

Report to:	EXECUTIVE CABINET
Date:	24 January 2024
Executive Member:	Councillor John Taylor – Executive Member Adult Social Care, Homelessness and Inclusivity
Reporting Officer:	Stephanie Butterworth, Director of Adult Services
Subject:	CONTRACT AWARD FOR THE PROVISION OF MENTAL HEALTH SERVICES: WELLBEING HUB
Report Summary:	<p>On 24 August 2022, approval was given by Executive Cabinet to extend the current contract for the period of 1 April 2020 to 31 March 2023 for a period of 12 months to allow for an options appraisal of the different procurement options available to be considered with the support of STAR Procurement.</p> <p>Following the appraisal and the completion of a Soft Market Test process, this report seeks approval by Executive Cabinet to direct award the contract to the current provider namely; Tameside Oldham and Glossop Mind as detailed in the report.</p>
Recommendations:	That Executive Cabinet be recommended to approve the direct award of the contract for the period 1 April 2024 to 31 March 2027 with an option to extend for 12 months to the incumbent provider namely: Tameside Oldham and Glossop Mind.
Corporate Plan:	<p>The proposals align with the Living Well, Working Well and Aging Well programmes for action. The service also links into the Council's priorities: -</p> <ul style="list-style-type: none"> • Help people to live independent lifestyles supported by responsible communities. • Improve the health and wellbeing of residents. • Protect the most vulnerable.
Financial Implications: (Authorised by the statutory Section 151 Officer & Chief Finance Officer)	<p>The Provision of Mental Health Wellbeing Hub has a budget of £0.054m in 2023/24 and is financed by the Council general fund. The contract value has been set on this financial envelope, so all costs will be contained within this budget allocation.</p> <p>The Directorate are requesting approval for the direct award of the provision, for the 3 year period 1 April 2024 to 31 March 2027, to Tameside, Oldham and Glossop Mind.</p> <p>Although the contract is proposed for a period of 3 years, 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.</p> <p>Any uplift in commissioned contract values due to inflation, demand or service configuration will need to be taken into account within the service specification to ensure that it is affordable within the available annual budget allocation for the contract duration.</p> <p>It is essential that value for money is evaluated as part of the direct award process and that this is clearly evidenced and retained for section 151 officer assurance.</p>
Legal Implications: (Authorised by the Borough Solicitor)	Details of the procurement approach, which has been overseen by STAR, to ensure that the process is lawful, are contained within the report. The report proposes a direct award of the contract. Under the Constitution CPR 9.3 provides that exemptions may be provided in

exceptional circumstances and examples are provided such as: 9.3 (g) where the ASO can demonstrate that no genuine competition can be obtained in respect of the purchase of particular Supplies, Services or execution of Works; or 9.3 (h). The ASO is satisfied that the Services or execution of Works are of such a specialist nature that they can only be carried out by one person (e.g. statutory undertakers); or 9.3 (j). Supplies or Services are proposed to be purchased which are of a specialist or unique nature (such as antiquities for museums or a particular performance artist or 9.3 (k). Any other exceptional circumstances.

The report sets out the reasons for justifying the direct award in supporting the recommendation.

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.

Access to Information:

The background papers relating to this report can be inspected by contacting the report writer Nicola Carter:

Telephone: 07814 738 402

e-mail: nicola.carter@tameside.gov.uk

1. INTRODUCTION

- 1.1 On 24 August 2022 Executive Cabinet approved an extension to the existing contract for the provision of mental health services for the period 1 April 2020 to 31 March 2023 for a period of 12 months to 31 March 2024 to enable time for a review of the contract to take place and to undertake an appraisal of the different procurement options available.
- 1.2 The annual budget allocation for 2023/2024 for this contract is £0.053m however, 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.
- 1.3 A Soft Market Test commenced 25 August 2023 and closed 8 September 2023. This 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).
- 1.4 The intention is to award a contract for a duration of three years commencing 1 April 2024 with an expiry date of 31 March 2027, with an option to extend for 12 months.

2. PROVISION OF MENTAL HEALTH SERVICES: WELLBEING HUB

- 2.1 The current service is delivered by Tameside Oldham and Glossop Mind at its premises at 216-218 Katherine Street, Ashton-under-Lyne, OL6 7AS, in the community and on the telephone.
- 2.2 The Wellbeing hub offers people recreational and social opportunities in order to improve their mental and physical health, and to foster the skills and confidence necessary to re-engage with other community resources. The Wellbeing Hub is open access. Based on the principles of wellness, self-directed care and prevention, anybody is able to access the facilities, services, groups and activities based there, whether they have a recognised or diagnosed mental health needs or not.
- 2.3 An initial contact, advice and information service (1-2-1) is provided for people with mental health related needs, their family, friends and carers. A key role is to sign-post people on to services that could assist, either within the Wellbeing Hub or elsewhere.
- 2.4 Opportunities for volunteering, along with user-led initiatives, are actively provided, supported and facilitated including the Peer Support Project.
- 2.5 The service delivers access to support, 50 weeks a year.
- 2.6 The service delivers an outcome model based on a recovery approach. Key features of recovery-based services are; promoting Self-Management, Responsive Provision, Expert "User", Valuing Ethnicity and Diversity, Workforce Competency, Access, Choice and Opportunity. Recovery emphasises health, strengths, wellness and hope. The approach is closely associated with social inclusion and being able to take on meaningful and satisfying social roles in society and gaining access to mainstream services that support ordinary living.

3. DETAILS OF PROPOSED CONTRACTUAL ARRANGEMENTS

- 3.1 Tameside Adult Services in its role as lead commissioner is looking to award a three year contract, which is expected to commence on 1 April 2024 and expire on 31 March 2027.

4. PROCUREMENT APPROACH USED

- 4.1 A Soft Market Test commenced on 25 August 2023 and closed on 8 September 2023. The exercise 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 a questionnaire which included four quality questions which explored: user voice and promoting choice; person centred approaches; the recovery approach; support of experts by experience; approaches to outreach; accessibility and cultural competence.

5. EVALUATION METHOD AND OUTCOME

- 5.1 A previous Soft Market Test completed in 2020 confirmed Tameside Oldham and Glossop Mind as the only local provider able to deliver this service. In order to explore and potentially diversify the market a soft market test was conducted opening on 25 August 2023 and closing on 8 September 2023.
- 5.2 The Soft Market Test included a full specification of the service to be provided based on a maximum budget of £0.053m. The budget is based on the value for 2023/2024 – Standard contract terms and conditions allow for an annual uplift as determined by the Council which will be applied to the new contract value from April 2024.
- 5.3 Responses were received from nine organisations, and these were evaluated by:
- Community Engagement Officer, Adults
 - Contract Performance Officer, Adults
 - Commissioning and Contracts Officer, Adults
- 5.4 All questions were drafted with input from panel members and related to matters pertinent to the contract being explored by the Soft Market Test.
- 5.5 A detailed evaluation was completed and it was identified that taking into account the detail requested in section 4.2 of the report together with the location and the wider Tameside offer that there was only one provider who satisfied the requirements of the contract.
- 5.6 Following advice from STAR Procurement, it was agreed that an exemption request should be completed and permission is therefore sought from Executive Cabinet to direct award the above contract to the incumbent provider Tameside Oldham and Glossop Mind for the contract period of three years from 1 April 2024 to 31 March 2027 with an option to extend for 12 months

6. CONCLUSION

- 6.1 The incumbent provider is a key organisation in supporting the Council in delivering its responsibilities in relation to the Care Act 2014 and the Government Adult Social Care 10 year Strategy and has been working in partnership with the Council for many years.
- 6.2 Given the profile, skills, knowledge and expertise of the provider, along with its recourse to support and innovation at a National level through National Mind we consider this an additional benefit to continuing with the current arrangements.
- 6.3 The incumbent provider is able to demonstrate an understanding of the approaches, values and outcomes required and currently delivers this service within requirements.

7. RECOMMENDATIONS

7.1 As set out at the front of the report.