

 Brent	<p style="text-align: center;">Cabinet</p> <p style="text-align: center;">15 December 2014</p> <p style="text-align: center;">Report from the Strategic Director of Adult Social Services</p>
For Action/Information	<p style="text-align: right;">Wards Affected: ALL</p>
<p style="text-align: center;">Authority to award a contract for Social Care and Support Services in Extra Care Housing</p>	

Appendix 1 is not for publication

1.0 Summary

In accordance with Contract Standing Order 88, this report seeks Cabinet authority to award a 2+1+1 year social care and support services contract for a new Extra Care Housing (ECH) scheme at Willow House. The support services will be provided to older people (55+) who have Mental Health, Learning Disabilities, Physical Disabilities and/or Sensory Impairment(s). To support the recommendation the report also provides further details on the scheme and details the process undertaken to select the preferred provider.

2.0 Recommendations

- 2.1 That Members approve the award of a contract to London Care Plc for the sum of £1.8m, for the provision of a Extra Housing Scheme social care and support services at Willow House; for an initial period of two (2) years with an option to extend up to a further two (2) years on an annual basis.

3.0 Background

ECH at Willow House

- 3.1 Willow House is a new ECH scheme being developed by Network Stadium Housing. The scheme will provide 38 self-contained one-

bedroom flats and 2 two-bedroom flats for people aged 55+ years who have Mental Health, Learning Disabilities, Physical Disabilities and/or Sensory Impairment(s).

- 3.2 The new development will create an opportunity for the Council to deliver care and support in a way that will flexibly improve individual outcomes, quality of life and allow for any unplanned extra care to be delivered in a cost effective manner.
- 3.3 This will be achieved by:
 - 3.3.1 Transferring the Housing costs i.e. rent and service charges to housing benefit. This is different to a residential care package whereby Adult Social Care (ASC) absorb living, housing, care and support costs.
 - 3.3.1 Allocating a nominal 17 hours of care and support time per tenant per week to be delivered by the Provider through a 24-hour core rota and daily flexible rota. With the 24 hour core rota a minimum of two staff will be on duty at all times to support both planned, routine and the emergency care needs. Assistive technology (e.g. telecare) will be used to further streamline the service delivery. The daily flexible rota will be personalised to each tenant and a variable pattern of staffing will be used to efficiently meet their individual wants and needs. It will include personal care activities but will be especially aimed at creating small discrete units of time that are dedicated to individual interests and community engagement.
- 3.4 Allowing the service user to 'bank' unused units of time and retain it for use on unplanned care and/or alternative service needs.
- 3.5 The service will be available 24 hours a day, 365 days of the year. It will principally be delivered at the Willow House Extra Care Scheme but may be delivered in the community as dictated by the service user needs.
- 3.6 The flexible model of care and support will improve not only individual outcomes and quality of life but will also achieve better value for money in the commissioning of accommodation and support services in comparison to residential care.
- 3.7 The Council will have 100% nomination rights for the 40 flats. All prospective tenants will have care and support needs of more than 14 hours per week, at substantial or critical level (Fair Access to Care Services and local personal needs assessment) and will have an identified social housing need.

4.0 Market Position Statement

- 4.1 The new contract will ensure it is aligned with the objectives set out in the Brent Market Position Statement (MPS) 2014 whose main principal is to ensure that future Social Care and Support services will be delivered by providers who have the experience in maximising individual choice and control through flexible delivery of services.
- 4.2 The MPS estimates the demand for accommodation based care and support for older people 65+ will increase by 37%, an increase of 774 over the next six years, based on current 1287 older people in care homes.
- 4.3 This proposed contract will deliver 40 accommodation based care options and goes some way towards increasing the use of tenanted care models to 200 by 2016 as set out in the MPS.
- 4.4 The ECH development and the new specified model of care and support services will further support the key vision set out in the MPS, which is to increase provision of tenanted models of care and support by providing an alternative, moving away from costly 'traditional' Care home models.

5.0 The Care Act 2014

- 5.1 As a result of the new contract the service will ensure the following stipulations of the Care Act 2014 are met:
 - a) Local authorities are to ensure their social care system is based on the principles of prevention, early intervention and is focused on an individual's well-being and ability to maintain their independence.
 - b) Focus to be on an integrated, preventative and community based housing and support service placing an individual's well-being at the heart.
 - c) Put the suitability of living accommodation explicitly as part of the definition of well-being, which sets the tone for the whole Act.
 - d) Make reference to Housing explicitly as part the authorities' new duty to promote the integration of health and care.
 - e) Deliver care and support services through an understanding of reablement; believing that every person, no matter what age or disability, has the potential to develop or regain skills that allow them to be more independent and/or have access to a wider range of choices; to create an atmosphere of support and encouragement to try new things, practice lost skills, where staff supervise, support, and encourage, 'doing with' rather than 'doing for'.

6.0 The tender process

- 6.1 The preferred bidder was selected through a mini competition using the West London Alliance (WLA) Homecare Framework which went live in October 2014.

- 6.2 In accordance with the Framework call off protocol all 31 providers on Lot 2 Extra Care, were sent the Invitation to Quote (ITQ) which included the Instructions, the Specification, the Evaluation Methodology and Bidder Questions.
- 6.3 The Instructions stated that the contract would be awarded to a single entity on the basis of the most economically advantageous offer to the Council whereby Cost had a weighting of 60% and Quality 40%.
- 6.4 11 bidders responded with a formal on time electronic quotation on the 27th October 2014.

Evaluation process

- 6.5 The Quality element of the evaluation was carried out by a panel of officers from ASC Commissioning and Contract Management. Following their individual scoring, all results were collated into a single panel score per bidder.
- 6.6 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.
- 6.7 The panel, alongside the ASC Category Manager, met on the 3rd October 2014 to appraise and agree the collated Quality score and review the final bidder rankings based on a combined Quality and Cost score.
- 6.8 The names of the tenderers are contained in Appendix 1. The scores received by the tenderers are included in Appendix 2. It will be noted that Tenderer B16 was the highest scoring tenderer. Officers therefore recommend the award of the contract to London Care Plc.
- 6.9 The contract will commence December 2014

7.0 Financial Implications

- 7.1 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.
- 7.2 The value of this contract is at £1.8m over 4 years. The actual cost per year is dependent upon the number hours provided to tenants up to the maximum contract value. The overall value of the contract equates to an annual cost of £450,000 which includes the provider paying the London Living Wage (LLW) allowance.
- 7.3 The cost of this contract will be met from the Extra Care Sheltered Housing budget in the Commissioning Unit contained within the Adult

Social Care budget.

- 7.4 This budget is subject to the council's annual budget process and, with budget savings required, is likely to be reduced over the duration of this contract. This contract will be a priority commitment upon remaining budget resources within the division.
- 7.5 As alluded to in paragraph 3.3.1 this contract represents a more cost effective care model than residential care due to the cost being partially offset by clients housing benefit income. Clients that therefore move from residential care to the ECH scheme should generate cash savings for the council. This contract is expected to contribute to savings targets within Adult Social Care specifically to the New Accommodation to Independent Living (NAIL) project.
- 7.6 There are no implications for the council's rent control or debt collecting processes. This will be the responsibility of the managing agent Network Stadium Housing with the council having nomination rights for potential tenants.
- 7.7 The Adult Social Care budget is monitored as part of the Councils ongoing budget monitoring process. This contract will form part of that monitoring process on its commencement.

8.0 Legal Implications

- 8.1 Under the EU public procurement rules, provision of Health and Social services fall within Part B of Schedule 3 to the Public Contracts Regulations 2006 and in procuring such services, contracting authorities do not have to follow the full European public procurement regime. However, to satisfy the principles of the Treaty of the Functioning of the European Union, of non discrimination and transparency, contracting authorities are encouraged to advertise the proposed procurement to enable the market to be opened up to competition and to eliminate any impartiality of the procurement procedure, before awarding the contract.
- 8.2 Paragraph 6 of this report confirms that the preferred bidder, London Care Plc was selected following a mini competition under the West London Alliance (WLA) Homecare Framework which commenced in October 2014.
 - 8.2.1 Framework agreements are defined under Regulation 2(1) of the Public Contracts Regulations 2006 and the main operative provision is regulation 19. Ordinarily, call-off contracts made under a Brent Council procured Framework do not require Member approval, unless the value of the proposed call-off contract is deemed a High Value Contract. The proposed contract is for an initial period of 2 years subject to two one year extensions. The lifetime of framework agreements are limited to four years, (i.e. the period within which the last call off contract must be

awarded). The contract to London Care Plc will fall within the lifetime of the WLA Homecare Framework (i.e. 4 years), provided the last one year (the extension) of it commences before the expiry of the framework.

- 8.3 The value of the proposed contract over its lifetime as mentioned in paragraph 7.2 above is in excess of £250,000. The award is therefore subject to the Council's own Contract Standing Orders ("CSO") in respect of High Value service contracts, and the Financial Regulations, in that Cabinet approval to award the contract to London Care Plc is required.
- 8.4 As mentioned in paragraph 5.0 above, the contract will ensure that the stipulations of the new Care Act 2014 and associated statutory guidance (in respect of adult safeguarding work and the duties which are placed on local authorities' social services and housing in providing housing, social care and support to vulnerable older people) are met.
- 8.5 The Council at the pre-procurement stage of this contract also considered the requirements of the Public Services (Social Value) Act 2012, i.e how the services to be procured may improve the economic, social and environmental well-being of Brent. The service under this proposed contract has as its primary aim, the improvement of the social wellbeing of one of the most vulnerable groups in Brent.

9.0 Diversity Implications

- 9.1 The proposed contract will require the provider 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.
- 9.2 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.
- 9.3 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 3. In accordance with the Equality Act 2010 officers believe that there are no adverse diversity implications.

10.0 Staffing/Accommodation Implications

10.1 None.

11.0 Background Papers

11.1 NA

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APPENDIX 2

SOCIAL CARE AND SUPPORT SERVICES IN EXTRA CARE HOUSING

TENDER EVALUATION GRID

	40%	60%	100.0%	
Bidder ID	Q SCORE	£ SCORE	TOTAL	Rank
London Care PLC (B16)	30%	56%	86%	1
B13	29%	51%	80%	2
B11	22%	58%	80%	3
B25	26%	54%	80%	4
B9	19%	60%	79%	5
B12	20%	49%	69%	6
B22	15%	51%	66%	7
B14	9%	57%	66%	8
B26	18%	46%	64%	9
B29	4%	51%	55%	10
B17	22%	23%	45%	11

APPENDIX 3

EQUALITIES IMPACT ASSESSMENT

Attached