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|  | Officer Key Decision |
| | Report to the Corporate Director for Care, Health and Wellbeing |
| | Cabinet Member for Public Health and Adult Social Care – Councillor Neil Nerva |
| Authority to Award Contract for Adult Social Care Reablement 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 it contains 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) |
| List of Appendices: | Appendix 1 – Exempt Appendix 2 – Evaluation Grid Appendix 3 - Exempt |
| Background Papers: | None |
| Contact Officer(s): <small>(Name, Title, Contact Details)</small> | Andrew Davies Head of Commissioning, Contracting and Market Management, ASC Email: Andrew.davies@brent.gov.uk |

1.0 Executive Summary

- 1.1. This report concerns the award for Adult Social Care Reablement contracts and requests authority to award contracts as required by Contract Standing Order 88. This report summarises the process undertaken in tendering a contract and, following the completion of the evaluation of the tenders, recommends to whom the contracts should be awarded.

2.0 Recommendation(s)

- 2.1 The Corporate Director for Care, Health and Wellbeing in consultation with the Cabinet Member for Public Health and Adult Social Care, approves the award of the contracts for Lot B Reablement for a period of three years with an option to extend for a further two years to the following providers in the areas specified:

- 2.1.1 Supreme Company and Sons Ltd for 400k in the Centre
2.1.2 KT's Care Angels Ltd for 400k in the South; and

2.1.3 MNA Home Care Services Ltd for 400k in the North

3.0 Detail

3.1 Contribution to Borough Plan Priorities & Strategic Context

3.1.1 Strategic Priority 5 of the Borough Plan, *A Healthier Brent* says that the Council will make sure that health and social care services meet local needs.

3.1.2 In particular, the Council will ensure that adults with care and support needs are able to access support services that are responsive to their needs and will work with residents as partners in their own care and support.

3.1.3 The Reablement service will support Brent residents to maximise their independence by using a strength-based approach when working with service users to regain their skills and independence.

3.2 Background

3.2.1 This report is seeking approval to award Reablement contracts for Brent Council. Reablement is a short term, time limited service offered to service users for up to 6 weeks or 72 hours of care (whichever comes first), where it is determined that by supporting a resident to re-learn, or become confident in certain activities of daily living, the quality of life and independence for that individual can be improved.

3.2.2 The delivery of Reablement services is different from the delivery of standard homecare, in that the focus of the provider is to support an individual to regain their own skills and independence, thus minimising longer term intrusion into their life as the individual is likely to require less ongoing support. Reablement is a vital part of the hospital discharge process, and the aim is that it becomes a much more important part of care delivered to people who already have care packages but need assistance in retaining or learning new skills to stay as independent as possible.

3.2.3 The new Reablement contracts have a more collaborative approach that will result in changes in the current delivery of the service and the outcomes we expect from the successful providers. Whilst the current reablement service has seen some good outcomes and had a positive impact on the cost of care, it was determined that the Council could use reablement to improve the quality of life for service users, improve clients' outcomes and reduce ongoing spend on care for the Council.

3.2.4 The new reablement model will be delivered as an "Integrated Reablement" service which means providers will work alongside Physiotherapists and Rehabilitation teams to provide a holistic reablement service. Enablers will follow a specific support plan and goals for each person receiving support and work daily with the person receiving the reablement service.

- 3.2.5 The service will be delivered using patch based model similar to the Council's existing homecare model. The borough has been divided into 3 patches based on GP localities and the Council will award three different contracts to providers who will deliver reablement services in their patch rather than on a borough wide basis.
- 3.2.6 The feedback received from consultation with the provider market, confirmed that providers preferred the patch-based model, as covering a wide geographical area, such as the whole of Brent, is an inefficient use of enablers time. Reablement packages delivered in smaller geographical locations allow effective planning of rotas and a better understanding of the demographic needs and how best to engage the service users in their patch.
- 3.2.7 The new delivery system will provide a clear separation between Reablement and homecare services for the Council, moving forward. It is set up in such a way that any contracted lead provider delivering homecare will not be able to deliver reablement services in the same patch for which they are responsible for homecare services.

Tender Process

- 3.3 The new contracts will be let under the Council's contract terms and conditions for a three year period with the option to extend for a further two years.
- 3.4 Advertisements were placed on Find a Tender service, the London Tenders Portal and Contracts Finder on 12 August 2022 and bidders were provided with a draft specification, details of the tender approach and were invited to complete a Selection Questionnaire (SQ) using the Council's Electronic Tendering Facility. 167 contractors subsequently completed the SQ by the deadline of 3pm, 27 September 2022.
- 3.5 Shortlisting was carried out on the basis of the bidders' financial viability, technical ability and previous experience between 3rd November 2022 and 8th November 2022. 91 providers passed the SQ and were invited to tender by completing quality, social value and pricing proposals using the Council's Electronic Tendering Facility.
- 3.6 All bidders received the same Price score as the Council fixed the price bidders will be paid. Therefore, 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 |
|-----------------|-----------|
| Quality | 90.00% |
| Comprised of: | |
| Q1 Independence | 20% |

| | |
|--------------------------|------|
| Q2 Diversity | 15% |
| Q3 Complex needs | 11% |
| Q4 Staffing and capacity | 7% |
| Q5 Innovation | 15% |
| Q6 Safeguarding | 15% |
| Q7 Quality assurance | 7% |
| Social value | 10% |
| Total | 100% |

Evaluation process

- 3.7 The tender evaluation was carried out by a panel of officers from Adult Social care.
- 3.8 All tenders had to be submitted electronically no later than 3rd March 2023, 1pm. 40 valid tenders were received. Each member of the evaluation panel read the tenders and carried out an initial evaluation of how well they considered each of the award criteria was addressed in the tender.
- 3.9 The panel met between 20th June 2023 and 09th August 2023 where each submission was marked by the whole panel against the award criteria.
- 3.10 The names of all the providers that submitted an SQ are contained in Appendix 1. The scores received by the tenderers are included in Appendix 2. It will be noted that Contractors 88, 104 and 152 were the highest scoring tenderers. Officers therefore recommend the award of the contracts to Tenderers 88, 104 and 152, namely KT's Care Angels Ltd, MNA Home Care Services Ltd and Supreme Company and Sons Ltd.
- 3.11 The contracts will commence on 05/02/2024 subject to the Council's observation of the requirements of the mandatory standstill period noted in paragraph 6.3 below.

4.0 Stakeholder and ward member consultation and engagement

- 4.1 This contract has borough wide implications, but specific consultation has not been carried out with ward councillors. However, ASC did engage with the homecare market and social workers to garner their views and experiences and understand where we can make improvement to services.

5.0 Financial Considerations

- 5.1 Cabinet on 18th July 2022 delegated authority to the Corporate Director for Care, Health and Wellbeing in consultation with the Cabinet Member for Public Health and Adult Social Care to award the contracts.
- 5.2 The cost of the contracts as a whole will be funded from Adult Social care.

- 5.3 The total value of the contracts to be awarded to the three providers at today's prices, including the extension option, is estimated to be £6m. The value during the initial term of the contracts will be £3.6m, with an option to extend for a period of up to a further two years at a value of £2.4m.
- 5.4 Whilst the value during the extension period is fixed, the price is linked to increases in the London Living Wage and there is a risk that the final total cost of the three contracts will be in excess of this figure. For 2022/23, this has been factored into the budget and for future years further increases will need to be taken into consideration as part of the Medium Term Financial Strategy.
- 5.5 The full cost of the contracts and/or extension will be funded from Commissioning and Contracts which sit within the Adult Social Care Budget.

6.0 Legal Considerations

- 6.1 Reablement services is social care related services and fall within the social and other services listed in Schedule 3 of the Public Contracts Regulations 2015 (the "PCR 2015"). As the total value of the three contracts over the lifetime both individually and collectively is in excess of the PCR 2015 threshold for Schedule 3 Services, the procurement and the award of the contracts is governed by the requirements of the PCR 2015. Officers have set out in section 3 of this report the process used in procuring the contract, which is in line with the requirements of the PCR 2015.
- 6.2 The award of Reablement contracts collectively is also subject to the Council's own Standing Orders in respect of High Value contracts and Financial Regulations in that Cabinet approval would ordinarily be required to award the contracts. However, on 18th July 2022, Cabinet delegated authority to the Strategic Director, Community Wellbeing (now Corporate Director for Care, Health and Wellbeing) in consultation with the Cabinet Member for Public Health and Adult Social Care to award the contracts on completion of the procurement.
- 6.3 The Council must observe the mandatory minimum 10 calendar day standstill period before the contracts can be awarded. Therefore, once the Corporate Director for Care, Health and Wellbeing has determined which tenderers should be awarded the contracts, all tenderers will be issued with written notification of the award decision. A minimum 10 calendar day standstill period will then be observed before the contracts are concluded – this period will begin the day after all Tenderers are sent notification of the award decision – and additional debrief information will be provided to unsuccessful tenderers in accordance with the PCR 2015. As soon as possible after the standstill period ends, the successful tenderers will be issued with a letter of acceptance and the contracts can commence.

7.0 Equality, Diversity & Inclusion (EDI) Considerations

- 7.1 Pursuant to s149 Equality Act 2010 (the “Public Sector Equality Duty”), the Council must, in the exercise of its functions, have due regard to the need to:
- (a) eliminate discrimination, harassment and victimisation and other conduct prohibited under the Act
 - (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
 - (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it,
- 7.2 The Public Sector Equality Duty covers the following nine protected characteristics: age, disability, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 7.3 Having due regard involves the need to enquire into whether and how a proposed decision disproportionately affects people with a protected characteristic and the need to consider taking steps to meet the needs of persons who share a protected characteristic that are different from the needs of persons who do not share it. This includes removing or minimising disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic.
- 7.4 There is no prescribed manner in which the council must exercise its public sector equality duty but having an adequate evidence base for its decision is necessary.
- 7.5 Reablement services are for vulnerable people who are disadvantaged due to their disability and/or health conditions. Equalities Impact assessment was completed and there are no negative impacts identified.
- 7.6 The proposed service is expected to deliver improved quality of service and service user experience, and to establish a more productive working relationships with providers. Impacts will be monitored throughout the implementation period and beyond via ongoing service user and provider engagement.

8.0 Climate Change and Environmental Considerations

- 8.1 The service will be delivered using a patch-based model which will see the borough divided into three patches. This will mean that winning bidders will be expected to operate within their patch rather than delivering services across the entire borough, with providers operating in a smaller geographical area enabler will be travelling shorter distances which will promote environmentally friendly ways to travel to their visits such as walking and cycling.

9.0 Human Resources/Property Considerations (if appropriate)

9.1 None

10.0 Communication Considerations

10.1 None

Related documents:

Cabinet report: Authority to Tender for Adults Social Care Reablement Contracts (18 July 2022)

Report sign off:

Rachel Crossley
Corporate Director of Care, Health and Wellbeing