

## **CABINET**

**8 APRIL 2014**

### **GATEWAY 3 CONTRACT AWARD: CARERS SUPPORT SERVICES**

Portfolio Holder: Councillor David Brake, Adult Services  
Councillor Mike O'Brien, Children's Services (Lead Member)

Report from: Barbara Peacock, Director of Children and Adults Services

Author: Janet Galloway, Partnership Commissioning Manager  
Preeya Madhoo, Head of Category Management – People

#### **Summary**

This report seeks permission to award a contract to the supplier(s) as highlighted within Section 2.4 of the Exempt Appendix.

The Monitoring Officer, in consultation with the Procurement Board approved the commencement of this requirement at Gateway 1 on 17 September 2013. This Gateway 3 Report has been approved for submission to Cabinet after review and discussion at Procurement Board on 19 March 2014.

#### **1. Budget and Policy Framework**

1.1 This procurement requirement will deliver against the following requirements:

Strategic Priorities –

- Adults maintaining their independence and live healthy lives.
- Children and young people having the best start in life in Medway.

Strategic Council Obligations -

Medway Council Plan – “the delivery of a service that directly supports the core values and strategic priority of ‘adults maintaining their independence and live healthy lives’.

#### **2. Background**

The current Carers' Support Services contracts awarded in April 2009 were for the following services:

2.1 Carers' Support Service (Crossroads for Care):

A respite service provided to informal carers within their own home. This service also provides short breaks to carers through group activities.

2.2 Community Based Advisory Services for Carers (Carers First in Kent and Medway):

This is an advisory service that is operated through a drop in centre and the provision of outreach support to carers within the community. This contractor is also at present commissioned to facilitate the Carers Partnership Board and to provide support to young carers both within schools and the community.

These contracts were originally let for 3 years for the period April 2009 until March 2012, with a provision to extend for up to two years i.e. until 31 March 2014. The further extension has been exercised to allow these contracts to be presented to contract prior to award.

2.3 Young Carers Services (Carers First in Kent and Medway):

This service provides support to meet the needs of Medway children and young people aged 5 - 18 who are affected by a family member's long-term illness or disability. The contractor provides information, peer support, advocacy, respite activities, group sessions and 1:1 key worker support for young carers. This contract had been a rolling contract and is next due to expire on 01 June 2014.

2.4 IAG/ Community Based Service (Carers First in Kent and Medway):

This service provides training and support for groups for carers who care for individuals with a dual diagnosis. This contract expires on 01 June 2014.

2.5 Carers Line Medway (Care First):

This service provides a free 24-hour a day telephone support line and access to up to 5 face-face counselling sessions for all carers. There is also an option to access online counselling. This contract expires on 01 June 2014.

2.6 Dementia Support Services (Alzheimer's Society):

This service offers Dementia cafes for all carers who care for an individual with Dementia. The cafes are held monthly in 3 locations in Medway and support 20 carers per month. This contract expires on 01 June 2014.

2.7 Alzheimer's and Dementia Family Support Service (Sunlight Development Trust):

This service provides opportunities for carers to come together in an informal setting for peer support. The service specifically supports carers who care for individuals with Alzheimer's and Dementia. The service supports 22 carers per month. The contract expires on 01 June 2014

## 2.8 Carers' Support Payments:

This service provides Medway carers with the opportunity to have a break from their caring role by providing them with a sum of money of up to £400. This is on the basis no alternative funding is available, the carer has not accessed social care or health funded respite within the previous year, they care for 20 hours per week or more and are at risk of a breakdown of the caring situation

The personalisation agenda under-pinned the re-commissioning work, ensuring that the specification for this contract allowed Carers to identify and access the support and services they feel they most need and is flexible and responsive to those needs. Carers will be able to have choice and control over the services they receive along with greater emphasis on prevention and early intervention. Carers will be encouraged and supported to shape services to ensure that there are flexible and creative solutions to enable improved outcomes for carers.

## 2.9 The existing services were remodelled into five lots initially as stated in the Gateway 1 report –

Lot 1: Emotional support and counselling & Access to health and well being services

Lot 2: Caring support and training, information & carers shaping policy and services and advocacy

Lot 3: Whole family support, education and 1:1 support (emphasis on young carers)

Lot 4: Carers Breaks

Lot 5: Carers Support Payments

As there was still some crossover in this structure lot 2 was merged into lot 1 as follows;

LOT 1: Access To Services, Training, Information & Advocacy

LOT 2: Whole family support / Education and 1:1 Support (Young Carers)

LOT 3: Carers' Breaks

LOT 4: Carers' Support Payments. This is for 573 payments per year.

## 2.10 The two current dementia services were amalgamated into Lot 1. Lot 2 had its funding doubled to increase young carers support. The total amount of respite breaks were increased from 24,000 breaks per annum to 32,000 per annum at no extra cost to the local authority by taking out the activities budget. It was considered that as current breaks are oversubscribed the service should focus on core activities.

## 2.11 Money has been transferred from the CCG via a Section 256 agreement to Medway Council, which contributes to supporting carers' services. This funding will be combined with Council funding from the Formula Grant to procure aligned carers' support services for the benefit of the health and social care economy.

### 3. Advice and analysis

#### 3.1 Procurement Process

3.1 A restricted two-stage procurement process was undertaken. The first pre-qualification (PQQ) stage resulted in 19 submitted PQQs. Partnership Commissioning and Category Management officers with assistance from finance assessed these bidders on the basis of their financial standing, technical ability and experience. A total of 12 bidders were short-listed across three of the four lots. For Lot 2 - Whole family support / Education and 1:1 Support there were not enough PQQs of suitable quality to have the minimum of three bidders to invite to tender as required by Medway Council's Contract Procedure Rules. It was considered that this service lot needed to be badged more as a vulnerable young peoples service (who are carers) to attract more interest from youth service providers. This service is currently being re-tendered in an open procedure.

3.2 Of the twelve providers invited to tender, eight submitted tenders although one was subsequently withdrawn as it was over the budget limit we had specified. The tender evaluation panel was made up of commissioning, category management, and service officers. Presentations were held for each bidder at which a local carer was part of the panel. The evaluation scores are contained within the exempt appendix.

#### 3.3 Evaluation Criteria

<b>Tender Award Criteria</b>	<b>Total</b>	
<b>Quality – made up of the following sub criteria</b>	<b>Total available marks</b>	<b>%</b>
Project Delivery	15	20%
<i>Dignity &amp; Choice</i>	5	10%
<i>Stakeholder Involvement</i>	10	10%
<i>Access &amp; Inclusion</i>	5	10%
PRESENTATION	5	10%
<b>Total Score / Quality</b>	<b>40</b>	<b>60%</b>
<b>Price</b>	<b>40 %</b>	
<b>Total</b>	<b>100%</b>	

#### 4. Risk management

Risk	Description	Action to avoid or mitigate risk	Risk rating
Reputation / Political	<p>The service has highlighted this procurement as high risk as it will result in a change in provider delivering lot 3. This is a substantial element of the funding for the contract and will have an impact on their larger commercial standing. This could also have a wider impact on other contracts the council has with this provider.</p>	<p>There will need to be a smooth transition of services to due to their importance for carers. TUPE transfer will reduce providers' wage bill. The provider's other contract with Medway Council has different staff and should not be affected. Further contract opportunities such as the re-tender of Lot 2 exist for this provider.</p>	B3
External funding	<p>Funding for Lot 4, Carers Support Payments is not available for future years and/or the provider fails to achieve the required amount of 573 payments per year.</p>	<p>The Partnership Commissioning team will closely monitor this service to ensure that this target is both achievable and achieved.</p>	C2
Service Delivery	<p>The transition to the new provider could be affected by instability in the outgoing provider. Carer's and cared for experience service disruption.</p>	<p>Both providers are required to carry out TUPE transfers and have committed themselves to this. The list of affected staff has already been made available to the new provider during the tender process. The new provider was assessed on their ability to mobilise and smooth the transition for clients.</p>	D2
Contractual delivery	<p>The ongoing delivery of the service falls below acceptable standards.</p>	<p>Performance of the service will continue to be closely monitored by the Partnership Commissioning team.</p>	D2

## **5. Procurement Board**

- 6.1 The Procurement Board consider this report on 19 March 2014 and supported the recommendations in section 9.

## **6. Financial implications**

- 6.1 The procurement requirement and its associated delivery (as per the recommendations at Section 7, will be funded from existing revenue budgets, which in future years will form part of the 'Better Care Fund'. These contracts are an integral part of the draft plans for the 'Better Care Fund' being worked up jointly between the local authority and clinical commissioning group.
- 6.2 Further detail is contained within Section 2.1 Financial Analysis of the Exempt Appendix.

## **7. Legal implications**

- 7.1 The process has been completed in line with council rules and the EU Regulations; therefore there are no legal implications with this regard.

## **8. Recommendation**

- 8.1 That Cabinet approves the contract award to the contractors as outlined within Section 3.2 'Contract Award Recommendation' of the Exempt Appendix.

## **9. Suggested reasons for decision(s)**

- 9.1 A fair and transparent procurement process has been undertaken in accordance with both council rules and EU regulations. The recommended suppliers in the exempt appendix scored highest on quality and offer significant savings on the current contract costs.

### **Lead officer contact**

Janet Galloway, Partnership Commissioning Manager, Gun Wharf, 01634 331345, janet.galloway@medway.gov.uk.

### **Background papers**

Gateway 1 Report	17/09/13
------------------	----------