

<b>Report to:</b>	<b>EXECUTIVE CABINET</b>
<b>Date:</b>	27 March 2024
<b>Executive Member:</b>	Councillor Eleanor Wills – Executive Member (Population Health & Wellbeing)
<b>Reporting Officer:</b>	Debbie Watson – Director of Public Health
<b>Subject:</b>	<b>CONTRACT AWARD FOR THE PROVISION OF A DOMESTIC ABUSE SUPPORT SERVICE</b>
<b>Report Summary:</b>	<p>At a meeting of Executive Cabinet on 29 March 2023, approval was given to procure the Domestic Abuse Support Service for Tameside. An open tendering exercise commenced on 14 August 2023 and closed on 9 October 2023. The tender was completed fully in accordance with Tameside Metropolitan Borough Council Procurement Standing Orders and in conjunction with OJEU requirements via the CHEST (the North West procurement portal).</p> <p>Following the completion of a competitive tendering process and the subsequent evaluation of tender submissions, this report seeks permission to approve the award of the contract for the Provision of a Domestic Abuse Support service to Jigsaw Support.</p>
<b>Recommendations:</b>	That Executive Cabinet be recommended to approve the award of the contract to the highest ranking and most economically advantageous provider namely Jigsaw Support.
<b>Corporate Plan:</b>	The proposed activities directly support the delivery of the objective to reduce victims of domestic abuse under the priority 'Nurturing Communities' in the Corporate Plan
<b>Policy Implications:</b>	This contract award ensures that the borough-wide domestic abuse support service remains in place to support victim/survivors and is enhanced to meet the priorities outlined in the Tameside Domestic Abuse Strategy, and ensures that the borough complies with the duties outlined in the Domestic Abuse Act (2021).
<b>Financial Implications: (Authorised by the statutory Section 151 Officer)</b>	<p>The Domestic Abuse support budget of £1.231m in 2023/24 is financed by Council funding of £0.619m, Domestic Abuse grant of £0.571m and a contribution from GMCA of £0.041m.</p> <p>The budget value includes £0.124m of estimated staffing costs and £0.100m of transformation funds.</p> <p>The remaining balance of £1.007m is allocated to commissioned contracts as per the Executive Cabinet Commissioning Intentions report in March 2023. Link to the Executive Cabinet Report below:  <a href="#">ITEM 14 - Domestic Abuse Commissioning Intentions 20232024 FINAL.pdf (modern.gov.co.uk)</a></p> <p>The contract award to Jigsaw Support totalling £1.007m is within the service available budget for Domestic Abuse in 2024/25. The contract specification will need to be adjusted accordingly should the grant be reduced beyond this financial year.</p> <p>While the Domestic Abuse grant has been confirmed until 2024/25 there is no confirmation of funding beyond this date. Appropriate break clauses have been included in the contract arrangements, to</p>

ensure that the commissioned services can be withdrawn in the event that the grant ceases or reduces, to avoid any adverse financial impact on the Council.

As only one compliant bid was received it is difficult to provide rigorous assurance that the contract sum represents best value. However, as the contract award is within the available budget it is essential that the contract is rigorously monitored throughout the contract duration to ensure all expected outcomes and key milestones are delivered.

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

The procurement process outlined in the report resulted in only one compliant tender, which has been evaluated and the contract is due to be awarded to Jigsaw. It is important to ensure robust contract management is put in place together with regular report monitoring.

**Risk Management:**

There will be a continued dialogue between commissioners and the provider to ensure that best value is delivered against the contract which will be monitored through regular contract performance management.

**Background Information:**

The background papers relating to this report can be inspected by contacting



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## **1 INTRODUCTION**

- 1.1 At a meeting of Executive Cabinet on 29 March 2023 approval was given to tender for the provision of a Domestic Abuse Support Service for Tameside for the period 1 April 2024 to 31 March 2029 with the option to extend for a further period of 5 years.

## **2 THE DOMESTIC ABUSE SUPPORT SERVICE**

- 2.1 The Domestic Abuse Support offer in Tameside is a flexible service providing safe accommodation and community-based support for anyone experiencing domestic abuse in Tameside, irrelevant of risk level. The service will work with partners across the local system to shape the coordinated response to domestic abuse based on residents' needs and a shared commitment to reducing risk and saving lives.
- 2.2 The core minimum support offer for Tameside will include:
- Sufficient, local safe accommodation, including refuge, dispersed accommodation, sanctuary and target hardening and appropriate move on accommodation
  - Independent Domestic Violence Advisors (IDVA) to support cases that are assessed as high risk of serious harm or homicide
  - Specialist key workers to support medium and standard risk cases, step down and recovery
  - Specialist children and young people's workers
  - Specialist support for minoritised communities
  - Respect Accredited behaviour change programmes for adult perpetrators and for children using harmful behaviours
  - Counselling and therapeutic interventions

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

- 3.1 Population Health in its role as lead commissioner is looking to award a contract for a period of five years, from 1 April 2024 to 31 March 2029 with the option to extend for further period of five years.

## **4 THE PROCUREMENT APPROACH USED**

- 4.1 An open tendering exercise commenced on 14 August 2023 and closed on 9 October 2023. The tender was completed fully in accordance with Tameside Metropolitan Borough Council Procurement Standing Orders and in conjunction with OJEU requirements via the CHEST (the Northwest procurement portal).
- 4.2 The approaches used on this tender were:
- Tender Submission Questionnaire – The tender questionnaire comprised of seven questions covering service model and delivery, system leadership, demand, local by and for services, unmet need, safeguarding and outcomes.
  - Service User Questions – Commissioners supported two service users to take part in the tender process. Between them, the service users agreed on four questions, which the bidder responded to via the CHEST. The questions were subsequently evaluated by the service users.
  - Presentation - Top 3 scoring bidders only

## 5 RESPONSE

- 5.1 Compliant responses were received from one organisation.
- 5.2 In addition, there was one non-compliant tender, which was subsequently excluded from the evaluation process.

## 6 EVALUATION METHOD AND OUTCOME

- 6.1 The Invitation to tender was based on a 70% quality weighting, 20% social value weighting and 10% price weighting. Social value is integral to the delivery of this service (including reducing the victims of domestic abuse, improving satisfaction with local community victims of crime / fear of crime, reducing the levels of anti-social behaviour amongst other) and a contractual obligation and is weighted accordingly. The requirement to weight tender submissions ensures compliance with European Union Regulations 2006.
- 6.3 All tender questions were drafted with input from panel members along with the service users questions designed and evaluated by service users. All questions related to matters pertinent to the contract being tendered.
- 6.4 A maximum annual budget for 2024/25 of £1.007m for the service was included within the advert for the tender and organisations were invited to submit a first year pricing schedule against the maximum budget. The total budget for the initial term (Years 1 to 5) will be £5.035m. The value for years 1 to 5 plus the option to extend for up to 5 years will be £10.070m.

## 7 CHECKS ON PROVIDERS

- 7.1 STAR procurement have 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.
- 7.2 STAR are satisfied that the Company Watch financial analysis of the tenderer indicates a good level of financial viability. Financial checks are available for scrutiny if required.
- 7.3 The organisation has 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 below.

Bidder name	Stage 1 Total % (Max 90%) (Quality 80% plus Price 10%)	Shortlisted to Stage 2	Stage 2: Quality Interview % (Max 10%)	Final Total % (Stages 1 & 2) (Max 100%)	Ranking
Jigsaw Support	67.50%	Y	5.00%	72.50%	1

## **9. RECOMMENDATION**

9.1 As set out at the front of the report.