



Cabinet

23 February 2015

Report from the Strategic Director of Adult Social Care

For Action

Wards Affected:
ALL

Authority to award contract for Housing Related Support Services

Appendix 1 is Not for Publication

1.0 Summary

- 1.1 This report requests authority to award a Floating and Accommodation Housing Related Support Services contract as required by Contract Standing Order No 88. It also summarises the process undertaken in tendering this contract and, following the completion of the evaluation of the tenders, recommends to whom the contract should be awarded.

2.0 Recommendations

- 2.1 That the Cabinet award the contract for Floating and Accommodation Housing Related Support Services for Physical Disabilities, Learning Disabilities, Mental Health and Sensory Impairment to Look Ahead Care and Support Limited.

3.0 Detail

Background

- 3.1 In November 2012 the Council's Executive approved the award of a Supporting People Framework Agreement (SPFA) to ensure that the national preventative programme, which aims to enable vulnerable people to live independently in the community through providing housing-related support services, could be delivered with a range of

providers who had met quality and cost standards. A total of 13 providers were appointed to the framework across the following four Lots:

Lot 1 - Accommodation based services (5 providers)

Lot 2 - Floating support based services (6 providers)

Lot 3 - Accident prevention and handyperson services (1 provider)

Lot 4 - Social activity co-ordination services (1 provider)

- 3.2 The Executive also approved five (5) separate call off contracts from the Framework two (2) of these were for Lot 1 and 2 with Riverside being awarded a 2+1+1 year contract to deliver FAHRS Services for Physical Disabilities (PD), Learning Disabilities (LD), Mental Health (MH) and Sensory Impairment (SI). The contract commenced in February 2013 and, with a plan to exercise the full extension options, was planned to end in January 2016. However, in November 2014 Riverside informed Council Officers that it was their preference to not extend the contract due to a resourcing gap on their part. The contract will therefore end in its third year in March 2015 and be replaced by the proposed within this report.
- 3.3 As the future services requirements are ongoing Officers recognise that the way in which they are delivered is subject to change dependent on the outcomes of the wider accommodation based care and support services review. The proposed contract is therefore for a shorter 1 + 1 year period which provides the flexibility to adapt the delivery model.

The tender process

- 3.4 Using its SPFA the Council undertook a mini competition using Lots 1 and 2 to procure a single new provider. In order to ensure that the eventual provider had the ability to deliver the required services only those that had been awarded agreements for the full service types across both Lots were invited to quote. Of the 4 that were not invited, one was only awarded Older People and HIV services for Lot 1, the second only HIV for Lot 2, the third Offenders only across Lot 2 (and no award to Lot 1) whilst the fourth, as the incumbent provider, was not invited as they had made it clear that they did not wish to bid for the contract.
- 3.5 In accordance with SPFA Call Off Protocol, quotes were requested on the basis of revised pricing with TUPE and the London Living Wage (LLW) factored in.
- 3.6 Bidders were informed that the contract would be awarded on a 70% Price and 30% Quality basis. As the specification had not changed the scores that were used to evaluate quality were those that were granted when the bidders were selected to the Framework. These were added to the Price scores which were calculated upon their revised costs.

3.7 All quotes were submitted via the Councils eTendering portal.

Evaluation process

3.8 As stated in 3.6 above only revised pricing was scored and added to the bidders original quality score to achieve an overall score per bidder.

3.9 On the 23rd January 2015 representatives from the Adult Social Care Commissioning and Change team reviewed the scores and confirmed that highest ranking bidder should be recommended for contract award.

3.10 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 A was the highest scoring tenderer. Officers therefore recommend the award of the contract to Tenderer A, namely Look Ahead Care and Support Limited.

3.11 The contract will commence 1st April 2015 with handover and implementation to start in late February 2015.

4.0 Financial Implications

4.1 The Council's Contract Standing Orders state that contracts for supplies and services exceeding £250k or works contracts exceeding £500k shall be referred to the Cabinet for approval of the award of the contract.

4.2 The estimated value of this contract is £1.6m based on the average demand under this contract over the last 2 years and the rates submitted by the successful bidder.

4.3 There is a potential cost implication in terms of one-off redundancy and severance costs with the award of this new contract. This cost has been estimated at £35,792. Further early retirement costs may also be applicable though this has not been quantified at present. The full redundancy and early retirement cost would be contained by the Adult Social Services budget for 2015/16 should another funding source not be identified.

4.3 It is anticipated that the cost of this contract will be funded from within the overall budget for Supporting People contracts and that this and other contracts will be proactively managed in order to ensure that targeted savings planned for 2015/16 are achieved.

5.0 Legal Implications

5.1 The Care Act 2014 ("the Act") sets out Local Authorities responsibilities to provide care and support for persons in their local community who by

reasons of age, illness, disability or any other circumstances are in need of care and attention which will not otherwise be available to them. The Act requires local authorities, in so doing to aim to reduce individual's needs, promote individual well-being, health related housing accommodation, and to take steps such as, providing and arranging for services (including commissioning from others) which are intended to prevent, reduce or delay needs for care and support for all local people including adults and carers. Local Authorities must also have regard to how it could make the best use of community facilities to prevent, delay and reduce needs for care and support and identifying adults and carers in their area who have unmet needs for care and support, when providing or arranging for preventative services.

- 5.2 Under the EU procurement rules, provision of supporting people services is categorised as health and social services which falls within Part B of Schedule 3 to the Public Contracts Regulations 2006 (the EU Procurement Regulations”) and as such is only subject to partial application of the EU Procurement Regulations, to include requirements in relation to technical specifications and the need to publish a contract award notice. Contracting authorities should also to adhere to the principles of the Treaty of the Functioning of the European Union with regard to non discrimination and transparency in awarding a contract.
- 5.3 As detailed in paragraph 3.9, Officers selected the preferred tenderer following a mini-competition using the SPFA which was let by the Council.
- 5.4 The total value of the contract, over its lifetime, is in excess of £250,000, which classifies it 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.
- 5.5 As a Part B service, the Council is not obliged to follow the observation of a mandatory minimum ten 10 calendar day standstill period before the contract can be awarded. Therefore all the tenderers will be issued with written notification of the contract award decision on the expiry of the call in period (provided there has been no call in) following Cabinet approval to award the contract to the successful tenderer. .

6.0 Diversity Implications

- 6.1 There are no diversity implications however 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.

6.2 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.

7.0 Staffing/Accommodation Implications

7.1 Riverside is the current provider. CNWL is subcontracted to provide services to Riverside under the current contract. The council second 10 council staff (six full time and four part time) to CNWL. The new contract will be awarded to Lookahead. Full time Staff currently working on the contract (albeit through a secondment) will potentially be subject to TUPE. Those who are assigned for 40% of their time would not be therefore they will need to be redeployed within the council or subject to redundancy.

8.0 Public Services (Social Value) Act 2012

8.1 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 contract has as its primary aim, the improvement of the social wellbeing of some of the most vulnerable groups in Brent.

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APPENDIX 2

HOUSING RELATED SUPPORT SERVICES CONTRACT

TENDER EVALUATION OUTCOME

	Cost (70%)	Quality (30%)	Total
Tenderer A	68.50%	21.75%	90.3%
Tenderer B	70.00%	16.13%	86.1%