

Report of: Deputy Director, Integrated Commissioning, Adults and Health

Report to: Director of Adults and Health

Date: 16th January 2019

Subject: Award of a contract to Carers Leeds to deliver an Information, Advice and Support Service for unpaid adult and parent carers in Leeds.

Are specific electoral Wards affected?	<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
If relevant, name(s) of Ward(s): n/a		
Are there implications for equality and diversity and cohesion and integration?	<input checked="" 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?	<input checked="" type="checkbox"/> Yes	<input type="checkbox"/> No
If relevant, Access to Information Procedure Rule number: 10.4 (3)		
Appendix number: 1		

Summary of main issues

1. In September 2018, the Director of Adults and Health approved the procurement of an information, advice and support service for adult and parent carers in Leeds.
2. The procurement process, which was led by Leeds City Council on behalf of the council and NHS Leeds Clinical Commissioning Group (CCG), has concluded and Carers Leeds, the sole bidder, have exceeded the quality and price criteria required.
3. The procurement process has been undertaken in accordance with the Public Contracts Regulations 2015 and, following evaluation, there are no grounds indicating that the contract should not be awarded.
4. The decision to award the contract to Carers Leeds is a Significant Operational Decision as it is a consequence of the previous Key Decision giving authority to procure which was taken on 17th September 2018.

Recommendations

1. This report recommends that the Director of Adults and Health award a contract to Carers Leeds to deliver an Information, Advice and Support Service for unpaid adult and parent carers in Leeds. The contract will commence on 1st April 2019 for a period of five years with options to extend the contract up to a further two years. The annual contract value is set out under Appendix 1.
2. The Director of Adults and Health to note that the Head of Commissioning (Integration) is responsible for the implementation of this decision which will be done in consultation with Procurement and Commercial Services (PACS).

1. Purpose of this report

- 1.1. The purpose of this report is to seek approval from the Director of Adults and Health to award a contract to Carers Leeds to deliver an Information, Advice and Support Service for unpaid adult and parent carers in Leeds. The contract will commence on 1st April 2019 for a period of five years with options to extend the contract up to a further two years.

2. Background

- 2.1. The Director of Adults and Health previously approved the commencement of the procurement of an information, advice and support service for adult and parent carers in Leeds.
- 2.2. The service specification was informed by public consultation and builds on the learning and evaluation of existing services and support for carers. The new service will have four main elements:
 - A universal offer of support for any carer
 - Personalised support for carers who need more than universal support
 - Working in collaboration with health and care agencies
 - Promoting public awareness of carers and caring
- 2.3. The specification will mean that the new service places greater emphasis on:
 - Carer support being embedded in primary care, acute care and the development of local care partnerships
 - Broadening engagement with local communities to identify, build on and utilise their strengths and assets
 - Expanding support to employers to reduce the numbers of carers who give up work or reduce hours to care
 - Supporting more carers to be aware of and accessing digital resources and technology to support their health and their caring role.
- 2.4. The service was placed out to tender via an open procurement process. Leeds City Council led the procurement on behalf of the council and NHS Leeds Clinical Commissioning Group. The procurement opportunity was advertised in the Official Journal of the European Union (OJEU) as well as on the council's electronic tendering system, YORtender.
- 2.5. Through the public consultation, carers were invited to say if they would be interested in participating in the procurement process. Three carers have been involved in the process in line with the council's Service User Guide which explains the importance of involving service users in the procurement of goods, works and services, how service users can be involved and confidentiality issues. Prior to their involvement, carers completed a confidentiality agreement

3. Main issues

- 3.1. The procurement process consisted of three parts:
 - Standard Selection Questionnaire (SSQ)
 - Quality evaluation
 - Price evaluation

- 3.2. Although a number of organisations registered their interest via YORtender and three organisations requested TUPE information, only one organisation, Carers Leeds, submitted a response to the procurement exercise. Procurement and Commercial Services have contacted the three organisations who requested TUPE to ask why they chose not to submit a bid. The providers have not responded.
- 3.3. Parts 1 and 2 of the SSQ required Carers Leeds to declare that they have not breached any of the grounds for exclusion. Part 3 of the SSQ included a number of selection questions which Carers Leeds was required to complete. Carers Leeds exceeded all of the standards required to proceed to the next stage.
- 3.4. The quality evaluation accounted for 800 of the total points available and consisted of method statement (650 points) and interview (150 points).
- 3.5. The method statement was evaluated by an evaluation panel using a consensus approach to scoring. Three carers and 1 Service Delivery Manager from Adults and Health Social Work Services acted as advisers to the evaluation panel. Carers Leeds scored 492 out of a possible 650 points and met the minimum score threshold for each of the 7 questions.
- 3.6. The interview was conducted by the evaluation panel and the three carers. The interview consisted of 5 questions, two of which were determined and scored by carers. Carers Leeds scored 105 points out of a possible 150 points.
- 3.7. The criteria used in the quality evaluation and the quality evaluation booklet is set out in Appendix 2.
- 3.8. The price evaluation accounted for 200 of the total points available as efficiency savings had already been built into the annual contract value. Tenderers bidding outside of a set pricing range would have been automatically eliminated from the process and not considered for the contract. Carers Leeds scored 101.55 points and met all the requirements of the price evaluation.
- 3.9. Please refer to Appendix 3 that provides a breakdown of both the quality and the price score.
- 3.10. The required checks have been undertaken by Procurement and Commercial Services in relation to Carers Leeds. These included the uptake of references from existing contracts, ensuring that the appropriate levels of insurance are in place, an inspection of their audited accounts, health and safety policy and safeguarding policy.

4. Corporate considerations

4.1. Consultation and engagement

- 4.2. A public consultation exercise was carried out between 6th November 2017 and 26th January 2018. Feedback from the consultation along with learning and evaluation from existing provision (locally and nationally), has led to a well-informed service specification built around four main elements:

- A universal offer of support for any carer
- Personalised support for carers who need more than universal support
- Collaborative work with health and care agencies
- Promoting public awareness of carers and caring

4.2.1. Three carers have been involved in the procurement process in line with the councils Service User Guide which explains the importance of involving service users in the procurement of goods, works and services, how service users can be involved and confidentiality issues. Prior to their involvement, carers completed a confidentiality agreement

4.2.2. The Executive Member for Health, Wellbeing and Adults has been briefed on the outcome of the tender evaluation

4.3. Equality and diversity / cohesion and integration

4.3.1. An Equality, Diversity, Cohesion and Integration Screening Tool has been completed (attached at Appendix 4).

4.4. Council policies and Best Council Plan

4.4.1. Effective support for carers is a key component in supporting strong communities and is at the heart of being a caring and compassionate city. As such, the service will contribute to the delivery of key outcomes in the Best Council Plan.

4.4.2. Effective support for carers also contributes towards the ambitions in the Leeds Health & Wellbeing Strategy, particularly how we put in place the best conditions in Leeds for people to live fulfilling lives. Identification of carers and support to maintain and improving carers' physical and mental health and wellbeing are identified as priorities in supporting strong, engaged and well-connected communities.

4.4.3. The service will make a significant contributions to a number of breakthrough projects, in particular:

- Early intervention and reducing health inequalities
- Making Leeds the best place to grow old in
- More jobs, better jobs
- Strong communities benefiting from a strong city

4.5. Resources and value for money

4.5.1. Effective support for carers which promotes their wellbeing and enables them to continue caring makes economic sense as it helps to manage demand on health and care services. Carers help to maintain the health and wellbeing of the person they care for, support that person's independence and enable them to stay in their own homes for longer. Research undertaken by the University of Leeds estimates the cost of replacing unpaid care with paid care to be around £1.4billion per year in Leeds.

4.5.2. The pricing range, for delivering this contract, was stated in the procurement exercise as being between £1,193,885 and £1,326,539 per annum. This included

an efficiency of 7.5% which was deemed achievable through reducing the number of separate grant agreements and contracts into a single contract and embracing new approaches to service delivery.

- 4.5.3. The annual funding is included in the adult carer's budget and includes contributions from NHS Leeds Clinical Commissioning Group, Leeds City Council Children and Families Directorate and the Learning Disability Pooled Budget. This is set out in Appendix 1.
- 4.5.4. The NHS Leeds CCG funding contribution will be transferred via the existing section 75 pooled budget agreement which will be amended to show the CCG contribution.
- 4.5.5. Planned contract monitoring and management for the contract will help the Council and NHS to achieve value for money as well as supporting a positive working relationship with the Provider.

4.6. Legal implications, access to information and call-in

- 4.6.1. The procurement has been undertaken in accordance with the Public Contracts Regulations 2015 and, following evaluation, there are no grounds indicating that the contract should not be awarded.
- 4.6.2. The contents of the confidential Appendix 1, relate to commercially sensitive operational information from Carers Leeds and it is therefore considered that this element of the report should be treated as exempt under rule 10.4(3) of the Access to Information Procedure Rules.
- 4.6.3. This decision to award the contract to Carers Leeds is a Significant Operational Decision as it is a consequence of the previous Key Decision giving authority to procure which was taken on 17th September 2018.

4.7. Risk management

- 4.7.1. The procurement process has been undertaken in a fair, open and transparent way and in adherence with the Public Contracts Regulations 2015 and the council's own Contracts Procedure Rules.

5. Conclusions

- 5.1. The procurement has been undertaken in accordance with relevant procurement processes. The recommendation to award the contract follows the evaluation of the tender submitted by Carers Leeds.
- 5.2. Carers Leeds has exceeded the necessary quality and price criteria, reflecting the desired outcomes that Adults and Health and NHS Leeds CCG would hope to achieve through the delivery of the contract within the funding envelope.
- 5.3. The contract will commence on 1st April 2019.

6. Recommendations

- 6.1. This report recommends that the Director of Adults and Health award a contract to Carers Leeds to deliver an Information, Advice and Support Service for unpaid adult and parent carers in Leeds. The contract will commence on 1st April 2019 for a period of five years with options to extend the contract up to a further two years. The annual contract value is set out under Appendix 1.
- 6.2. The Director of Adults and Health to note that the Head of Commissioning (Integration) is responsible for the implementation of this decision which will be done in consultation with Procurement and Commercial Services (PACS).

7. Background documents¹

- 7.1. None

Appendices

Appendix 1: Annual contract value and funding contributions

Appendix 2: Quality and price evaluation criteria

Appendix 3: Quality and price scores

Appendix 4: Equality and Diversity & Cohesion and Inclusion Screening

¹ The background documents listed in this section are available to download from the Council's website, unless they contain confidential or exempt information. The list of background documents does not include published works