025/26 £77,000 and so on until 2029/30. This scheme is fully funded with costs to be re-claimed from East Lindsey District Council.

**(N.B.) All committee reports MUST have a Fin Ref**

**Staffing :**

None as a result of this report, but for clarity, the following arrangements are in place for staffing under the new service.

The Responder Service- existing staff will be TUPE'd over from East Lindsey to West Lindsey under their existing terms and conditions.

The new role in the service of Responder Team Leader will be recruited to in the mobilisation of the new contract.

In line with existing arrangements, the Homes & Health Manager will line manage the Responder Team Leader with HR and budget matters and the Wellbeing Lincs Service Manager will manage the role operationally.

**(N.B.) Where there are staffing implications the report MUST have a HR Ref**

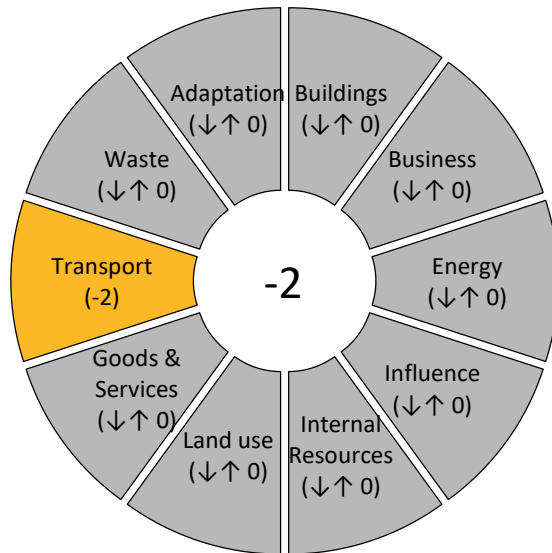
**Equality and Diversity including Human Rights :**

None

**Data Protection Implications :**

None as a result of this report

**Climate Related Risks and Opportunities :**



West Lindsey District Council will be net zero by 2050 (25 years and

All Responders and the Responder Team Leader will require essential car user to be able to undertake their roles. This service being transferred to West Lindsey will increase the numbers of miles claimed by our employees impacting on carbon footprint. This is not additional as this service is currently in existence, but this is an increase for West Lindsey.

**Section 17 Crime and Disorder Considerations :**

None

**Health Implications:**

Wellbeing Lincs offers support for vulnerable people to remain living independently within their own homes and in turn improves their health and wellbeing.

The delivery of this service aligns with the Lincolnshire wide District Health and Well-being Strategy

**Title and Location of any Background Papers used in the preparation of this report:**

[Wellbeing Lincs Partnership Bid.pdf](#)

**Risk Assessment :**

**Call in and Urgency:**

**Is the decision one which Rule 14.7 of the Scrutiny Procedure Rules apply?**

i.e. is the report exempt from being called in due to urgency (in consultation with C&I chairman)

Yes

No

**Key Decision:**

A matter which affects two or more wards, or has significant financial implications

Yes

No

## 1. Background

- 1.1 A decision was made by West Lindsey Corporate Policy and Resources committee on 11<sup>th</sup> April 2024 to submit a Partnership bid for the new Wellbeing Service contract with East Lindsey as host organisation and North Kesteven and City of Lincoln also making up the partnership.
- 1.2 A bid was submitted to Lincolnshire County Council for the new contracted Wellbeing Service on 15<sup>th</sup> July 2024. After a number of delays through the system a decision was received on 24<sup>th</sup> August 2024 that the partnership have been successful in obtaining the new Wellbeing Service contract.
- 1.3 The contract is due to start on 13<sup>th</sup> January 2025 and will run for a period of 5 years with potential extensions thereafter of up to a further 5 years.

## 2. New proposal

- 2.1 The new Wellbeing Lincs service now requires the following core elements of work under the new specification set by LCC:
  - A **Digital Offer**: (or sometimes called a Universal Offer) available to all to access on Lincolnshire County Council's Connect to Support website. This offer will be solely website information managed and updated by connect to support.
  - **Assessment**: A person-centred and strength-based assessment of all eligible individuals referred into the service.
  - **Generic Support**: Generally, no more than 12 weeks of generic support based on the individual service users' outcomes and needs identified through their assessment, and always fixed term.
  - **Small Aids and Minor Alterations**: Provision and/or installation of items of small aids to support daily living, and completing minor alterations which are supportive to the wellbeing and independence of the service user.
  - **Telecare Response Service**: Provision of a visit to the home of a service user in response to a request from a telecare monitoring provider. Call out reasons will include non-injury falls and no response from the telecare user when an alarm is triggered.
- 2.2 There are several aspects which differ from the existing contractual arrangements including:
  - Assessment and generic support was originally specified as two separate functions to be delivered by separate teams. This is no longer the case and efficiency savings can be made as a result of joining those two elements of the current service together.

- Hospital outreach is no longer required which was a service delivered by West Lindsey
- The Partnerships and Network Development Officers requirement has been removed and this is another function that was delivered by West Lindsey. The need to work in partnership with statutory services remains important; however, LCC expect this to be more targeted and demonstrable, with the use of promotional materials / events and targeted comms and run through the service as a thread as opposed to sitting separately within a different team.
- The initial referral management has been absorbed into the Lincolnshire County Council adult social care customer service centre as a way of streamlining processes. The referral process has to date been managed by East Lindsey District Council through a hub which will no longer be required.
- Response service times to increase to 1 hour from 45 minutes, and the fee to increase by a small amount with the response service providing a more enhanced offer, including a simple falls assessment, outward referrals for follow on services as well as an outcome report for every call attended.

### **3. West Lindsey implications**

- 3.1 As detailed above, two of the functions which were hosted by West Lindsey are no longer part of the new service due to reorganisation of how the services will be delivered as a result of a change in service specification and a reduction in the available budget.
- 3.2 The Wellbeing Lincs Management Board were keen for West Lindsey to continue to be involved in the partnership as a hosting authority. Due to the amended structure providing a clear split in function of the Telecare Response Service it was considered as a practical approach to offer the opportunity to host the responder service to West Lindsey.
- 3.3 Members were clear when a report was brought to CP&R on 11<sup>th</sup> April of a desire to continue to be actively involved of the delivery of the Wellbeing Lincs service and so a decision was made by Management Team to continue with a hosting role in the Wellbeing Service and deliver the Telecare Response Service at West Lindsey.
- 3.4 A structure chart for the new service can be found at appendix 1 setting out the structure for the new service and detailing West Lindsey's new hosting role in the service.
- 3.5 The Telecare Response Service consists of 18 responders working over three fire station locations across Lincolnshire responding to lifeline calls received at Lincare (which is managed by Lincoln City

Council) and working on a shift basis. There are currently over 1800 people signed up to this valuable service across the county.

- 3.6 The team has a dedicated Team Leader in the new structure which will oversee the response officers at all three locations and report operationally directly to the Service Manager.
- 3.7 This proposal is an increase in staff number for West Lindsey from 10 to 19 and will see West Lindsey hosting a larger proportion of the staff than currently offered making West Lindsey a more equitable partner in the service. The split of staff across the partner organisations would be as follows:

West Lindsey	19
North Kesteven	19
East Lindsey	25
Total	63

- 3.8 City of Lincoln host the Lincare call centre element of the Telecare Response Service which is managed in house by Lincoln and do not directly employ anyone under this service.

#### 4. Financial implications

- 4.1 The LCC indicative budget for delivering the service is £3.269m per annum which is less than the existing contract and is based on a reduced specification of work and streamlined assessment requirements.
- 4.2 The Partnership's tender submission is based on the indicative budget and all partners costs are fully recoverable within the projected budget for the lifetime of the contract.
- 4.3 The profit element as detailed below will remain in a project fund to ensure risk of redundancies at the end of the contract can be covered by the project fund.
- 4.4 A summary of income and expenditure under the contract is set out below:

	Yr 1	Yr2	Yr3	Yr4	Yr5
<b>Salaries Inc On-Costs</b>	£2,914,260	£2,950,998	£2,973,348	£2,995,083	£3,016,156
<b>District Council recharges</b>	£3,298,652	£3,346,290	£3,379,533	£3,412,490	£3,445,363
<b>Profit Margin</b>	5.25%	3.85%	3.00%	2.15%	1.30%
<b>Profit Amount</b>	£173,179	£128,832	£101,386	£73,369	£44,790

<b>Income</b>	£203,673	£207,746	£211,901	£216,139	£220,462
<b>Net Cost of Service</b>	£3,268,159	£3,267,376	£3,269,018	£3,269,720	£3,269,691
<b>Amount over budget</b>	-£841	-£1,624	£18	£720	£691
<b>Percentage over budget</b>	-0.03%	-0.05%	0.00%	0.02%	0.02%

4.5 West Lindsey District Council portion of overall scheme is below:

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## 5 Collaboration Agreement

- 5.1 There is currently a collaboration agreement between East Lindsey, West Lindsey, North Kesteven and City of Lincoln, signed by West Lindsey in 2018 to deliver the existing contract.
- 5.2 This agreement is in the process of being updated through Legal Services Lincolnshire and a draft can be found at appendix 1. This agreement is only being updated to reflect the new contractual arrangements and will not be having any fundamental changes to contractual requirements.
- 5.3 Schedule 3 of the draft collaboration agreement attached at appendix 2 gives assurance on the risks identified and their agreed treatment. The paragraphs to draw attention to for risk mitigation for West Lindsey are as follows:
- Page 36 - Redundancy during and at contract cessation will be met from the retained project fund. Assessment to be carried out by delivery partners with a prudent financial commitment held against the retained project fund.*
- Page 33- The project fund retained is the balance built up from:*
- Profit element within contract – 3.5%
  - Retained Gain Share
  - Additional volume payments (where no additional costs are



demonstrated)

*Page 34/35 - FTE creep - Any additional staffing costs due to increases in volume included in the core contract can be put forward as a claim to the Management Board who may agree to reimburse them from the Project Fund.*

## 6. **Governance**

- 6.1. The new service model requires the establishment of revenue budgets to deliver the service. For transparency for this committee, Corporate Policy & Resources Committee will receive an identical report on the 12th December 2024 with the following recommendation for approval:  
***CP&R Committee approve the establishment of the revenue budget in the MTFP for the delivery of the Wellbeing Lincs Service to commence on 13<sup>th</sup> January 2025.***

## 7 **Recommendations**

- 7.1 Prosperous Communities Committee note the revised delivery arrangements under the new contract and delegate authority for signing of the final Collaboration Agreement to the Director of Planning, Regeneration and Communities in consultation with the Chair of this committee