

Cabinet

11 March 2025

Gateway 3 Contract Award: Medway Integrated Community Equipment Service (MICES) Recommissioning

Portfolio Holder: Councillor Teresa Murray, Deputy Leader of the Council

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Procurement Overview

Total Contract Value (estimated): £23.4m. (£2.6m p.a. (Better Care Funding))

Contract Term: 60 months with options to extend for two
further 24-month extensions.

Summary

This report seeks permission to award the procurement of the MICES Contract.

1. Recommendation

- 1.1 It is recommended that the Cabinet agrees to award the contract to the provider named at 3.1 in the Exempt Appendix, as they have been evaluated as the most economically advantageous against the Council's award criteria, as per the evaluation spreadsheet contained within 2.1 of the Exempt Appendix.

2. Suggested reasons for decision

2.1 The procurement of the MICES contract will deliver a service that will enable the following:

- i) Supply, deliver, fit, install, adjust, repair, refurbish, reuse, collect, decontaminate, recycle and dispose of items of equipment requested by authorised prescribers.
- ii) Procuring equipment (both standard and complex) including specialist paediatric and adult equipment as requested by authorised prescribers. The equipment will meet all current standards and guidance as set by the Medical and Healthcare Product Regulatory Agency (MHRA) and identified within the NHS Controls Assurance Standards.
- iii) They will also provide onsite training and technical advice, working with practitioners/ clinicians, attending joint visits and advising clinicians on all aspects of minor adaptations and any specific technicalities around all supplied equipment.
- iv) Delivering the correct items of equipment identified for daily living to service users on a short or long-term loan basis to service users' homes within specified timescales as instructed by the prescriber or an authorised officer.
- v) Support the patients long term plan by helping more people to live independently at home for longer by:
 - bringing together different professionals to coordinate better care for the individual service user.
 - developing more rapid community response teams to prevent unnecessary hospitalisation.
 - speed up home discharges.
 - improve carer's equipment support.
 - give people more say about the care they receive and where they receive it, particularly towards the end of their lives.
 - to support the delivery of the NHS personalisation agenda and the social care services use of personal budgets.
 - to deliver a service that meets the requirements of the Children and families Act 2014, which includes equipment provision in health and social care services for eligible children, young adults and the general population of Medway.
 - to improve and maintain health and wellbeing through increased independence, choice, control, dignity and quality of life.
 - to support the delivery of end-of-life care in a care environment chosen by the patient.
 - to collect equipment from the service user's home or community setting when no longer required.
 - reduce carbon footprint and environmental impact through recycling and using local resources.
 - to coordinate service planning through a multi-agency or multi-disciplinary plan that offers a timely, flexible, prompt and responsive service.

3. Background Information

3.1 Budget and Policy Framework

- 3.1.1 The provision of the MICES contract is key to Medway Council achieving its strategic objective of ensuring adults and children maintain their independence in the community and live healthy lives.
- 3.1.2 Within the Medway & Swale Health and Care Partnership and Kent and Medway Integrated Care System, Medway Council has a role to play as part of the system to ensure timely discharges from acute hospitals and to prevent hospital admissions where possible.
- 3.1.3 The Better Care Fund is used to keep residents' needs central to any arrangements associated with their care provision by the use of loaned equipment in Medway.
- 3.1.4 Medway Council has a statutory duty to supply loaned equipment under the Care Act 2014 (Adult Social Care Only), Chronically Sick and Disabled Persons Act 1970, Children and Families Act 2014, National Health Service Act 2006 and the Health and Safety at Work Act 1974.
- 3.1.5 It also supports a number of Medway Council's strategies and plans including Medway Council's Adult Social Care Delivery Plan, Long Term Plan, Climate Change Action Plan, Kent and Medway Integrated Care Strategy as well as supporting the local health system and local Health and Care Partnerships.
- 3.1.6 It supports the NHS England's Long-Term Plan by supporting personalised care to adults and children and enables them to live independently for longer in their own homes.
- 3.1.7 The Medway People Strategy 2021-2025 which sets a partnership approach across the system for the best possible outcomes for Medway residents, enabling residents to live independent and fulfilled lives into old age.
- 3.1.8 The service will help with the aims of the Levelling Up the United Kingdom White Paper February 2022 which aims to increase healthy life expectancy and narrow the gap between the highest and lowest areas by 2030.

3.2 Statutory Legal Obligations

- 3.2.1 Under the Care Act 2014, Medway Council has a statutory duty to provide equipment on loan up to the value of £1000.00 to its residents.
- 3.2.2 The Care Act 2014 forms the basis of statutory duties for Local Authorities. A fundamental principle of the Care Act requires that local authorities promote an individual's identified outcomes. Under the Act,

local authorities can provide or commission services to meet the needs of those it assesses as eligible for services.

- 3.2.3 This commissioning activity supports, NICE guidelines: Transition between inpatient hospital settings and community 1 December 2015, as well as the recently updated Department of Health & Social Care Statutory Guidance 'Hospital Discharge and Community Support Guidance' (updated 26 January 2024) to improve discharge pathway patient flow from acute settings.
- 3.3 Procurement Deliverables
 - 3.3.1 Links to the strategic priorities of NHS Kent and Medway who are the Integrated Care Board (ICB) for the Kent and Medway Integrated Care System (ICS); as well as reflecting the related plans for the Medway and Swale Health and Care Partnership.
 - 3.3.2 MICES supports and improves opportunities for discharge from acute hospitals, mainly Medway NHS Foundation Trust (MFT).
 - 3.3.3 The service supports both the demand from acute hospitals referring into the Integrated Care and Reablement Service (ICRS) service and Adult Social Care providing packages of care for those patients who have the same, reduced or new levels of care requiring support via the provision of loaned equipment.
 - 3.3.4 The service supports Adult Social Care Occupational Therapy team and Paediatric teams to deliver support to adults and children living in the community to prevent, or delay, hospital admissions and the need for a social care package of care.
 - 3.3.5 The aim of the service is to provide equipment both in the short and long term to support reablement and independence and to help adults and children living in their own homes for as long as possible.
 - 3.3.6 It also reduces costs associated with the care of service users whilst it helps, support, prevent, reduce or delays the need for packages of care and support.
 - 3.3.7 The table below sets out the procurement process chronology and onward timeline dates.

Project Phase	Action	Date
	GW1 CADMT	18/03/2024
	Engagement and Consultation events with Service users, Prescribers, Providers and other stakeholders	01/05/2024 – 31/07/2024
	JCMG	16/05/2024
	GW1 Procurement Board	09/09/2024
	GW1 Cabinet	01/10/2024
Service Specification	Finalise Invitation to Tender (ITT) – Specification, Selection Questionnaire, Terms & Conditions, etc.	01/11/2024
Tender Stage	Issue ITT	04/11/2024
	ITT close	20/12/2024
	Tender Evaluations	15/01/2025
Gateway 3	GW3 CADMT	14/02/2025
	GW3 Procurement Board	25/02/2025
	GW3 Cabinet	11/03/2025
Contract Award	Contract Award	27/03/2025
Mobilisation	Mobilisation	08/04/2025
Implementation	Service go Live	01/09/2025

3.4 Parent Company Guarantee/Performance Bond Required

3.4.1 As set out within the Council's Contract Procedure Rules, a Parent Company Guarantee or Performance Bond is required for all Supplies (Goods), Services and Works contracts, over £250K unless otherwise agreed by the Council's Monitoring Officer in conjunction with the Council's Chief Financial Officer as part of the Procurement Gateway Process for Category B procurements.

3.4.2 Commissioners requested that the requirement for a Performance Bond be waived for this procurement, based on the additional costs to bidders who may be deterred from participating in the procurement process. Procurement Board agreed to waive this requirement at Gateway 1.

4. Procurement Process

4.1. Procurement Process Undertaken

4.1.1 The service has been procured using the open procedure with the invitation to tender advertised on the Find a Tender Service (FTS) and the Kent Business Portal.

4.1.2 Bidders were asked to complete a selection questionnaire (SQ) to enable an assessment of the bidders' background, technical and professional ability and financial standing. Bidders were required to pass the SQ phase. As well as the SQ bidders were asked to respond to seven technical questions to establish quality of the service to be provided.

4.2 Evaluation Criteria Used

4.2.1 Tenders were evaluated based on Quality 70% and Cost 30%.

4.2.2 The below table illustrates the evaluation criteria used as part of the tender.

	Question	Weighting
1	<p>Service Model Requirements</p> <p>Please explain what it takes to deliver an effective, innovative and high-quality community equipment service fit to meet all requirements of the specification to a high standard. Describe and demonstrate how your organisation will add value to the service, improve health outcomes for our residents and reduce health inequalities within Medway.</p> <p>Your response should include:</p> <ul style="list-style-type: none">• Clear graphic representation of your service delivery plan and how your organisational structure will benefit the service in Medway (please include your mobilisation plan and staffing structure) and demonstrate how you will provide continuous workforce development• Demonstrate how it meets the requirements of service specification of continued service improvement from year one to the end of the contract• Evidence of how you meet the core principles identified in the service specification and demonstrate how service users in Medway will benefit• Evidence of how you will reduce health inequalities and demonstrate key pathways in Medway• Evidence of how you will promote the prevention agenda in Medway Council• Evidence of how you will use this service to improve and maintain the wellbeing of service users in Medway, highlighting key challenges and your resolution plan.• Evidence of how you will ensure client sensitivity, confidentiality and the protection of data through effective communication with service users and all stakeholders in Medway.	15%

	Question	Weighting
2	<p>Service Delivery Outcomes</p> <p>Describe and demonstrate how you will manage the service delivery model you will use to achieve the aims, outcomes and key performance indicators (see Key Performance Indicators) identified in the service specification are met.</p> <p>Your response should include, but not be limited to:</p> <ul style="list-style-type: none"> • How you will measure service objectives in health (i.e. supporting hospital discharge) and social care services and supporting long term care • How you will improve and maintain service efficiency, performance and responsiveness • How you will reduce cost, improve independence and customer mobility in Medway • How you will ensure that technological advances in equipment and related technology are developed and integrated within the contract • Your service delivery process on how you will monitor and manage special/bespoke purchasing and encourage re-use • Include details of any proposed sub-contracting arrangements, such as repairs, maintenance, and minor adaptations works and how staffing development will be aligned • Evidence of how quality affordable equipment will improve service users and carers wellbeing, safety and independence in Medway 	15%
3	<p>Partnership and Stakeholder Engagement</p> <p>Please describe and demonstrate how your service will work collaboratively to ensure engagement with diverse communities, disadvantaged, hard to reach groups and voices that are seldom heard in partnership with service users, system partners and key stakeholders. Outline how you will manage the process including managing complaints, staff training to ensure the service is delivered to the highest standards in Medway.</p> <p>Your answer should include, but not be limited to:</p> <ul style="list-style-type: none"> • How will you continually measure the success of all the collaboration, initiatives and engagement activities undertaken. • Demonstrate with details on how your organisation will undertake training across the service in Medway • How will you improve the service as a direct result of service user and stakeholder engagement, 	10%

	Question	Weighting
	<p>including the use of reflective practice and lessons learnt from all feedback channels, especially with consideration of equality diversity and inclusivity</p> <ul style="list-style-type: none"> • How you will reduce cost, improve independence and mobility as a direct result of all engagement activities. • Experience of prescriber engagement and how you will use to improve service outcomes in Medway • Evidence of how you work in collaboration with care homes and other key stakeholders 	
4	<p>Supply Chain Management Please describe and demonstrate how you will ensure value for money in your supply chain and how your equipment review process will meet the service requirements in Medway. Your answer should include, but not be limited to:</p> <ul style="list-style-type: none"> • Describe and demonstrate how you will manage sub-contractors/suppliers and identify what impact it will have on the service in Medway • Outline the steps you will take to maintain and improve equipment retrieval, recycling and re-use rates • Evidence of how you will monitor the service and limit spending within agreed limits with details of your supply chain management tracking systems • Evidence of sustainable delivery, collection and storage of equipment • Evidence of how you will manage risk, outlining the top five risk factors and your mitigation strategies. • Evidence of how you maintain multiple supply chains and how you will respond to unforeseen cost increases and protect agreed stock from risk. 	10%
5	<p>Managing Budget and Quality Please describe and demonstrate how you will protect the service from increased cost and what measures you will take to align prescribing activities to your submitted costings, while delivering a high-quality service in Medway. Your answer should include, but not be limited to:</p> <ul style="list-style-type: none"> • Provide information of an effective prescribing engagement strategy (risk/mitigation) and how this process will 	15%

	Question	Weighting
	<p>improve service outcomes in Medway (evidence of successful outcomes in other contracts would be welcomed).</p> <ul style="list-style-type: none"> • What steps you will you take to minimise the impact of overprescribing in Medway • Evidence and examples of how you will use budgetary/cost control measures to improve service quality in Medway 	
6	<p>Social Value Social Value is an important deliverable within Medway Council's procurement activities and as such, the Council has adopted the national TOMs (Themes, Outcomes and Measures) from the Social Value Portal as the foundation for identifying and generating Social Value.</p>	5%
7	<p>Presentation – This was by invitation only and after the initial evaluation had been completed.</p>	5%

4.3 Contract Management

4.3.1 Contract management will be the responsibility of the Senior Partnership Commissioner and the Programme Lead. The Head of Adults Partnership Commissioning will regularly assess reports and other key metrics.

4.3.2 It is proposed that the below table is used for the purpose of further reporting.

Contract Start Date	Initial Contract End Date	Extension Period in months	Reprocure Period in months	Project Extension Review (GW4) Date	End of project review (GW4) Date
01 September 2025	31 August 2030	2 x 24months	18 months	01 June 2029	31 August 2030

For the above table, it is assumed that the:

- Extension period must be greater than the reprocure period.
- Project Extension date (if applicable) gives officers sufficient time to reprocure the service should the extension not be granted.
- End of Project date mandates officers present a contract management report to board prior to starting a new procurement process.

4.4 Post Procurement Contract Management

4.4.1 The management of the contract will be the responsibility of the Adults Partnership Commissioning Team.

4.4.2 The Provider will be required to maintain a range of reports, dashboards and evidence of and performance data as set out in the Key Performance Indicators and any subsequent agreements made during mobilisation.

4.4.3 Reports will be made available to Medway Council as and when required however as a minimum, fully collated reports should be presented monthly, quarterly and annually as set out in the service specification. This data will be reviewed at monthly, quarterly and annual monitoring meetings to determine provider performance.

4.4.4 To ensure the needs of the requirement are met and continuously fulfilled post award, the following KPIs (whilst not exhaustive) form part of the contract. Further KPI's will be added to the contract after discussions during mobilisation.

Title	Short Description	% / measurement criteria
Priority and Timelines	All orders delivered within set timescales as indicated within the measurement criteria. If this is not met then the provider shall waive all service charges for all out of time episodes.	99% within 4 hours of receiving an order 95% by 5pm next working day 95% by 5pm by the 5 th working day after the order is placed on the system Within reasonable time frame depending on agreed lead times
Collection	The collection of items no longer required. Bereavement collections 3 to 5 days Standard Collection 5 days	99% collected within 3-5 working days after bereavement 95% by 5pm on the 5 th working

Title	Short Description	% / measurement criteria
	<p>Care Home collections (to be arranged by provider at conclusion of 6-week loan period)</p> <p>Automated telephony system requests for collections</p>	<p>day of receiving notification on the system</p> <p>98% collection from care homes</p> <p>Use of an automated telephony system to improve collection rates</p>
Stock Availability	<p>General Stock Availability</p> <p>Critical Stock Availability</p>	<p>The stock unavailability measure for all stock lines will be less than 5%</p> <p>The stock unavailability measure for critical items will be 100% or a close technical equivalent (CTE) made available</p>
Equipment Recycling and environmental	<p>Recycling rates for standard and complex equipment.</p> <p>Any scrapped equipment to be credited</p> <p>Reporting on improvements in decarbonisation, CO2 offset and reduction and added social value</p>	<p>95% is the target for recycling stock. This includes the stripping down of equipment for parts.</p> <p>Any monies generated to be used monies to further support contract provision</p> <p>Reports to be developed during mobilisation</p>

Title	Short Description	% / measurement criteria
Maintenance of Equipment	<p>All Pre-Planned Maintenance (PPM's) to be carried out as scheduled at intervals and utilising techniques correlating to all manufacturer's guidelines</p> <p>Equipment under warranty</p> <p>Electrical items e.g. hoists both critical and non-critical</p>	<p>100% to be completed within 10 working days of the agreed dates set out in the maintenance schedules.</p> <p>Repairs to be completed within agreed timescales. 100% same day or a CTE made available.</p> <p>Within agreed timescales. 100% within 5 working days or a CTE made available</p>
Value for Money	Contract activities completed within specified times i.e. a timed joint visit	95% attendance of joint visits as requested and scheduled prior to 5pm, within 5 working days of the order being placed
Special Equipment	<p>Order and completion of special equipment orders within defined time frames. A clear track and trace system to be in place with the expected lead time data included</p> <p>Support training of prescribers including any updates</p> <p>Attendance at weekly equipment panels and at</p>	<p>85% completed within 14 days unless manufacturers lead times are longer</p> <p>100% Support both digital and face to face training events both in depot and on-line.</p> <p>100% Provider Occupational</p>

Title	Short Description	% / measurement criteria
	pre-arranged equipment review groups (ERG's)	Therapy support at all weekly panels and ERG's when applicable
Ongoing Service User Satisfaction	Ensure the overall ongoing satisfaction rates of service users with both the equipment and the care and support received	Min 25% of service users to be contacted monthly to provide reflective practice, lessons learned and development opportunities for the service
Complaints Process and Resolutions	<p>Complaints will be monitored on an ongoing basis and shall be rated for severity, minimised with swift action and resolved as quickly as possible.</p> <p>Complaints involving other third parties e.g. subcontractors or manufacturers.</p> <p>Formal complaints</p>	<p>Monthly complaints to be less than 0.25% of total activity</p> <p>Must be fully resolved within 5 working days</p> <p>Must be responded to within 3 working days and fully resolved within 28 days</p>
Items sent not fit for purpose	Items sent out damaged, dirty or not working correctly	100% replaced without charge and within 24 hours or sooner
Items lost or damaged	Items lost or damaged whilst in the possession of the provider (including in transit wherever it occurs)	100% of items whether core, specialist or non-stock items will be replaced without charge based on a new for old basis and free of charge

5. Risk Management

Risk	Description	Action to avoid or mitigate risk	Risk rating
Commissioning timeline is not met	The commissioning timeline is not met, causing a delay in service implementation and possible service gaps, as notice will have been served on current contracts.	Regular communication between commissioners and Category Management officer to ensure timelines are followed, issues/obstacles identified and mitigated prior to causing delays.	DIII
Embedding of new contract	As the incumbent provider has been successful in securing the new contract, the depot, ordering and IT systems currently in place will be maintained. New innovations discussed during mobilisation will be integral to the development of accurate systems and data.	Prescriber training and compliance on current digital system (TCES2) will be mandated and reported on by the provider. Mobilisation plans are currently being developed to include OT / Physio input on all aspects of the new contract in mobilisation and on an ongoing basis. This should ensure that there is minimum impact on equipment provision for Medway residents.	CIII
Financial viability of the provider	Ensuring that the provider is in a suitable financial situation to continue to provide a value for money and safe service.	Financial checks were carried out during the tender process. The provider were deemed to have the necessary safeguards for the award of the contract	CII

Risk	Description	Action to avoid or mitigate risk	Risk rating
Budget overspends	<p>MICES core and special equipment. This is an activity-based contract therefore the cost fluctuates month on month. Monitoring and analysis of all equipment ordered will be part of the reporting required monthly by the provider including control of costs and ensuring recycling of stock wherever possible.</p>	<p>The budget will be monitored monthly. Any trends identified will be discussed and an action plan agreed where appropriate. Invoices will be checked for accuracy on submission. Potential savings will be jointly identified by data analysis by both Commissioners and the Provider. An annual uplift in line with that given to the NHS has been agreed. Agreed by Cabinet on 01st October 2024.</p>	CII
Inaccurate data on the system	<p>There has been a continuing push for the cleansing of the data available on the current digital system TCES2. This will continue as the transfer of data at the start of current contract was paper based and inaccurate from the previous provider. This issue will be much reduced as the system has been wholly digital for the last five years.</p> <p>Prescribers not updating contact details for service users or next of kin when placing an order.</p>	<p>Monitoring of loaned equipment in care homes. 6-week marker on the system to remind prescribers to raise collections.</p> <p>Continue to monitor and update all outstanding Pre Planned Maintenance. This will be reviewed monthly.</p> <p>Data appertaining to deceased service users with equipment on site is monitored weekly collections raised monthly.</p>	CIII

Risk	Description	Action to avoid or mitigate risk	Risk rating
		Prescribers to be trained and continually reminded of the importance of obtaining service users and NOK's correct and current contact details when placing an order on the system. This will ensure successful collections at the end of the loan period.	
Devolution of Medway Council in the life of the contract	New geographical area will need equipment and will be under a different provider	1.Work with other incumbent provider to prevent gaps in service during transition 2.Work with incumbent funder for the new geographical area to ensure alignment of contracts or CV of MICES	All

Likelihood	Impact:
A Very likely B Likely C Unlikely D Rare	I Catastrophic II Major III Moderate IV Minor

6. Service Implications

6.1. Financial Implications

6.1.1 The procurement requirement and its associated delivery as per the recommendations will be funded from within existing revenue budgets through funding from the Better Care Fund as agreed by the Joint Commissioning Management Group on 16 May 2024 and Procurement Board on 9 September 2024.

6.2. Legal Implications

- 6.2.1. This procurement activity was above the FTS threshold and therefore an FTS notice was required.
- 6.2.2. The procedure gives a high degree of confidence that the Council's primary objectives for procurement are met, as required by Rule 2.2 of the Council's Contract Procedure Rules ("the CPRs").
- 6.2.3. Under the Council's Contract Procedure Rules, the procurement is a Process 3 procurement (Rule 18), and the process set out in this report meets the requirements for such procurements. The procurement was advertised on the Kent Business Portal, in compliance with rule 18.4 of the CPRs.
- 6.2.4. Medway Council has the power under the Local Government (Contracts) Act 1997 and the Localism Act 2011 to enter contracts in connection with the performance of its functions.
- 6.2.5. The process described in this report complies with the Public Contracts Regulations 2015 and Medway Council's Contract Procedure Rules.
- 6.2.6. This report has been presented as a Process 3 high risk procurement, and therefore the Monitoring Officer, in consultation with the Procurement Board will therefore set the risk and reporting stages for the remainder of the procurement process for Gateway 4.

6.3. TUPE Implications

- 6.3.1. TUPE will apply if there is a change of provider.

6.4. Procurement Implications

- 6.4.1. Due to the limited market an open procurement procedure was conducted to ensure as many bidders as possible could bid for the requirements.

6.5. ICT Implications

- 6.5.1. There are no ICT implications.

6.6. Climate Change implications

- 6.6.1. The MICES specification required that the provider was aware of, and agreed to support, Medway Council's Climate Change Action Plan 2022, which has 11 set priorities, which include engaging them to become carbon neutral by 2050.
- 6.6.2. The specification includes a range of clauses related to climate change. In bidding for the service, the provider agreed to work towards and within these measures, they include but are not limited to reducing equipment orders to the minimum by utilising recycled and refurbished

stock wherever possible, single use plastic, waste minimisation, recycling, reuse and using alternative fuels and forms of transport.

6.6.3. The service model supports this by appointing a provider to operate the MICES contract within Medway's geographical boundary.

6.6.4. All Council officers have a responsibility to take action to reduce the carbon footprint associated with the services they provide. The reporting of emissions data including recycling and scrappage rates have been included within the new specification and will be discussed and set as key performance indicators during mobilisation.

6.6.5. The service model supports this as the chosen provider will operate the MICES contract from within Medway's geographical boundary. They have given assurances that the social value element of the contract is paramount to their delivery.

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Appendices

Exempt Appendix 1 – Financial Analysis

Background Papers

The following documents have been relied upon in the preparation of this report:

[Chronically Sick and Disabled Persons Act](#)

[Health and Safety at Work Act](#)

[Environmental Protection Act](#)

[Children's Act 1989](#)

[Children's Act 2004](#)

[Prevention and Control of Healthcare-associated Infections in Primary and Community Care](#)

[National Service Act](#)

[Transforming Community Equipment Services \(TCES\)](#)

[Putting People First: A Shared Vision and Commitment to the Transformation of Adult Social Care](#)

[Aiming High for Disabled Children](#)

[Producer Responsibility Obligations \(Packaging Waste\) Regulations](#)

[Health and Safety Executive \(HSE\) Legislations](#)

[Waste Batteries and Accumulators Regulations](#)

[A Vision for Adult Social Care: Capable Communities and Active Citizens](#)

[Healthy Lives, Healthy People: Our Strategy for Public Health in England](#)

[National Institute for Health and Care \(NICE\)](#)

[Children and Families Act](#)

[The Care Act](#)

[Care and Support Statutory Guidance \(issued under the Care Act 2014\)](#)
[The Care and Support \(Eligibility criteria\) Regulations](#)
[DCB1605 Accessible Information](#)
[Environmental Act](#)
[Health and Social Care Act](#)