

	Officer Key Decision
	Report to the Strategic Director Community and Wellbeing
Authority to award contract for the provision of Housing Related Support Services for a: <ul style="list-style-type: none"> - homelessness and ex offender service - mental health service - handy person service - young person service (18-21) and crash pads - domestic abuse and complex women's service 	

Wards Affected:	All
Key or Non-Key Decision:	Key Decision
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 and 3 are exempt as they contain the following category of exempt information as specified in Paragraph 3, Schedule 12A of the Local Government Act 1972, namely: "Information relating to the financial or business affairs of any particular person (including the authority holding that information)"
No. of Appendices:	Appendix 1 (exempt) - Names of tenderers Appendix 2 – Tenderer's scores Appendix 3 (exempt) – Social value commitments
Background Papers:	None
Contact Officer(s): <small>(Name, Title, Contact Details)</small>	Lorraine Regan Programme Manager, Commissioning Contracting and Market Management Email: Lorraine.Regan@brent.gov.uk Tel: 020 8937 4162

1.0 Purpose of the Report

- 1.1 This report concerns the award of five contracts for the provision of housing related support services. This report requests authority to award contracts as required by Contract Standing Order 88.

2.0 Recommendation(s)

That the Strategic Director of Community Wellbeing in consultation with the Cabinet Member of Adult Social Care:

- 2.1 Approve the award of five contracts for a period of 3 (three) years with an option to extend for 2 (two) years, on a 1+1 (one plus one) basis to the following providers below:

Services and Client Groups	Provider	Total contract value
Group 2 - Homelessness and Ex offender Service	Look Ahead Care & Support Ltd	£5,421,342.08
Group 3 - Mental Health Service	Hestia Housing & Support	£1,495,257.50
Group 4 - Handy Person Service	Elders Voice	£658,335.00
Group 5 - Young Person Service (18-21) and Crash pads	Depaul UK	£1,651,685.00
Group 6 - Domestic Abuse and Complex Women's Service	Hestia Housing & Support	£951,705.00

- 2.2 Note that it has not been possible to award – contract for provision of Older People Floating Support Service and – contract for provision of Generic Floating Support Service due to bidders not meeting the required minimum quality scores and that a further procurement exercise will be undertaken.

3.0 Detail

- 3.1 Housing Related Support provides non-statutory time limited (up to 2years) low-level support to a range of vulnerable people including: people who are homeless (both young and older people), people who have mental health support needs, ex-offenders, women fleeing domestic abuse and people with substance misuse issues.
- 3.2 The service can be delivered either in a person's own home (floating support) or in supported accommodation where the support is linked with the accommodation. Support consists of supporting people to pay their rent & utility bills, help find employment, training or education and support people to cook, shop and engage with the community. In essence, it provides the life skills to enable vulnerable people to live independently and maintain a tenancy.

- 3.3 HRS is a prevention service and people in receipt of HRS do not usually qualify for Adult Social Care services and providers are generally not regulated with Care Quality Commission (CQC) as HRS does not provide any regulated activities.
- 3.4 The Council tendered 7 HRS under the following client groups:
- Group 1 - Older People Floating Support Service
 - Group 2 - Homelessness and Ex offender service
 - Group 3 - Mental Health service
 - Group 4 - Handy Person Service
 - Group 5 - Young Person Service (18-21) and Crash pads
 - Group 6 - Domestic Abuse and Complex Women's Service
 - Group 7 - Generic Floating Support Service

The Tender Process

- 3.5 The new contract will be let using Contract Terms issued with the invitation to tender for a period of three years with the option to extend for a further two years on a one plus one basis.
- 3.6 A prior information notice (PIN) was published on the Find a Tender Service on the 26 January 2021. A market engagement event was also held on the 11 February 2021 and attended by 50 providers.
- 3.7 This procurement has been conducted in accordance with The Public Contracts Regulations 2015 (the Regulations). The supported Living services are listed under Schedule 3 of the Regulations as a social or other specific service. At the time of the commencement of this procurement exercise, the threshold for Schedule 3 services for the purposes of the Regulations was £663,540. Accordingly, as the value of the proposed contracts exceed the aforementioned threshold for this category of services, a Contract Notice was placed on the Find a Tender service and the London Tenders Portal on 23 March 2021. Bidders were provided with a specification, details of the tender approach and invited to complete the published tender documents comprising of a selection questionnaire, client group specific quality questions, pricing schedules and social value action plan using the Council's Electronic Tendering Facility. 26 bidders subsequently completed the questionnaire.
- 3.8 The tendering instructions stated that the contract would be awarded on the basis of the most economically advantageous offer to the Council and that in evaluating tenders, the Council would have regard to the following criteria:

Award criteria	Weighting
Stakeholder engagement	5.00%
Safeguarding	10.00%
Quality performance	10.00%
Service delivery model	12.00%

Identifying support needs and measuring outcomes	8.00%
Mobilisation	5.00%
Social value	10.00%
Price	40.00%

Evaluation process

- 3.9 The tender evaluation was carried out by a panel of officers from Adult Social care, Children's services (for Group 5 – Young Person's Service and Crash Pads) and moderated by Procurement.
- 3.10 All tenders had to be submitted electronically no later than 14 May 2021. Tenders were opened on 14 May 2021 at 14:34:31. Each member of the evaluation panel read the tenders and evaluated the bids in accordance with the evaluation criteria set out in the Invitation To Tender documents.
- 3.11 All bidders passed criteria assessing regulatory reports, complaints, alerts or notices and policies. However, some did not meet the relevant experience for the particular client group and were not evaluated further.

Service and Client Groups	Responses by client group	Bidders passing experience requirement
Group 1 - Older People Floating Support Service	8	3
Group 2 - Homelessness and Ex offender Service	5	3
Group 3 - Mental Health Service	13	8
Group 4 - Handy Person Service	3	1
Group 5 - Young Person Service (18-21) and Crash pads	8	4
Group 6 - Domestic Abuse and Complex Women's Service	5	4
Group 7 - Generic Floating Support Service	11	5

- 3.12 Moderation meetings were held between 07 July – 06 September 2021 and each submission was moderated by Procurement and in presence of the evaluation panel.
- 3.13 The names of the tenderers that bid for each client group are contained in Appendix 1 with their moderated score detailed in Appendix 2.

It is noted that for the highest scoring tenderers were as follows:

Service Client group	Provider
Group 2 - Homelessness and Ex offender Service	Look Ahead Care and Support Ltd
Group 3 - Mental Health Service	Hestia Housing & Support
Group 4 - Handy Person Service	Elders Voice
Group 5 - Young Person Service (18-21) and Crash pads	Depaul UK
Group 6 - Domestic Abuse and Complex Women's Service	Hestia Housing & Support

3.14 Officers therefore recommend the award of the contracts to the tenderers specified above in the table.

3.15 The contracts in respect will commence on 1 November 2021 subject to the Council's observation of the requirements of the mandatory standstill period noted in paragraph 5.4 below.

4.0 Financial Implications

4.1 It is anticipated that the cost of this contract will be funded from existing ASC budgets.

4.2 The combined projected savings are £0.5m over the life of the new contracts.

5.0 Legal Implications

5.1 Under the Care Act 2014, Local Authorities have a statutory duty to provide care and support for adults in their area. Local Authorities also have the discretion to arrange for a person other than it to provide the care and support service required in order to meet their statutory duty under the Act.

5.2 Based on the value of each contract over their lifetime as set out in paragraph 4.1 above which are in excess of the threshold for Schedule 3 service of the Public Contracts Regulations 2015 (the 'PCR'), the award of the contracts are subject to the requirements of the PCR.

5.3 The award of the contracts is also subject to the Council's own Standing Orders in respect of Medium and High Value contracts and Financial Regulations in that approvals of the relevant Chief Officer and Cabinet to award the contracts would be required. However in the Cabinet report of 8th February 2021, Cabinet

delegated authority to award the contracts to the Strategic Director, Community Wellbeing in consultation with the Lead Member for Adult Social Care. It is therefore considered that Strategic Director, Community Wellbeing in consultation with the Lead Member for Adult Social Care have the authority to award the contracts.

- 5.4 As advised in the Cabinet Report requesting authority to tender the contracts, the Council will observe the Regulations relating to the observation of a minimum 10 calendar day standstill period before the contracts can be awarded. The requirements include notifying all tenderers in writing of the Council's decision to award and providing debrief information to unsuccessful tenderers. The successful tenderers will be issued with a letter of acceptance as soon as the standstill period ends, and the contracts will then commence.
- 5.5 Although the contracts for Older People Floating Support Service and the contract for Generic Floating Support Service were also tendered at the same time, the Council has the discretion under the ITT (25.3) to accept the whole or part of any Tender, so it is possible not to award the said contracts as noted under recommendation 2.2.

6.0 Equality Implications

- 6.1 The proposals in this report have been subject to screening and officers believe that there are no adverse equality implications.

7.0 Consultation with Ward Members and Stakeholders

- 7.1 The lead member for ASC has been consulted and consultation with providers and service users was undertaken.

8.0 Human Resources/Property Implications (if appropriate)

- 8.1 This service is currently provided by an external contractor and there are no implications for Council staff arising from retendering the contract. Relevant information with regards to TUPE was shared with the bidders during the procurement process. Where there is TUPE implication for the successful bidders, this will be resolved between the incumbents and the successful bidders.

9.0 Public Services (Social Value) Act 2012

- 9.1 The Council is under duty pursuant to the Public Services (Social Value) Act 2012 ("the Social Value Act") to consider how services being procured might improve the economic, social and environmental well-being of its area; how, in

conducting the procurement process, the Council might act with a view to securing that improvement; and whether the Council should undertake consultation. Officers have had regard to considerations contained in the Social Value Act in relation to the procurement.

- 9.2 Social value had a weighting of 10% of the evaluation score and in evaluating tenders, the Council requested proposals address the following initiatives:
- Initiatives to involve disengaged and under-represented groups
 - Encouraging participation, collaboration and co-design: Engaging and encouraging user and employee involvement in service design and delivery
 - Ensuring businesses in the supply chain encourage increased Black, Asian and Minority Ethnic (BAME) representation in the workforce
 - Ensuring businesses in the supply chain encourage more awareness and support for the improvement of staff mental health and wellbeing
 - Working alongside residents and organisations in parts of Brent that are particularly disadvantaged, with a view of improving outcomes
 - Supporting adults to take up physical activity, including making use of improved facilities on offer in the borough, such as our leisure centres and the Gladstone Park tennis courts

Report sign off:

PHIL PORTER
Strategic Director of Community and Wellbeing