

 Brent	<p style="text-align: center;">Cabinet 15 December 2014</p> <p style="text-align: center;">Report from the Strategic Director of Adults</p>
For Action/Information	<p style="text-align: right;">Wards Affected: ALL</p>
<p>Authority to award contracts for Enhanced Reablement Services</p>	

Appendix 1 is Not for Publication

1.0 Summary

- 1.1 In accordance with Contract Standing Order 88, this report seeks Cabinet authority to award four contracts for Enhanced Reablement Services for a term of 1+1 year. To support the recommendation the report also provides further details on the scheme and details the process undertaken to select the preferred providers.

2.0 Recommendations

- 2.1 That Cabinet approve the award of a contract for Enhanced Reablement Services for a term of one year with an option to extend by one further year to each of the following:
- MNA Homecare Services Limited
 - Capital Homecare (UK) Limited
 - DeVere Care Limited
 - Supreme Care Services Limited
- 2.2 That Cabinet agree an exemption from Contract Standing Order 104(b) permitting the award of contracts to the four highest scoring bidders as detailed in 2.1 above for the reasons set out in paragraph 6.4.

3.0 Background

- 3.1 The Enhanced Reablement pilot was set up from November 2012 to April 2013 with Joint Executive Team (JET) funding to provide an integrated rehabilitation and reablement service for Brent Adult Social Care (ASC) service users with complex needs.
- 3.2 Prior to the development of the service there was no intermediate care service within Brent which offered integrated input from social services and health professionals (i.e. physiotherapy and occupational therapy staff). The existing Brent reablement service was not delivering optimum outcomes for service users with substantial functional or mobility needs. It was believed that this was because of a combination of factors, including the capacity and skills of the reablement providers, and the lack of integrated and coordinated rehabilitative health interventions for these individuals. Therefore, working with the CCG it was proposed that we create an intermediate care service, to ensure that however complex the physical need, we had a reablement and rehabilitation service to help people remain independent. This service would also support the health and social care objective of preventing hospital admissions.. This pilot commenced in November 2012 and transitioned to a mainstream service model in May 2013. The service impact has been that, on average, 18% more service users with complex needs are becoming independent whilst hospital admissions have decreased by 12% and goal attainment has increased by 35%.
- 3.3 Two homecare providers (Mears and Gentlecare) were procured for the pilot with an option to transition their contracts to a mainstream service. Having exercised that option, the mainstream Mears contract ends on the 30th December 2014. The Gentlecare contract was also due to expire on 30th December 2014 but this contract has already been suspended due to an adverse Care Quality Commission audit. Over the past few months this has meant that in effect the Council has had no option but to operate with only one provider across the whole of the borough which has caused difficulties in ensuring that the required 8 referrals per week are supported.
- 3.4 As part of the planning for future provision of an Enhanced Reablement Service, Officers had regard to the lessons learned from the pilot, the mainstream contract and the service impact of having only one provider with variable service standards. It was therefore agreed that four separate contracts from different providers should be procured to ensure supply capacity, quality and contingency across the borough.

4.0 The tender process

- 4.1 With a view to swiftly creating a robust and sustainable service utilising a wider range of providers and developing more robust performance and contract management processes the preferred bidders were

selected through a mini competition using the West London Alliance (WLA) Homecare Framework which went live in October 2014.

- 4.2 In accordance with the Framework call off protocol all 34 providers on Lot 3 Reablement were sent the Invitation to Quote (ITQ) which included the Instructions, the Specification, the Evaluation Methodology and Bidder Questions.
- 4.3 7 bidders responded with a formal on time electronic quotation on the 24th October 2014.

Evaluation process

- 4.4 The Instructions stated that the contract would be awarded to up to 4 providers on the basis of the most economically advantageous offer to the Council. Cost had a weighting of 60% and Quality 40%.
- 4.5 The Quality element included both written and presented answers to the Bidder Questions with 20% allocated to the written and 20% to the presented which consisted of a case study.
- 4.6 The question and presentation evaluations were carried out by a panel of officers from ASC Reablement and Commissioning to reach a total Quality score per panel member and bidder.
- 4.8 The Cost element was scored by the ASC Category Manager where the lowest cost received the maximum 60% score and the remainder a proportion of the percentage dependent on their difference to the lowest.
- 4.9 The panel, alongside the ASC Category Manager, met on the 5th November 2014 to appraise the quality scores, accept the cost scores formed and agree the bidder rankings based on a combined Quality and Cost score.
- 4.10 The names of the bidders are contained in Appendix 1. The scores received by the bidders for quality and cost answers are included in Appendix 2. It will be noted that Bidder A9, A18, A7 and A4 were the highest scoring bidders. Officers therefore recommend the award of the contracts to MNA Home Care Services Limited, Capital Homecare (UK) Limited, De Vere Care Limited and Supreme Care Services Limited.
- 4.11 The four contracts will commence in December 2014 as the Council's observation of the requirements of the mandatory standstill period are not applicable to a Part B service contract being called off a framework agreement.

5.0 Financial Implications

- 5.1 The Council's Contract Standing Orders state that contracts for supplies and services exceeding £250,000 or works contracts exceeding £500,000 shall be referred to the Cabinet for approval of the award of the contract. The estimated value of this contract is £973,000 over the proposed 1+1 contract term.
- 5.2.1 The cost of this contract will be funded from the 2015/16, 2016/17 and 2017/18 Reablement and Safeguarding revenue budget within Adult Social Care. These budgets are subject to the council's annual budget process which, due to required budget savings, is likely to be reduced over the contract duration. This contract will be a priority commitment upon remaining budgets within Adult Social Care.
- 5.3 This is a variable cost contract based upon hours provided by the four selected providers. The agreed hourly rates are all London Living Wage compliant (LLW).
- 5.4 The volume of activity for each provider will be determined by the demand for the service. The performance of each provider will be reviewed and this will inform future usage of that provider. Activity will not exceed the total value of the contract.
- 5.5 The Adult Social Care budget is monitored as part of the Council's ongoing budget monitoring process. This contract will form part of that monitoring process on its commencement.

6.0 Legal Implications

- 6.1 Enhanced Reablement Services are classed as a "Part B" services under the Public Contracts Regulations 2006 (the EU Regulations) and as such are not subject to the full European public procurement regime although the council is under a duty to act fairly and transparently in the procurement.
- 6.2 As detailed at paragraph 4.1, Officers have selected preferred bidders through a mini-competition using the WLA Homecare Framework. The WLA Homecare Framework was let by Brent Council and commenced on 1 October 2014.
- 6.3 The estimated value of the four call-off contracts together is £973,000 over the proposed 1+1 contract term. Whilst spend under the four contracts will vary depending on capacity and other issues, the likelihood is that a number of the contracts individually will have an estimated value in excess of £250,000 although at the current time it is not possible to indicate which. As there is a potential for each of the contracts over its lifetime to have a value in excess of £250,000, each is classified as a High Value Contract under the Council's Contract Standing Orders and Financial Regulations and therefore the award of the call-off contracts requires Cabinet approval.

- 6.4 As indicated in paragraph 3.4, Officers wish to award four contracts to four different providers to ensure supply capacity, quality and contingency across the borough. Contract Standing Order 104(b) provides that contracts for services shall be evaluated and awarded on the basis of the most economically advantageous offer to the council. Whilst Officers are recommending the award of contracts to the four highest scoring bidders as set out in Appendix 2, technically this means that in addition to awarding to the bidder with the most economically advantageous offer, Officers are also recommending award to the second, third and fourth most economically advantageous offers. In the circumstances, specific Cabinet approval is sought to an exemption to the requirements of Contract Standing Order 104(b). It should be noted that intention to award to up to the four highest scoring bidders was made clear during the mini competition in order to ensure fairness and transparency.

7.0 Diversity Implications

- 7.1 There are no diversity implications that require an Equalities Impact Assessment to be undertaken however the proposed contract will require the providers to deliver services which are:
- culturally sensitive by providing cultural awareness training for all staff, matching specific language requirements where possible, and;
 - able to provide training for all staff in areas that will raise awareness of issues faced by vulnerable people from different ethnic groups.
- 7.2 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, monthly monitoring meetings and provision of quarterly performance information to the Council.

8.0 Staffing/Accommodation Implications

- 8.1 Enhanced Reablement Services are currently provided externally and there are no implications for Council staff arising from the procurement of the contracts.

9.0 Background Papers

- 9.1 NA.

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APPENDIX 2

CONTRACT FOR ENHANCED REABLEMENT

TENDER EVALUATION GRID

	QUALITY SUB SCORING		FINAL QUALITY SCORE (40%)	FINAL COST SCORE (60%)	TOTAL SCORE
	20%	20%			
	QUESTION	PRESENTATION			
A9	14%	15%	29%	48%	77%
A18	16%	10%	26%	50%	76%
A4	8%	10%	18%	54%	72%
A7	11%	10%	21%	50%	72%
A17	11%	0%	11%	60%	71%
A8	7%	0%	7%	48%	54%
A1	10%	5%	15%	43%	58%