

 Brent	Decision of Cabinet Member for Resident Support and Culture
	Report from the Corporate Director of Partnerships Housing and Resident Services
Authority to invite tenders for Community Wellbeing Service Contract	

Wards Affected:	All
Key or Non-Key Decision:	Key
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
No. of Appendices:	None
Background Papers¹:	5th February 2024, Cabinet Paper – Future of Resident Support Fund (RSF) and New Model of Support
Contact Officer(s): (Name, Title, Contact Details)	Marta Portalska Change and Improvement Project Manager 020 8937 4354 marta.portalska@brent.gov.uk

1.0 Purpose of the Report

- 1.1 This report concerns authority to tender for a contract for the delivery of the Community Wellbeing Service. This report requests approval to invite tenders in respect of a Community Wellbeing Service as required as required by Contract Standing Orders 88 and 89.

2.0 Recommendation(s)

That the Cabinet Member for Resident Support and Culture having consulted with the Leader and in accordance with paragraph 13 of Part 3 of the Constitution:

- 2.1 Approves inviting tenders for the Community Wellbeing Service on the basis of the pre - tender considerations set out in paragraph 3.10 of the report.
- 2.2 Approves Officers evaluating the tenders referred to in 2.1 above on the basis of the evaluation criteria set out in paragraph 3.10 of the report.
- 2.3 Delegates authority to the Corporate Director of Partnerships Housing and Resident Services in consultation with the Cabinet Member for Resident Support and Culture to award the contract for the Community Wellbeing Service for a term of 3 years with the option for an additional 2 year extension.

3.0 Detail

Contribution to Borough Plan Priorities & Strategic Context

- 3.1 The model of resident support detailed in this report supports the Brent Borough Plan 2023 – 2027 priorities of ‘Thriving Communities’, ‘A Healthier Brent’ and ‘Prosperity and Stability in Brent’, including a focus on achieving the desired outcome of ‘Easing the Cost-of-Living Crisis’ for our residents. This work also closely aligns with the Health and Wellbeing Strategy 2022 – 2027 ‘Healthy Lives’ priority, and will support the new Brent Food Strategy, which is currently in development.

Background

- 3.2 The Council is currently grant funding and supporting the delivery of the Community Wellbeing Project in partnership with delivery partners Sufra NW London at Bride Park Leisure Centre, Stonebridge. The project commenced in February 2023 as a pilot project, and will continue as a pilot until 1st October 2024.
- 3.3 This report requests approval from the Cabinet Member for Resident Support & Culture to invite tenders for the provision of the Community Wellbeing Service from 1st October at the New Millennium Centre, Roundwood on a 3 year contract term with the potential for an additional 2 year extension.
- 3.4 Whilst the Council does not have a statutory duty to provide this service, it is designed to support residents with the impacts of the Cost of Living crisis by providing support with food, household essentials and wraparound support services, to improve long-term outcomes for members.
- 3.5 The Council completed an Outcomes Based Review (OBR) in 2022, exploring impacts of the Cost-of-Living crisis. Based on insights and in collaboration with 80+ stakeholders, several pilot projects were identified to be taken forward for development to best support residents through the ongoing crisis. The key pilot project emerging from the review was the Community Wellbeing Project. The project was designed to support residents with access to food

and household essentials, as well as providing wraparound support to improve their situations in the longer-term.

- 3.6 Between February 2023 and October 2024, the scheme has and will continue to be based in Bridge Park Leisure Centre, Stonebridge. Due to the nature of this being a pilot, the scheme is operational 2 days a week on Mondays and Tuesdays. Based on a membership basis, members, and their families, pay £4 a week, join the scheme for 3 months and get access to a host of support including access to weekly food shopping and hot meals, 1-2-1 initial assessments and personal development plan creation, welfare advice and a series of themed workshops and drop ins from partners.
- 3.7 The scheme initially began as a 6 month pilot. Following positive monitoring and evaluation against an outcomes framework and feedback from members, it has been extended to continue providing the service and supporting vulnerable residents. The monitoring framework tracks quantitative usage data, as well as indicators against outcomes of improved financial resilience, improved wellbeing (mental and physical), improved access to food and household essentials and improved access to support services.
- 3.8 On 5th February 2024, Cabinet approved proposals to provide a new model of support in 2024/2025, focused on moving away from providing short-term financial assistance and focussing on more sustainable long-term outcomes. The ambition is to provide a multifaceted programme including the space, tools and knowledge to support residents to improve their situation and increase opportunities in the longer-term, reducing long-term dependency on services. The approved model includes a 'Community Wellbeing Service' – an expanded version of the piloted project at Bridge Park which currently supports up to 400 families per year. Capacity will be increased with the Community Wellbeing Service operating five days per week at the New Millennium Centre where it can be co-located with wider support provision. This will include capacity to support 1,000 families and residents per year through a three-month membership programme. Eligibility for the expanded offer will include health needs, with health professionals, including GP Social Prescribers, Public Health Community Support Officers and BHM leads able to refer.
- 3.9 Contract Value: The contract will be capped at £2.1m across 3 years and a potential 2 year extension. This is a referral/membership based service. The service will be expected to accept up to 1000 members, for a 3-month membership, annually.
- 3.10 In accordance with Contract Standing Orders 88 and 89, pre-tender considerations for the procurement of the contract for Community Wellbeing Service Contract (the "Contract") have been set out below for the approval of the Cabinet Member.

Ref.	Requirement	Response	
(i)	The nature of the services / supplies / works.	Community Wellbeing Service to provide residents and their families with support with food through hot meal provision and subsidised weekly food shopping, and wraparound support, on a membership basis.	
(ii)	The estimated value.	£1,23m for 3 years plus £410k per year for an additional 2 year extension	
(iii)	The contract term.	Three years with the option to extend for a further two, one year extensions (3+1+1)	
(iv)	The tender procedure to be adopted.	Open Procedure	
v)	The procurement timetable.		Indicative dates are:
		Invite to tender	2 July 2024
		Deadline for tender submissions	30 July 2024
		Panel evaluation and shortlist review	31 July – 2 August 2024
		Interviews (if any) and contract decision	5 August 2024
		Report recommending Contract award circulated internally for comment	12 August 2024
		Corporate Director / Operational Director approval	19 August 2024
		[Minimum 10 calendar day standstill period – notification issued to all tenderers and additional debriefing of unsuccessful tenderers (contracts covered by the full requirements of PCR 2015 only)]	19 August – 30 August 2024

Ref.	Requirement	Response																												
		Contract Mobilisation	01 September 2024																											
		Contract start date	01 October 2024																											
(vi)	The evaluation criteria and process.	<p>Stage 1: At selection stage shortlists are to be drawn up in accordance with the Council's Contract Procurement and Management Guidelines by the use of a selection questionnaire to identify organisations meeting the Council's financial standing requirements, technical capacity and technical expertise.</p> <p>Stage 2: For bidders passing Stage 1, their bids will be evaluated. At tender evaluation stage, the panel will evaluate the tenders against the following criteria:</p> <table border="1"> <thead> <tr> <th>Quality</th> <th>Weighting</th> <th>Overall weighting</th> </tr> </thead> <tbody> <tr> <td>Service Delivery (including Health and Safety)</td> <td>20%</td> <td rowspan="4" style="text-align: center; vertical-align: middle;">60%</td> </tr> <tr> <td>Project Proposal to meet requirements and outcomes as stated in service specification</td> <td>15%</td> </tr> <tr> <td>Stakeholder Engagement and Partnership working</td> <td>15%</td> </tr> <tr> <td>Business Continuity</td> <td>10%</td> </tr> <tr> <th>Price</th> <th>Weighting</th> <th>Overall weighting</th> </tr> <tr> <td>Price</td> <td>30%</td> <td>30%</td> </tr> <tr> <th>Social Value</th> <th>Weighting</th> <th>Overall weighting</th> </tr> <tr> <td>Social Value</td> <td>10%</td> <td>10%</td> </tr> <tr> <td colspan="2" style="text-align: right;">Total</td> <td>100%</td> </tr> </tbody> </table>		Quality	Weighting	Overall weighting	Service Delivery (including Health and Safety)	20%	60%	Project Proposal to meet requirements and outcomes as stated in service specification	15%	Stakeholder Engagement and Partnership working	15%	Business Continuity	10%	Price	Weighting	Overall weighting	Price	30%	30%	Social Value	Weighting	Overall weighting	Social Value	10%	10%	Total		100%
Quality	Weighting	Overall weighting																												
Service Delivery (including Health and Safety)	20%	60%																												
Project Proposal to meet requirements and outcomes as stated in service specification	15%																													
Stakeholder Engagement and Partnership working	15%																													
Business Continuity	10%																													
Price	Weighting	Overall weighting																												
Price	30%	30%																												
Social Value	Weighting	Overall weighting																												
Social Value	10%	10%																												
Total		100%																												

Ref.	Requirement	Response
(vii)	Any business risks associated with entering the contract.	There are limited risks considered to be associated with entering into the proposed contract. The successful provider will engage with vulnerable residents as part of delivery of the service within a Brent Council operated site. Quality of service delivery could have reputational impacts on the Council. Financial Services and Legal Services have been consulted concerning this contract.
(viii)	The Council's Best Value duties.	Adoption of an Open Procedure will allow the Council to open the opportunity to the market and ensure best value for money. 10% of the weighting will be for Social Value
(ix)	Consideration of Public Services (Social Value) Act 2012	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 and social value forms 10% of the evaluation score.
(x)	Any staffing implications, including TUPE and pensions.	See section 9 below.
(xi)	The relevant financial, legal and other considerations.	See sections 5 and 6 below.
(xii)	Sustainability	There are no negative sustainability implications and the contract will be Procured in line with the Sustainable Procurement Policy.
(xiii)	Key Performance Indicators / Outcomes	Appropriate Key Performance Indicators and Outcomes will be included in the contract.
(xiv)	London Living Wage	The Contract will require the payment of the London Living Wage
(xv)	Contract Management	A contract manager will be appointed and appropriate contract management provisions will be included in

Ref.	Requirement	Response
		the contract.

4.0 Stakeholder and ward member consultation and engagement

4.1 The Cost-of-Living Outcomes Based Review process included early stakeholder and community engagement, and co-development of prototype ideas with key stakeholders. The Lead Member and Members are regularly updated on the actions the Council is taking to mitigate the impact of the Cost-of-Living crisis on Brent residents.

5.0 Financial Implications

5.1 The estimated value of this Contract is £1.23m for 3 years plus £410k per year for an additional 2 year extension.

5.2 It is anticipated that the cost of this contract will be funded from a combination of the Public Health reserve and £127k from the UKSPF funding (as the UKSPF funding is for the Community Wellbeing Service only) in year 1, and in remaining years combination of the Public Health reserve (available to a maximum of £400k per annum for 24/25, 25/26 and 26/27 only) and funding for the RSF.

5.3 The public health grant reserve is subject to the same grant conditions as the original grant. The development of the Community Wellbeing Service as described in this paper allows the public health grant to be pooled with RSF, UKSPF and any HSF to support the service. The new service will have a more explicit focus on health needs in the eligibility criteria and be open to individuals as well as families. Closer working between Brent Health Matters (BHM), public health and various debt, employment and immigration service offers will be progressed along with the creation of new referral routes with GP Social Prescribers and Public Health Community Support Officers and BHM leads.

5.4 The income to be generated from the £4 a week charge has already been accounted for in the annual operational costs.

6.0 Legal Implications

6.1 The estimated value of the proposed Contract is above the threshold for Services under the Public Procurement Regulations 2015 (the "PCR 2015") and the procurement is therefore governed by the PCR 2015.

6.2 The procurement is subject to the Council's own Standing Orders and Financial Regulations in respect of High Value Contracts given the procurement is valued at £2.1m In accordance with paragraph 13 of Part 3 of the Council's Constitution, the Cabinet Member for Resident Support and

Culture, having consulted with the Leader, has delegated power to approve the pre-tender considerations set out in paragraph 3.9 above (Standing Order 89) and the inviting of tenders (Standing Order 88) for High Value Contracts.

- 6.3 Once the tendering process is undertaken, Officers will report back to the Cabinet Member in accordance with Contract Standing Orders, explaining the process undertaken in tendering the contracts and recommending award.
- 6.4 As this procurement is subject to the full application of the PCR 2015, the Council must observe the requirements of the mandatory minimum 10 calendar standstill period imposed by the PCR 2015 before the contract can be awarded. The requirements include notifying all tenderers in writing of the Council's decision to award and providing additional debrief information to unsuccessful tenderers on receipt of a written request. The standstill period provides unsuccessful tenderers with an opportunity to challenge the Council's award decision if such challenge is justifiable. However if no challenge or successful challenge is brought during the period, at the end of the standstill period the Council can issue a letter of acceptance to the successful tenderer and the contract may commence.
- 6.5 As the decision that is being sought here is a Key Decision, the decision is subject to a 5 clear day call-in period and Brent will undertake standstill period concurrently. The decision to award may not be implemented until after expiry of the call-in period provided that no call in has been made.
- 6.6 As the decision that is being sought here is a Key Decision, the decision may not be taken by the Cabinet Member unless this matter has been published on the Forward Plan. The Key Decision must be published on the Forward Plan (Paragraph 30 of the Access to information rules) and must be included on the Forward Plan not less than 28 days before the decision is to be made. (Paragraph 34 of the Access to Information Rules). Cabinet Member decisions are to be recorded and published along with the report.
- 6.7 The Transfer of Undertakings Protection of Employment Regulations (TUPE) is likely to apply where there is a continuation of the service by a new provider upon contract award. There will be no Council staff impacted by this decision

7.0 Equity, 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 The proposals in this report have been subject to screening and officers believe that there are positive equality implications.

8.0 Climate Change and Environmental Considerations

8.1 There are none at this stage.

9.0 Human Resources/Property Implications (if appropriate)

9.1 This service is currently provided by an external contractor and there are no implications for Council staff arising from retendering the Contract

9.2 The Service will be delivered from the New Millennium Day Centre, 1 Robson Avenue, Roundwood, NW10 3SG. An appropriate lease / license arrangement will be agreed between Brent Council and the successful Provider.

9.3 A short term contracted out lease is to be granted to the successful bidder ancillary to the contract at a peppercorn rent for the purpose of the performance of the contract for the Community Well Being Service. The term of the lease will be coterminous with the contract extension. The contractor will be responsible for management and maintenance of the demised area, including any equipment, under an Internal Repairing and Insuring lease

9.4 The Council's Facilities Management Team will provide the upkeep and maintenance of the building to ensure functionality, safety and compliance, save for where these are provided for by the contractor under the lease.

9.5 Proposals to provide an expanded Community Wellbeing Service from the

New Millennium Day Centre took into consideration outcomes from the public consultation that ran from 6 December 2023 – 14 January 2024 which included proposals to end existing arrangements for day support at the centre in 2024. Proposals for the centre align with those in the consultation and support development of a more dynamic day support offer.

10.0 Communication Considerations

10.1 A market warming exercise was completed in May 2024. The tender will follow an Open Procedure and will be published on the publicly accessible London Tenders Portal. Brent Council and the successful provider will develop new materials and targeted stakeholder campaigns to effectively communicate and raise awareness of the Community Wellbeing Service

Report sign off:

Peter Gadsdon

Corporate Director Partnerships, Housing and Resident Services