

CABINET

18 DECEMBER 2018

GATEWAY 3 CONTRACT AWARD: MEDWAY INTEGRATED DOMESTIC ABUSE SERVICE

Portfolio Holder: Councillor David Brake, Adults' Services

Report from: James Williams, Director of Public Health
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SUMMARY

This report seeks permission to award a contract to the supplier(s) as highlighted within section 3.2 of the Exempt Appendix for 3 years with an option to continue for a further 2 years unless terminated in accordance with the Conditions of Contract, and it is anticipated to commence on 1 April 2019.

The Cabinet approved the commencement of this requirement at Gateway 1 on 20 December 2016.

This Gateway 3 report has been approved for submission to the Cabinet after review and discussion at the Public Health (PH) Directorate Management Team Meeting on 6 November 2018 and the Procurement Board on 22 November 2016.

1. BACKGROUND INFORMATION

1.1 Budget and Policy Framework

1.1.1 A number of services are currently being funded/commissioned by Medway Council to deliver domestic abuse services. These include:

- Floating Support Services
- Independent Domestic Violence Advisors
- The One Stop Shop
- The Freedom Programme

- 1.1.2 The Freedom Programme is currently being delivered through the Early Help service and is funded on an annual basis.
- 1.1.3 Medway Community Safety Partnership funds rent for the One Stop Shop.
- 1.1.4 The Independent Domestic Violence Advisor (IDVA) contract is currently awarded to Choices (formally Women's Aid). The IDVA service provides advice and support to high risk victims of DA.

1.2 Background Information

- 1.2.1 Medway has high levels of domestic abuse when compared to other parts of Kent and a variety of services that offer support to domestic abuse victims. Domestic abuse support services in Medway are commissioned using departmental budgets from different service areas. There are different service providers working with victims of Domestic abuse (DA) and information sharing processes between services do not facilitate effective tracking of individuals across service boundaries. This is likely in some cases to be leading to avoidable service duplication and victims potentially being given conflicting information and advice. The experience of accessing appropriate services for both DA victims and for professionals working with DA victims can be confusing and unhelpful.
- 1.2.2 Medway Council and NHS Medway Clinical Commissioning Group have partnered to procure an Integrated Domestic Abuse Service for Medway with one lead provider. Commissioners have worked to commission an outcome based service, modelled around prevention and early intervention, delivering focused and holistic support to families in order to improve pathways and outcomes for individuals and families affected by domestic abuse.

1.3 Funding/Engagement from External Sources

- 1.3.1 Medway Clinical Commissioning Group has contributed to the funding for the service as detailed in Section 1.2 of the Exempt Appendix.

2. PROCUREMENT PROCESS

2.1 Procurement Process Undertaken

- 2.1.1 Public Health (the strategic lead for domestic abuse), Partnership Commissioning (commissioning lead for domestic abuse) Housing (commissioning lead for housing DA support) and NHS Medway Clinical Commissioning Group (health lead for domestic abuse) with support from Category Management, conducted an Open Procedure in accordance with Public Contracts Regulations 2015.

- 2.1.2 The contract opportunity was advertised on Contracts Finder 08/08/2018 followed by the publication of an OJEU contract notice on the same day.
- 2.1.3 The tender suite was uploaded to the Kent Business Portal on 08/08/2018 for a minimum of thirty (30) days with documents electronically available and accessible for interested suppliers. The tender submission deadline was 10/09/2018.
- 2.1.4 There were twenty four (24) expressions of interest from a range of providers but only four providers submitted a completed response document by the tender submission deadline.

2.2 Evaluation Criteria

- 2.2.1 The tender response document was sectioned into three distinct areas; suitability, quality and price.

Suitability

- 2.2.2 This section assessed the suitability of bidders to deliver the service as set out in the specification of requirements.
- 2.2.3 In this section providers were requested to self-certify that there were no grounds for exclusion, that they had adequate health and safety standards and policies and that they had the appropriate levels of insurance or could obtain them if successful.
- 2.2.4 Bidders were also requested to evidence acceptable levels of financial strength proportional to the contract value as well as meet the minimum industry standards which for this service was Safe Lives accreditation and associated standards. A pass for each suitability subsection was required for the quality and price sections of their bid to be assessed.
- 2.2.5 Additionally, applicants had to provide examples of relevant previous experience and referee details for verification purposes.
- 2.2.6 All four bidders passed the due diligence checks with satisfactory references.

Method Statements & Pricing

- 2.2.7 Providers were requested to provide written responses to questions which cut across key areas of service delivery in the form of method statements. There were ten (10) questions in total as well a presentation which together formed the quality aspect of the bid.
- 2.2.8 Below are allocated weightings and minimum criteria for each of the quality sections.

Q No.	Theme	Allocated Weighting %	Minimum score per question/4	Minimum weighting per question %
1	Model & Service Delivery	25	2	12.5
2	Service Outcomes	10	2	5
3	Staffing & Safeguarding	10	2	5
4	Supporting Health Needs	8	2	4
5	Partnership Working	5	2	2.5
6	Added Value	5	2	2.5
7	New Ways of Working	5	2	2.5
8	Innovation	5	2	2.5
9	Mobilisation & Implementation	5	2	2.5
10	Social Value	2	2	1
11	Presentation/Interview	10	2	5
	Sub Total Weighting	90	22	45

2.2.9 Tenderers were also requested to submit costings for the delivery of the integrated service. Price carried a 10% weighting and bidders' total costs could not exceed the stated annual contract value.

2.2.10 The assessment ratio was 90% Quality and 10% Price. Scores were pro-rated and combined for quality and price.

3. BUSINESS CASE

3.1 Delivery of Procurement Project Outputs / Outcomes

3.1.1 The following procurement outcomes/outputs identified as important at Gateway 1 to the delivery of this procurement requirement have been appraised in the table below to demonstrate how the recommended procurement contract award will deliver said outcomes/outputs.

Outputs / Outcomes	How will success be measured?	Who will measure success of outputs/ outcomes	When will success be measured?	How will recommended procurement contract award deliver outputs/outcomes?
1. Young people enjoy healthy relationships	Levels of domestic abuse amongst young people is reduced <ul style="list-style-type: none"> • Client relationship with children has improved (80%) • Positive impact on children’s wellbeing (80%) • Children feeling safer (80%) 	Reported by service	Quarterly from start of contract	The appointed service provider demonstrates/meets the success criteria and service outputs/outcomes
2. Individuals affected by domestic abuse are supported in reducing their experience of domestic abuse	Accredited scales of wellbeing measured at the start and end (or other relevant points) of intervention show improvement in wellbeing for all service users <ul style="list-style-type: none"> • Cessation of abuse (65%) • Reduction in risk (75%) • Client feeling safer (75%) 	Reported by service	Quarterly from start of contract	The appointed service provider demonstrates/meets the success criteria and service outputs/outcomes

<p>3. Individuals affected by domestic abuse are enabled to live a healthy life</p>	<ul style="list-style-type: none"> • Fewer repeat presentations at ED, where domestic abuse is a factor • All service users are able to access IAPT services • Increased access to primary health care services • Uptake of screening and immunisations • Reduction in smoking prevalence • Reduction in alcohol consumption • Reduction in substance misuse • Improved health eating and physical activity • Access to Sexual Health Services • Improved emotional wellbeing 	<p>Data from ED Collated data from service user case files Referrals and take up of IAPT reported by the DA service Referrals to Stop Smoking services</p> <p>Collated feedback from service users</p>	<p>Quarterly from start of contract</p> <p>Quarterly from start of contract</p>	<p>The appointed service provider demonstrates/meets the success criteria and service outputs/outcomes</p>
<p>4. Perpetrators are prevented from causing further harm</p>	<p>Levels of convictions are increased</p> <ul style="list-style-type: none"> • Cessation of abuse (65%) • Reduction in risk (75%) 	<p>Police / court data</p> <p>Service reporting (if applicable)</p>	<p>Quarterly from start of contract</p>	<p>The appointed service provider demonstrates/meets the success criteria and service outputs/outcomes</p>
<p>5. Service users (adults and children) are able to recover and make choices that are right for them</p>	<ul style="list-style-type: none"> • Levels of re-referrals are reduced as a result of an improvement in support and decision making of service users • Number of repeat victims (less than 30%) 	<p>Service reporting – cohort data with explanatory notes, and case studies</p>	<p>Quarterly from start of contract</p>	<p>The appointed service provider demonstrates/meets the success criteria and service outputs/outcomes</p>
<p>6. Households affected by domestic abuse are given appropriate support to</p>	<p>Levels of homeless approaches to Housing Advice and Options service due to Domestic Abuse do not increase</p>	<p>Service data Housing data</p>	<p>Quarterly from start of contract</p>	<p>The appointed service provider demonstrates/meets the success criteria and</p>

sustain their accommodation	following the integrated service implementation			service outputs/outcomes
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4. RISK MANAGEMENT

4.1 Risk Categorisation

1. Risk Category: Delivery of Service	Likelihood: Moderate	Impact: Significant
Outline Description: The new service is not able to deliver services; access, outputs and outcomes to the identified performance targets due to challenges that arise from mobilisation of the new Medway Integrated Domestic Abuse Service.		
Plans to Mitigate: Ensure capacity within Public Health/Partnership Commissioning to work closely with the new provider from contract award to ensure that complex mobilisation issues are resolved and a robust performance and contract monitoring is in place. This will include stakeholder engagement forum; quarterly performance monitoring meetings with the new provider as set out in the specification and throughout the contract term.		
2. Risk Category: Reputation / Political	Likelihood: Low	Impact: Moderate
Outline Description: Service fails to offer appropriate access, quality of service delivery and outcomes, affecting community and stakeholder perception of the Council as funders and commissioners of a new domestic abuse service.		
Plans to Mitigate: The new service will be monitored via regular performance monitoring meetings and reports. The performance monitoring will be reported through the Domestic Abuse Sub Group.		
3. Risk Category: Finance	Likelihood: Low	Impact: Moderate
Outline Description: There is an expectation that the new provider will identify funding opportunities to increase the capacity of the service. Should this not happen then there will be no future development of the service or any scope for building capacity.		
Plans to Mitigate: The procurement process has identified the provider who has a track record of securing additional funds through funding opportunities.		

5. PROCUREMENT BOARD

5.1 The Procurement Board considered this report on 22 November 2018 and supported the recommendation as set out in section 8 of the report below.

6. SERVICE COMMENTS

6.1 Financial Comments

6.1.1 The procurement requirement and its associated delivery (as per the recommendations at Section 8, will be funded from existing revenue budgets. There will be a £50,000 annual contribution from the Better Care Fund.

6.1.2 Further detail is contained within Section 2.1 Financial Analysis of the Exempt Appendix.

6.2 Legal Comments

6.2.1 Medway Council has the power under the Local Government (Contracts) Act 1997 and the Localism Act 2011 to enter into contracts in connection with the performance of its functions.

6.2.2 The process described in this report complies with the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.

6.3 TUPE Comments

6.3.1 There will be no requirement for TUPE following the outcome of the procurement process.

6.4 Procurement Comments

6.4.1 The procurement report in accordance with Regulation 84 of the Public Contracts Regulations 2015 is set out below.

Regulation 84	Data	Required	Notes
84(1)(a)	Name and address of contracting authority	Yes	This is a joint commissioning project for Medway Council and Medway NHS Clinical Commissioning Group NHS Medway Clinical Commissioning Group Fifty Pembroke Court, Chatham Maritime,

			Gillingham, Chatham ME4 4EL Medway Council Gun Wharf, Dock Road, Chatham, ME4 4TR
84(1)(a)	Subject-matter and value of the contract	Yes	Medway Integrated Domestic Abuse Service Total contract value - as submitted by the successful bidder
84(1)(b)	Names of candidates/tenderers passing any selection (SQ) stage and the reasons for their selection	If relevant	N/A
84(1)(b)	Names of candidates deselected following any selection (SQ) stage and the reasons for their deselection	If relevant	N/A
84(1)(b)	Names of bidders selected (following a "reduction of numbers" under Regulation 66), to continue to take part in a competitive with negotiation or competitive dialogue process, and the reasons for their selection	If relevant	N/A
84(1)(b)	Names of bidders deselected (following a "reduction of numbers" under Regulation 66) from a competitive with negotiation or competitive dialogue process, and the reasons for their deselection	If relevant	N/A
84(1)(c)	Reasons for rejection of any tender found to be abnormally low	If relevant	N/A
84(1)(d)	Name(s) of successful bidder(s)	Yes	As detailed in Section 3.2 of the Exempt Appendix
84(1)(d)	Reasons why successful bid(s) was/were selected	Yes	As detailed in Section 3.2 of the Exempt Appendix

84(1)(d)	Share of the contract/framework agreement that the successful bidder intends to sub-contract	If relevant	Approximately 30%
84(1)(d)	Names of the main sub-contractors	If relevant	As detailed in Section 3.2 of the Exempt Appendix
84(1)(e)	Justification for use of competition with negotiation process or competitive dialogue process (see Regulation 26)	If relevant	N/A
84(1)(f)	Justification for use of negotiated procedure without a notice (see Regulation 32)	If relevant	N/A
84(1)(g)	Reasons why the contracting authority decided not to award the contract/framework agreement	If relevant	N/A
84(1)(h)	Reasons why non-electronic means was used for submission of tenders	If relevant	N/A
84(1)(i)	Details of conflicts of interest detected and measures taken to nullify these	If relevant	No conflict identified

6.5 ICT Comments

6.5.1 The service will require integration or data feed (input or output) from Framework 1 and Medway Council ICT department will be involved. Consideration will be given to the Kent and Medway Care Record (KMCR) being developed between East Kent Hospitals University NHS Foundation Trust, Medway Council, Kent County Council and Medway Hospital.

7. OTHER INFORMATION

7.1 This procurement has been undertaken in partnership with NHS Medway CCG as such this contract award recommendation paper will be presented to the Joint Commissioning Management Group (JCMG) on the 13 December 2018 for consideration. The views of the JCMG will be reported to Cabinet.

8. RECOMMENDATION

8.1 The Cabinet is recommended to approve the award of contract to the bidder as detailed in section 3.2 of the Exempt Appendix for the provision of the Medway Integrated Domestic Abuse Service for a

period of 3 years with an option to continue for a further 2 years unless terminated in accordance with the Conditions of Contract.

9. SUGGESTED REASONS FOR DECISION

- 9.1 Tenders have been evaluated and moderated, and the successful bidder has submitted the most economically advantageous tender.
- 9.2 Additionally, representatives of the contracting authorities are confident that the integrated service model proposed by the successful provider is well structured to meet the outcomes of the service through a whole family approach. The preventative strategies and programs of the provider's model is expected to facilitate a reduction in the number of incidences of domestic abuse over the life of the contract.

LEAD OFFICER CONTACT

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BACKGROUND PAPERS

The following documents have been relied upon in the preparation of this report:

Description of Document	Location	Date
Gateway 1 High Risk: Medway Domestic Abuse Service	Cabinet Agenda: https://democracy.medway.gov.uk/mglssueHistoryHome.aspx?lId=18253	20 December 2016