

<b>Report to:</b>	<b>EXECUTIVE CABINET</b>
<b>Date:</b>	24 January 2023
<b>Executive Member:</b>	Councillor John Taylor – Executive Member Adult Social Care, Homelessness, and Inclusivity
<b>Reporting Officer:</b>	Stephanie Butterworth, Director of Adult Services
<b>Subject:</b>	<b>CONTRACT AWARD FOR THE PROVISION OF A RESPITE SERVICE FOR ADULTS WITH A LEARNING DISABILITY</b>
<b>Report Summary:</b>	<p>On 24 August 2022, approval was given by Executive Cabinet to tender a Respite Service for Adults with a Learning Disability to commence 1 October 2023 for a period of five years up to 30 September 2028.</p> <p>Further to this, on 27 September 2023 approval was given by Executive Cabinet to extend the current provision for 18 months from 1 October 2023 to 31 March 2025 to allow time for a complete review of supported accommodation for people with learning disabilities which included a number of other Adults contracts together with the Respite Service.</p> <p>However, the incumbent provider of the Respite Service for People with a Learning Disability contract has since confirmed its intention not to continue with the contract once it ended on 1 October 2023 but has agreed to continue with a six month extension only from 1 October 2023 to 31 March 2024.</p> <p>To align with the previous governance obtained on 24 August 2022 by Executive Cabinet, the intention is to award a contract for a duration of four years and six months from 1 April 2024 to 30 September 2028, with no option to extend.</p> <p>The Council has therefore completed a comprehensive competitive procurement process and the highest-ranking provider has been identified. This report seeks approval by Executive Cabinet to award the contract as detailed in the report to Company H namely, Icare Solutions Stockport LTD.</p>
<b>Recommendations:</b>	That Executive Cabinet approve the award of the contract to the highest ranking and most economically advantageous provider namely: Icare Solutions Stockport LTD.
<b>Corporate Plan:</b>	<p>The service links into the Council's priorities: -</p> <ul style="list-style-type: none"> <li>• Help people to live independent lifestyles supported by responsible communities.</li> <li>• Improve the health and wellbeing of residents.</li> <li>• Protect the most vulnerable.</li> </ul>
<b>Policy Implications:</b>	The proposals align with the Living Well, Working Well and Aging Well programmes for action.
<b>Financial Implications:</b>	The Respite Service for Adults with a Learning Disability provision is costing £0.277m in 2023/24 and is financed by General Fund budgets.
<b>(Authorised by the statutory Section 151</b>	

**Officer & Chief Finance Officer)**

The Directorate are requesting approval for the recommissioning of the provision for the 4 year and 6 month period from 1 April 2024 to 30 September 2028.

Although the contract is proposed for a period of 4 years and 6 months, appropriate break clauses will be included within any future contract arrangements to ensure that the commissioned service can be altered, should it be required, to mitigate any adverse financial impact on the Council.

Any uplift in commissioned contract values due to inflation, demand or service configuration will be taken into account within the service specification to ensure that it is affordable within the available annual budget allocation for the contract duration.

Value for money will be evaluated as part of the contract award process and this required to be clearly evidenced and retained for section 151 officer assurance.

**Legal Implications:  
(Authorised by the  
Borough Solicitor)**

The report provides assurance that STaR have been engaged in providing legal advice and assistance to ensure that a lawful procurement process has been adopted in the selection and engagement of the proposed contractor.

**Risk Management:**

There will be a continued dialogue between commissioners and the provider to ensure that best value is delivered against the contract resource with a view to working towards service developments. These will be delivered through contract performance management and working in partnership with neighbourhood teams.

**Access to Information:**

The background papers relating to this report can be inspected by contacting the report writer Kerry Woolley:



Telephone: 07866 971 001



e-mail: [kerry.woolley@tameside.gov.uk](mailto:kerry.woolley@tameside.gov.uk)

## **1. INTRODUCTION**

- 1.1 On 24 August 2022 approval was given by Executive Cabinet to tender for the provision of a Respite Service for Adults with a Learning Disability for the period 1 October 2023 for a period of five years to 30 September 2028.
- 1.2 On 27 September 2023 Executive Cabinet approved a review of all supported accommodation based services for people with a learning disability, to establish a refreshed model of support. To enable the review to take place, Executive Cabinet approved an extension to the existing Respite contract from 1 October 2023 to 31 March 2025 (18 months).
- 1.3 However, the incumbent provider, Community Integrated Care (CIC), has since notified the Council that they had taken the decision to move away from respite services in order to focus on other areas aligned with their strategy and confirmed its intention not to continue with the contract once it ended on 1 October 2023.
- 1.4 To allow for a compliant tender process to be completed, the Council and CIC agreed to continue their contractual relationship for an additional six months from 1 October 2023 to 1 April 2024.
- 1.5 An open tendering exercise commenced 23 October 2023 and closed 20 November 2023. The tender was completed fully in accordance with Tameside Metropolitan Borough Council Procurement Standing Orders and in conjunction with public procurement requirements via the CHEST (North West procurement portal).
- 1.6 To align with the previous governance obtained on 24 August 2022 by Executive Cabinet, the intention is to award a contract for a duration of four years and six months from 1 April 2024 to 30 September 2028, with no option to extend.

## **2. RESPITE SERVICE FOR ADULTS WITH A LEARNING DISABILITY**

- 2.1 Provision of a building based short stay/respite provision for adults with a learning disability.
- 2.2 The service delivers support to individuals with a range of mild, moderate, and complex learning disabilities.
- 2.3 The service is delivered from a building base provided by the Council through a Registered Social Landlord.
- 2.4 The service provides access to 24-hour support within a shared accommodation environment for individuals who, for the majority of the time, reside in the parental/family/carer home.
- 2.5 The service adopts an outcome focused, person-centred approach to the provision of support, in reflecting individual's lifestyles, skills, aspirations and interests. The service facilitates opportunities for individuals to engage in purposeful activity, meaningful relationships, and inclusion within the community.
- 2.6 The service provides a model of care and support that understands the differing levels of need of the individuals supported. The service offers an enabling environment for individuals and adopts an approach to develop and promote independent living skills, giving people more opportunities to progress with a view to becoming less dependent on support in the future.
- 2.7 The service will be provided to individuals in Tameside who are 18 years or over and have been assessed by the Commissioner as requiring the service in accordance with its eligibility criteria.

- 2.8 The service delivers appropriate staffing levels for one property, providing short stay/respice for up to four individuals at a time, plus one emergency placement. The total number of overnight stays available per week, inclusive of the emergency placement, is 35.
- 2.9 The service is delivered flexibly and responsively, 24 hours a day, 365 days per year. The service delivers overnight support each night, in the form of a waking night.
- 2.10 The service allows for individuals changing and diverse needs and demand for the service including the emergency placement. The service is managed within the maximum budget specified within this contract.

### **3. DETAILS OF PROPOSED CONTRACTUAL ARRANGEMENTS**

- 3.1 Tameside Adult Services in its role as lead commissioner is looking to award a contract for a period of four years six months, from 1 April 2024 to 30 September 2028.

### **4. PROCUREMENT APPROACH USED**

- 4.1 An open tendering exercise commenced on 23 October 2023 and closed on 20 November 2023. The tender was completed fully in accordance with Tameside Metropolitan Borough Council Procurement Standing Orders and in conjunction with public procurement requirements via the CHEST (the North West procurement portal).
- 4.2 The approach used on the tender:
- Tender submission questionnaire - The tender submission questionnaire included seven quality questions and covered the following topics: experience and infrastructure, person-centred support, communication, supervisory management, appropriately trained and competent workforce, recruitment and retention and a carer led question.
  - Carer question - Commissioners approached carers to take part in the tender process. Following discussions, it was agreed that one carer would develop the question and evaluate the response independently. However, due to the change in the initial tender timeline, the carer was not able to commit to attending the evaluation meetings in November. It was established that including the question developed with the carer was vital and it was agreed that the evaluation panel would undertake the evaluation of the question on behalf of the carer.

### **5. EVALUATION METHOD AND OUTCOME**

- 5.1 Responses were received from ten organisations, and these were evaluated by:
- |               |   |
|---------------|---|
| Jenny Lawton  | Assistant Team Manager, West Neighbourhood  |
| Azeem Mhar    | Assistant Team Manager, Shared Lives        |
| Kerry Woolley | Commissioning and Contracts Officer, Adults |
- 5.2 The tender submission was weighted, in terms of significance, based on an 80% Quality (including 20% Social Value) and 20% Cost split. The requirement to weight tender submissions ensures compliance with public procurement requirements.
- 5.3 All questions were drafted with input from panel members and related to matters pertinent to the contract being tendered.
- 5.4 A maximum annual budget for 2024/2025 of £0.277m for the service was included within the advertisement and organisations were invited to submit a year one pricing schedule against the maximum budget. The total budget for the four-year six-month contract will be £1.247m.

An annual uplift may apply to the contract value following the setting of the council's budget and taking into account national announcements and indicators.

## 6. CHECKS ON PROVIDERS

6.1 STAR Procurement has undertaken a full financial check via Company Watch. The check measures the overall financial health of a company. It is based on a statistical evaluation of a company's publicly available financial results in order to determine the level of financial risk associated with the company. The results were as follows:

- Company A Non-compliant bid
- Company B Did not meet quality thresholds
- Company C Non-compliant bid
- Company D Low Risk
- Company E Low Risk
- Company F High Risk – No accounts data available
- Company G Did not meet quality thresholds
- Company H Low Risk
- Company I Non-compliant bid
- Company J High Risk – No accounts data available

7. All organisations have indicated they have the appropriate levels of insurance on commencement of the service. Insurance documents will be obtained from the successful bidder on award of the contract.

## 8. CONCLUSION

8.1 A full summary of the evaluation scores is provided in the table below. The individual organisation's scores are available for scrutiny.

SUMMARY OF MODERATION SCORES				
Bidder	Quality Score	Price Score	Total Score	Rank
Weighting	80.00%	20.00%	100.00%	
Company A	Non-compliant bid			6
Company B	Did not meet quality thresholds			6
Company C	Non-compliant bid			6
Company D	37.30%	17.41%	54.71%	3
Company E	26.25%	8.24%	34.49%	5
Company F	49.02%	20.00%	69.02%	2
Company G	Did not meet quality thresholds			6
<b>Company H</b>	<b>68.75%</b>	<b>17.11%</b>	<b>85.86%</b>	<b>1</b>
Company I	Non-compliant bid			6
Company J	27.55%	19.85%	47.40%	4

## 9. RECOMMENDATIONS

9.1 As set out at the front of the report.