

Report of: Diane Burke Health Improvement Principal

Report to Dr Ian Cameron Director of Public Health

Date: 12th March 2015

Subject: Delegated Decision - Award of Contract for Long Term Conditions Supported Structured Self-Management Programme (Contract Reference 9Q5F-32Z9QI)

Are specific electoral Wards affected? If relevant, name(s) of Ward(s):	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Is the decision eligible for Call-In?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Does the report contain confidential or exempt information? If relevant, Access to Information Procedure Rule number: Appendix number:	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No

Summary of main issues

1. The purpose of this report is to seek approval from the Director of Public Health to award a contract to Self Management UK for the Long Term Conditions Supported Structured Self-Management Programme.
2. The service model that has been procured is in line with the needs and requirements of the service users as set out in the tender documents.
3. Four applications were received in total for which the deadline was 28th January 2015.
4. The contract is to commence from 1st April 2015 until 30th November 2015, with no option to extend.

The value of the contract is £185,000, which is a fixed budget for the delivery of this contract.

5. This report provides the background to the requirements for this service provision and the decision to undertake a procurement exercise. It then outlines the procurement process and the outcome of the evaluations.

Recommendations

6. The Director of Public Health is recommended to approve award of a contract to Self Management UK for the Long Term Conditions Supported Structured Self-Management Programme. The contract is to commence from 1st April 2015 until 30th November 2015, with no option to extend.
7. The Health Improvement Principal will support implementation of the contract award to ensure the new service is in place and operational by 1st April 2015.

1 Purpose of this report

- 1.1 The purpose of this report is to seek approval from the Director of Public Health to award a contract to Self Management UK for the Long Term Conditions Supported Structured Self-Management Programme.

2 Background information

- 2.1 The Department of Health estimates that 15 million people in England have one or more Long-term Condition (LTC) and the proportion of people with multiple LTC is increasing dramatically. It is estimated that almost 70% of the health and social care spend is attributed to people with LTCs.
- 2.2 Long term conditions can affect many parts of a person's life, from their ability to work and have relationships to housing and education opportunities.
- 2.3 There is a wealth of evidence which highlights the importance of effective self-management of long-term conditions. People who are given the skills and confidence to self-manage their condition experience better health outcomes (Greene and Hibbard 2012). With effective support and education, evidence shows that these skills can be developed and strengthened, even among those who are initially less confident; less motivated or have low levels of health literacy (Hibbard and Greene 2013).
- 2.4 The management of care for people with long term conditions should be proactive, holistic, preventive and patient-centred. Access to structured education is essential and was highlighted as one of the most important principles that could contribute to effective self-management (Diabetes UK)
- 2.5 Leeds Community Healthcare currently provides advanced LTC structured education programmes, for example Xpert (Diabetes), Pulmonary Rehab, Cardiac Rehab, and Expert Patient Programme (EPP). However, from extensive consultation with people in Leeds there is recognition that these programmes in their present form are too inflexible and only offered during the day over a six week period and therefore do not meet the needs of certain cohorts, for example certain ethnic groups or people that work. There has also been concern raised by the GPs and the three CCG's that there is a lack of capacity in the current offer to meet the demand across the city.
- 2.6 This programme of work is directly related to the delivery of the Joint Health and Well Being outcome 2– People will live full, active and independent lives, and the priority that more people will cope better with their conditions.

2.7 A large multi-agency self-management workshop was held in Leeds to establish a model of delivery for people living with Long Term Conditions. There was representation from people living with LTC's who highlighted a need for a menu based approach to structured education at a time when they feel ready to learn more about their condition, giving them the confidence and the skill to self-manage their condition.

3 Main issues

3.1 The open procurement process was followed which commenced in December 2014 when the documents were published through YORtender,

3.2 The Pre-Qualification Questionnaire (PQQ) and Tender Documents Parts 1 to 4 were issued at the same time and bidders were given the deadline of 28th January 2015 to submit PQQ's and tender submissions.

3.3 The quality criterion in the invitation to tender was set at 100% quality. There were qualitative areas that tenderers had to respond to, which focused on:

- The design, development and implementation of the programme
- Involvement of people in the delivery and evaluation of the programme
- Prioritisation of newly diagnosed patients onto the programme
- Communications Strategy and promotional strategy
- Competence of the educators
- Accessing and supporting potentially vulnerable groups
- Understanding of community development principles
- Support mechanisms to ensure attendance on the programme

3.4 An evaluation panel, consisting of commissioning officers with experience and knowledge relating to Long term conditions and self management evaluated the four tender submissions in line with the evaluation model set out in the tender instructions.

3.5 Due diligence checks of the submissions for this contract have been undertaken by the Council's PPP&PU. These included the uptake of references from bidders, ensuring that the appropriate levels of insurance were in place, an inspection of all audited accounts as well as health and safety policies, information governance and safeguarding.

3.6 The new contract is to commence from 1st April 2015 until 30th November 2015, with no option to extend.

4 Corporate Considerations

4.1 Consultation and Engagement

4.1.1 Significant consultation has been undertaken on the service specification. The tender documentation was subsequently developed to ensure that the key issues were reflected.

4.1.2 A Consultant in Public Health, A Health Improvement Principal, and two GP's were on the evaluation panel, all of whom have a vast wealth of knowledge and experience in this field.

4.2 Equality and Diversity / Cohesion and Integration

4.2.1 An Equality Impact Assessment screening tool has been undertaken and is attached at Appendix 2.

4.2.2 Appropriate policies and procedures are in place by the recommended provider and were reviewed as part of the PQQ screening process.

4.3 Council policies and City Priorities

4.3.1 The pilot supports the vision of the Leeds Joint Health and Wellbeing Strategy 2013-15 in working with people who are the poorest to improve their health the fastest, particularly contributing to the following outcomes:

Outcome 1 - People will live longer and have healthier lives.

Outcome 2- People will live full, active and independent lives with the priority being - Ensure more people cope better with their conditions

Outcome 3 - People's quality of life will be improved by access to quality, the priority being

Ensure people have equitable access to services and Ensure people have a positive experience of their care

Outcome 4 - People will be involved in decisions made about them with the priority being - Ensure that people have a voice and influence in decision making

4.3.2 In addition this pilot is linked to the Health and Wellbeing City priority Plan 2011-2015 with its overall vision that people will live longer and have healthier lives; and that inequalities in health are reduced

4.4 Resources and value for money

4.4.1 The value for the proposed contract award is £185,000 which is a fixed budget for the provision of this service. This is reflective of current service funding and does not introduce any additional funding pressures.

4.4.2 The contract is being awarded in the sum of £185,000, which is the fixed budget for the delivery of this service.

4.5 Legal Implications, Access to Information and Call In

- 4.5.1 The decision maker's authority falls under Section 3E (08) of the Council Constitution, Officer Delegation Scheme (Executive Functions) - Director of Public Health.
- 4.5.2 This decision is the implementation of a significant operational decision made on 12th November 2014 and as such, is not subject to call-in.
- 4.5.3 Appendix 1 to this report is confidential and exempt under Access to Information Procedure Rule 10.4 (3) as it contains information relating to the business affairs of each organisation involved throughout the process. It is felt that if this is disclosed this would, or would be likely to, prejudice the commercial interest of the Council.

4.6 Risk Management

- 4.6.1 This procurement process was conducted in accordance with the Council's Contract Procedure Rules in order to ensure that a fair, open and transparent process was undertaken.
- 4.6.2 A risk register has been created, as this is a pilot program there are no lessons learned from other tender exercises, and will be updated throughout the project life cycle.

5 Conclusions

- 5.1 The procurement of the Long Term Conditions Supported Structured Self-Management Programme has been undertaken in line with procurement processes. The decision to award the contract was reached following evaluation of the quality and price responses submitted in the compliant bid.
- 5.2 The successful bid received from Self Management UK was found to meet the requirements set out in the tender documents, which reflect the desired outcomes that Public Health hope to achieve through the delivery of this contract whilst still achieving best value.

6 Recommendations

- 6.1 The Director of Public Health is recommended to approve award of a contract to Self Management UK for the Long Term Conditions Supported Structured Self-Management Programme. The contract is to commence from 1st April 2015 until 30th November 2015, with no option to extend.
- 6.2 The Commissioning Officer will support implementation of the contract award to ensure the new service is in place and operational by 1st April 2015.

7 Background documents¹

¹ The background documents listed in this section are available to download from the Council's website,

- 7.1 Appendix 1 – Tender Evaluation Summary
- 7.2 Appendix 2 – Equality Impact Assessment