



Cabinet
12 February 2018

Report from the Strategic Director of Community Wellbeing

Authority to Award a Contract For Clement Close Sensory Impairment Supported Living Scheme

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| Wards Affected: | All |
| Key or Non-Key Decision: | Key |
| Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small> | Part Exempt - Appendix 1 is exempt pursuant to Paragraph 3, Schedule 12A of the Local Government Act 1972, namely: " <i>Information relating to the financial or business affairs of any particular person (including the authority holding that information)</i> " |
| No. of Appendices: | 4 |
| Background Papers: | None |
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1. Purpose of the Report

- 1.1. In accordance with Contract Standing Orders 88, this report seeks Cabinet authority to award a care and support contract for the Sensory Impairment scheme at Clement Close. This service has been developed to meet the needs of people who have a Sensory Impaired such as deafblind.
- 1.2. This report summarises the rational for this request and the impact on the wider community as well as the financial implication on the London Borough of Brent. The report also outlines the tendering process which was conducted through the Accommodation Plus 2017 Dynamic Purchasing System (DPS)

2. Recommendation(s)

That Cabinet:

- 2.1. Awards a contract to deliver care and support at Clement Close to Sense for a period of 4 years with an option to extend by up to two further years.

3. Background

- 3.1. Clement close is a supported living scheme designed to support service users who have a Sensory Impairment. These individual may also have a learning disability or mental health support needs. This specialist services will respond to individual assessed needs, delivering support for people who are deaf, hard of hearing, blind, partially sighted or have low vision. This may also include people who are both deaf and blind (Dual sensory impairment).
- 3.2. The Clement close scheme is the first new build scheme under the NAIL project and will contain 12 fully self-contained units, situated in the Brondesbury Park ward. The property has been specifically developed to respond to the needs of the tenant. Each unit in Clement close is open plan, with distinct features such as color contrast in the bathrooms and kitchens that will support people with a visual impairment. There are also fire alarms fitted that use flashing lights to alert tenants who have a hearing impairment. It is envisaged that there will be a high use of assistive technology in this scheme to support the management of positive risk taking alongside the promotion of independence.
- 3.3. This Scheme has been developed by the NAIL project and is the first new build supported living accommodation the Council has developed from the ground up. This accommodation increases the council's ability to offer quality accommodation and support to Brent residents. This scheme will help promote individual independence and demonstrate the Council's ability to deliver schemes that are cost effective and offer quality and choice to the tenants
- 3.4. Officers worked proactively with the market due to the specific needs of this tenant group. There was also joint working with colleagues in Adult Social Care and Mental Health services (CNWL who manage the Council's Social Care activities with residents experiencing mental ill health) to develop New Accommodation for Independent Living services (NAIL) to help meet the Borough's existing and future needs for such services. This includes Clement Close Supported Living Scheme (the "Scheme") referred to in this report.
- 3.5. The Scheme will support the key vision set out in the Brent Market Position Statement, which is to increase provision of tenanted models of care and support by providing an alternative to residential care, thus moving away from the 'traditional' residential care model and enabling residents to build on their skills and abilities to live a more independent life.

Service Requirements

- 3.6. This Scheme will enable tenants who have Sensory Impairment needs access to flexible levels of care and support which responds to their changing needs and ensures they maintain as much independence as is practical. The tenants will also have access to a staff team that will be able to communicate using preferred communication method as this is seen as a large barrier to integration.
- 3.7. This Scheme will deliver a service which builds on tenant's strengths and abilities whilst delivering support that is tailored to individuals' varying needs. The Scheme will ensure that there is enough staff time available to support tenants fluctuating needs during the orientation period when tenants first move into Clement Close.
- 3.8. The Scheme has been designed to provide tenants with the opportunity to flourish and settle in their home without any thoughts of being asked to move into the next stage accommodation. Tenants will only move if their needs change significantly or they become ready for more independent accommodation.
- 3.9. There will be an increased use of assistive technology within this scheme to give tenants greater autonomy whilst offering support in the least restrictive option possible. This will support tenant's safety as staff will only be alerted when tenants need assistance.
We anticipate this scheme using a number of assistive technology devices as part of the service delivery which we believe will improve the tenant's experience. This is in line with the council's digital strategy.
- 3.10. There will be a 24 hour staff presence which is designed to work with tenants to build on their skills and abilities and provide background care and support. The care and support provider will work with other professionals to ensure individual needs are met and any changes responded to accordingly. The provider will also deliver the service in a manner empowers the tenants and supports them develop new skills and improve their quality of life.
- 3.11. The services at the Scheme will be available 24 hours a day, 365 days of the year and will principally be delivered at the Scheme but may be delivered in the community as dictated by the tenants needs.
- 3.12. The group of individuals for which the Scheme has been designed would struggle to live in general needs accommodation due to their vulnerability and sensory needs. Officers believe that this Scheme will bridge the gap between general needs and supported accommodation due to the independence the accommodation provides. The Scheme will allow staff to work with tenants on an individual basis, responding to their assessed needs and offering support and practical solutions.

- 3.13. This Scheme will use support hours that will consist of core and assessed hours. Core hours are delivered across the service and are deemed requirements by officers to operate the service safely. Assessed hours are based on individuals assessed care needs and will be used depending on the needs and support plan. This allows support to be tailored to the individual as required, but also means whenever an individual's needs fluctuate, there is support available from the same support staff, ensuring continuity of care.

The tender process

- 3.14. Tenders were requested from providers on Lot 4.1 of the Accommodation plus Dynamic Purchasing System ("DPS") on the 27th November 2017 for the provision of Care and Support at Clement Close supported living scheme. There were two submissions received from the bidders detailed in Appendix 1. The low number was expected due to the specialist requirements expected from the service provider.
- 3.15. These submissions were evaluated by Council officers from the Adult Social Care and Commissioning and Quality Team. As part of the evaluation process we also asked the providers to deliver presentations to service users and families. These bids were robustly evaluated on 60% cost and 40% quality via the DPS online function which limits errors and offers a full audit history.
- 3.16. The evaluation of the quality element of the bid enabled Officers to satisfy themselves as to the ability of the bidder to provide the proposed service. A copy of the bidder's scoring is attached as Appendix 2 and it will be noted that Sense scored 91.11% the winning bid in a very competitive tender.
- 3.17. With regard to pricing, Officers compared pricing with other bids in the tender and also checked the bidder's price with other pricing information available for similar provision and concluded that the bidders' pricing was competitive
- 3.18. Having satisfied themselves as to quality and cost elements of the bid, Officer therefore recommend that the contract for Clement Close should be awarded to Sense.

4. Financial implications

- 4.1. The cost of the proposed service at Clement Close will be £482k per annum. These contract costs are inclusive of the core daily service which is anticipated to be £270k and specific assessed hours per individual which is anticipated to be £212k.
- 4.2. As stated above, this contract represents a more cost effective care model than traditional care settings due to costs partially being offset by individual's housing benefit income. Individuals therefore move from or can be diverted from more restrictive and costly care home provision to supported living provision, which will generate savings for the Council

- 4.3. This Scheme will contribute savings of approximately £110k pa towards the Councils NAIL program.
- 4.4. The cost of the proposed contract is inclusive of London Living Wage

5. Legal Implications

- 5.1. The estimated annual value of Clement Close contracts is detailed in the paragraph 4.1. The estimated value for the contract is in excess of the EU threshold for Schedule 3 Services under the Public Procurement Regulations 2015 (the “EU Regulations”). Consequently, the award of this contract is governed by the EU Regulations. The award of the contracts is subject to the Council’s own Standing Orders in respect of High Value contracts and Financial Regulations and as such Cabinet approval is required to award the contracts.
- 5.2. Whilst there is no strict legal requirement for the Council to observe a minimum 10 calendar day standstill period between the tenderer(s) being notified of the contract award decision and the actual award of the contract, such period is recommended in order to protect against possible post-contractual ineffectiveness claims. Therefore once the Cabinet has determined whether to award contracts the tenderer(s) will be issued with written notification of the contract award decision and a minimum 10 calendar day standstill period will then be observed before the contract is awarded.

6. Equality Implications

- 6.1. The proposed contract will require the provider to deliver services which:
 - Address the needs of people who have a range of support needs including their sensory impairment needs, integrate into their community. The provider will identify long term factors that stand in the way of residents developing skills to build resilience and flourish in their community.
 - Ensure staff have appropriate training in areas that will raise their awareness of issues faced by vulnerable people from different ethnic backgrounds
 - Ensure that the staff group have appropriate support to raise and address the complex issues that face vulnerable adults.
- 6.2. The provider will be monitored to ensure they are complying with these requirements through checking of their records, regular review of services provided to individual service users where feedback will be sought from service users, quarterly monitoring meetings and provision of quarterly performance information to the Council

- 6.3. In view of the fact that this procurement represents a change to the model of service delivery for some service users, it is necessary for the Cabinet, as decision-making body, to consider the equalities implications, which are contained within the Equalities Impact Assessment in Appendix 1. In accordance with the Equality Act 2010 officers believe that there are no adverse diversity implications and in fact the impact should be positive as this is less restrictive than alternatives and will allow tenants to build on their independence.

7. Public Services (Social Value) Act 2012

- 7.1. Since 31 January 2013, the council, in common with all public authorities subject to the PCR 2015, has been under duty to consider the economic, social and environmental well-being of its area when undertaking public procurements of services contracts. This is set out in the Public Services (Social Value) Act 2012. This duty applies to the proposed award of the contract until such time as it is entered into. The duty requires authorities to consider how what is procured might improve economic, social and environmental well-being of their area, and how it might act in procuring the service to secure that improvement. Whilst there are few ways of securing social value in the way in which the procurement is conducted, this service is required for the purpose of meeting the needs of a vulnerable group of service users and will help to improve economic, social and environmental well-being of those service users and others in Brent. It should also be mentioned that it is proposed that the contract be awarded on the basis that the London Living Wage is paid to staff.

8. Consultation with Ward Members or Stakeholders

- 8.1. None.

9. Human Resources/Property Implications

- 9.1. The proposed contract award for the Scheme at Clement Close does not have any implications for council staff as it is a new Scheme. It is not considered that there are any TUPE implications for the Scheme.

Report sign off:

PHIL PORTER

Strategic Director of Community Wellbeing