

North Somerset Council

Report to the Executive

Date of Meeting: 21 June 2023

Subject of Report: Contract Ward of Support to Live at Home One Weston Lead Provider Contract

Town or Parish:

Officer/Member Presenting: Cllr Roger Whitfield Executive Member for Adult Social Care and Safer Communities

Key Decision: Yes

Reason:

The decision will result in the Council incurring expenditure of over £500,000 and will be significant in terms of its effects on communities living or working in an area comprising two or more wards in the area of the Local Authority.

Recommendations

It is requested that the Support to Live at Home One Weston Lead Provider contract be awarded to: Access Your Care Limited, Company Number 07597266.

Contract value: Circa 1700hours (per week) x £24.51 (per hour) = circa £2,172,642 (per year)

Initial Term: Three years

Optional extension Term: Four years in increments of two years

1. Summary of Report

To approve the award of the Support to Live at Home One Weston Lead Provider contract following a tender process.

2. Policy

This commissioning plan supports several the Corporate Plan priorities, including under,

BEING A COUNCIL THAT EMPOWERS AND CARES ABOUT PEOPLE.

- A commitment to protect the most vulnerable people in our communities
- A focus on tackling inequalities, improving outcomes
- Partnerships which enhance skills, learning and employment opportunities

AN OPEN AND ENABLING ORGANISATION

- Engage with and empower our communities
- Empower our staff and encourage continuous improvement and innovation
- Manage our resources and invest wisely
- Embrace new and emerging technology
- Make the best use of our data and information

- Provide professional, efficient, and effective services
- Collaborate with partners to deliver the best outcomes

The Corporate Plan details about Adult Social Care

“The system for funding adult social care is widely recognised as no longer fit for purpose with a national solution for sustainable funding being essential. Care markets, locally and nationally are challenged by rising costs, staff shortages and the ongoing need to maintain quality. As demand for these services increase in line with an aging population, so does the cost to the council, coinciding with almost a decade of reducing government funding for local authorities.”

We must commission a range of services across adult social care that prevent and delay people from needing to rely on statutory services for as long as possible. Detail of how we will achieve this will reflect a move to offering better outcomes, that improve and maintain the confidence and therefore, wellbeing of service users. We also intend to focus on support for informal Carers to maintain their caring role, delaying the need for large packages of care and placements into care homes.

The services in this commissioning plan are key to delivery of the commitments in the Adult Social Services Annual Directorate Statement 2022/23.

3. Details

Support to Live at Home services is the term for the Council’s strategic domiciliary care provision. Currently there are four Support to Live at Home contracts covering five areas in North Somerset.

- Area 1 Support to Live at Home contract – Weston-Super-Mare
- Area 2 Support to Live at Home contract - Worle
- Area 3 Support to Live at Home contract – Clevedon, Portishead, and surrounding villages
- Area 4 and 5 Support to Live at Home contract – Nailsea, Backwell, Yatton, Congresbury and surrounding and rural villages

The recommissioning exercise will see the award of two Lead Provider contracts, consolidating Area 1 and 2 to a One Weston contract and Areas 3,4 and 5 to a Woodspring contract. Each Lead Provider contract will be supported by a Support to Live at Home flexible framework agreement.

The Commissioning Plan to tender for Support to Live at Home services was approved by Full Council 10 January 2023.

This report relates to the decision to award the One Weston Lead Provider contract.

Award Criteria/Evaluation

30% Price

10% Social Value

5% Climate

55% Quality/Method statements

Stage 1 – Method Statement Questions

Method statement breakdown

- Partnership Working
- Recruitment & Retention of Staff
- Management of Capacity
- Health & Wellbeing
- Service Implementation

Stage 2 – Assessments (TOP 4 Scoring Providers invited to Assessments)

Providers were invited to assess service users and their needs in their own homes and feedback to the panel.

Stage 3: Presentations (TOP 2 Scoring Providers invited to Presentations)

Top 2 scoring Lead Provider Applicants were invited to present to the panel on the following subject:

“Describe your vision for a more joined up health and social care system, including; What are the areas you feel as a social care provider you can influence now and in the future and how will you do this; and How can the use of Technology Enabled Care/Telehealth be used to reduce the demand on the health and social care system and how will you as a Provider implement this in your day to day operations.”

Procurement procedure & publishing information

The route to market used was the Find a Tender Open Procedure under the light touch regime. A one stage process was followed including a selection questionnaire (SQ) & Tender and published on our e-tendering portal - Supplying the South West.

Seven suppliers responded to the tender. Three suppliers were excluded prior to the quality evaluation as they failed to meet the published minimum experience/ability standards.

The following indicative timeline will be followed:

STAGE	DEADLINE
Award Report agreed	21 June 2023
Successful/unsuccessful notifications	End June
Implementation period	July-Oct 2023
Contract starts	November 2023

Evaluation Panel Members

The evaluation panel members included officers from the Adult Social Services Directorate:

Stage 1 – Method Statements

- Contracts and Commissioning Officer
- Contracts and Commissioning Team Manager
- Head of Strategy and Commissioning
- Principal Head of Commissioning, Partnerships and Housing Solutions

Stage 2 – Provider Assessments

- Senior Social Worker
- Head of Strategy and Commissioning
- Occupational Therapist
- Senior Quality Monitoring Officer

Stage 3 – Provider Presentations

- Principal Head of Commissioning, Partnerships and Housing Solutions
- Head of Service Development
- Adult Social Care Worker – Technology and Reablement Intervention Team
- Locality Lead One Weston Integrated Care Partnership

The following officers provided the evaluation panel members with expert opinions on specific award criteria:

- Service Accountant – reviewed supplier pricing schedules
- Climate Emergency Project Officer – provided advice and guidance to the panel with regards the Climate Emergency section
- Social Value Portal – assessed the Social Value responses.

Evaluation outcome

All evaluation panel members attended the relevant moderation meetings to agree final scores and comments for each bidder after each stage. The moderation meetings were hosted by the Strategic Procurement Team who provided independent facilitation.

The Councils standard scoring methodology (with a few appropriate variations on each stage) was used to assess responses.

The evaluation of the tenders resulted in the bidders receiving the following scores:

DN650479 - Support to Live at Home Lead Provider: One Weston											
Scoring Sections	Original % Score Available	Max Score Available	Weighted score Available	Access Your Care		Appearance Group		Quality of Care		HomeLife Care	
				Actual Score	Weighted	Actual Score	Weighted	Actual Score	Weighted	Actual Score	Weighted
Method Statements (Minimum of 3 for each question)											
Partnership Working	25%	5	12.5%	5	12.50%	3	7.50%	4	10.00%	3	7.50%
Recruitment and Retention of Staff	25%	5	12.5%	5	12.50%	4	10.00%	4	10.00%	3	7.50%
Management of Capacity	20%	5	10.0%	5	10.00%	3	6.00%	4	8.00%	4	8.00%
Health and Well-being	10%	5	5.0%	5	5.00%	4	4.00%	5	5.00%	4	4.00%
Service Implementation	20%	5	10.0%	5	10.00%	5	10.00%	3	6.00%	3	6.00%
Total Score		25		25		19		20		17	
Total % Method Statement Score Weighted @ 50%	100%		50%		50.00%		38.00%		40.00%		34.00%
Total % Method Statement Score Weighted @ 55% and then 27.5%					27.50%		20.90%		22.00%		18.70%
Social Value Score	10.0%				4.24%		4.85%		5.49%		9.00%
Climate Emergency	5.0%				5.00%		4.00%		3.00%		4.00%
Price	30.0%				25.68%		25.42%		25.48%		30.00%
Stage 1 TOTAL:					62.42%		55.17%		55.97%		61.70%
Stage 2 - Assessment Day	20.0%	5	11.0%	5	11.00%	5	11.00%	5	11.00%	2	4.40%
Stage 2 - TOTAL					73.42%		66.17%		66.97%		66.10%
Stage 3 - Presentation	30.0%	5	16.5%	5	16.50%		0.00%	4	13.20%		0.00%
Stage 3 - TOTAL					89.92%		66.17%		80.17%		66.10%

Access Your Care Limited was the highest scoring bidder after the 3 stages.

Further information on the Social Value and Climate commitments made by the successful bidder can be provided on request to the Procurement Team.

Contract Management

The contract will be managed by a Contracts and Commissioning Officer. Following contract award a contract management plan will be produced by the Strategic Procurement team with input from the Contracts and Commissioning Officer.

Implementation of contract

See appendices for successful Provider's implementation plan.

4. Consultation

In addition to the consultation detailed in the Commissioning Plan, four service users were engaged on the tender process. We spoke with them and gained formal consent for them to be visited by one of the top four scoring providers to undertake the provider's start of service assessment process. A senior social worker was present at each of the assessments to support the service user and to gain their feedback on their experience. This made-up stage 2 of the tender evaluation.

We also invited colleagues from the adult care teams, contracts and commissioning service and the One Weston Integrated Care Partnership to be panel members.

5. Financial Implications

As this is recommissioning an existing service, there are no new spending commitments. Consideration has been given through the procurement process as to how we commission contracts that achieve best value and are set out in the Procurement Plan.

Costs

The hourly rate submitted by Access Your Care Limited is £24.51. This makes the approximate cost for the Service over the full term £15,208,496.

Funding

Funding will come from the Adult Social Care Budget. The budget is not split by contracts, but the wider budget for domiciliary care, which includes some care types that are not part of these contract renewals is c. £10m and is not currently forecast to overspend.

6. Legal Powers and Implications

The service considered in this procurement are statutory requirements (Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983 as amended in 2009).

The Legal team reviewed the terms and condition of the contract to ensure their compliance with the latest legislation and guidance and were consulted regarding questions received during the ITT phase. No contract changes were agreed during this time.

7. Climate Change and Environmental Implications

Climate Change and Environmental Implications were covered as part of the quality/method statements and evaluated by a member of the Climate Team. Further information is available from the Procurement Team.

8. Risk Management

No risks identified on the risk register scored High due to mitigating factors. One risk relating to the TUPE transfer of staff in the contract implementation phase is accepted as remaining Med/High following mitigation.

9. Equality Implications

An EIA summary has been completed and has not highlighted any negative impact.

10. Corporate Implications

There are no corporate implications.

11. Options Considered

Not applicable.

Author:

Gerald Hunt, Principal Head of Commissioning, Partnerships and Housing Solutions

Appendices:

Successful provider implementation plan

Background Papers:

Commissioning Plan - <https://n-somerset.moderngov.co.uk/ieListDocuments.aspx?CIId=169&MIId=989&Ver=4>

Procurement Plan - <https://n-somerset.gov.uk/sites/default/files/2023-03/22-23%20ASC%2078%20signed.pdf>