



Report of: Deputy Director, Integrated Commissioning Adults and Health

Report to: Director of Adults and Health

Date: 25th September 2019

Subject: To seek authority from the Director of Adults and Health to procure a Sikh Elders Service. The total value of the contract to be procured will be £442,729.

Are specific electoral wards affected? If yes, name(s) of ward(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Has consultation been carried out?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Are there implications for equality and diversity and cohesion and integration?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Will the decision be open 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 type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Summary

1. Main issues

- This report seeks authority from the Director of Adults to procure a Sikh Elders Service to commence from 1 April 2020. The contract is currently in place with Touchstone and is due to expire on 31 March 2020.
- If authority to procure is given by the Director of Adults and Health this service will be placed out to competition on 30th September 2019. The contract will be awarded by December 2019 allowing for a three month mobilisation period.
- Due to the total contract value being less than £500K this is a significant operational decision and will not be subject to call-in.

2. Best Council Plan Implications (click [here](#) for the latest version of the Best Council Plan)

This service will contribute to the following priorities

- making Leeds the best city to grow old in
- Supporting healthy, physically active lifestyles
- Promoting opportunities for older people to be healthy, active, included and respected

3. Resource Implications

- The total value of this decision is £442,729 – this will be for a contractual arrangement of 5 years with the option to extend for a period of up to 24 months.
- Officer time will be necessary in order to undertake the procurement and future contract monitoring. This will be met through existing capacity from within the Adults and Health Integrated Commissioning Team.

Recommendations

The Director of Adults and Health is recommended to:

- Give authority to proceed with a procurement process, as outlined in this report and in line with Contracts Procedure Rules (CPRs) 3.1.8.
- To use their delegated authority to take commissioning decisions which will be a direct consequence of this significant operational decision, for example approval of the detailed specifications for procurement and subsequent contract awards. These will also be significant operational decisions.

1. Purpose of this report

- 1.1 To request approval to procure a service for predominantly, but not exclusively Sikh elders in Leeds with a contract commencement date of 1st April 2020.

2. Background information

- 2.1 The Sikh Elders Service is a citywide service that aims to provide opportunities to benefit the social, physical and mental wellbeing of predominantly, but not exclusively, Sikh Elders. In the context of this service “Elders” are defined as 55 and over.

The main outcomes for the Sikh Elders service are:

- Reduction of Social Isolation
- Increased participation & involvement in the communities in which they live
- Choice and control over their own lives
- Enhanced wellbeing and healthier life choices

- 2.2 In order to meet these outcomes, the service delivers a wide variety of support and activities, e.g. provision of information and advice, activity groups, befriending and more intensive 1-1 support. Examples of group activities provided includes: silver surfers, guest speakers on relevant topics and health and well-being based activities. It also provides culturally specific activities: for example Diwali celebrations and ongoing activities specifically relating to the Sikh faith and culture. In terms of 1-1 support, home visits are offered to undertake an assessment of an individuals’ needs within the context of the support the service can provide. Where the service cannot fully meet the needs of the individual through the activities and support it offers, it will signpost/refer them to other agencies to ensure these needs are met. These include Adults and Health and other community services. This is a really valuable aspect of the work undertaken as often, the people that the service comes into contact with, are not receiving any other support and due to potential language /cultural needs may have difficulty accessing other services without this

input. The service also has a role in enabling Sikh Elders to fully participate in the wider community and access universal services/support networks and activities.

- 2.3 The majority of the funding provided is spent on staffing (approximately 76%). This pays for: a part time manager, two part time support workers and a small number of administrative hours. The service is also expected to maintain a team of volunteers to support their work. The remainder of the funding is spent on activities, volunteer expenses and the overheads required to deliver the service.
- 2.4 This service has been delivered through a contractual arrangement since 2007 under an open tendering process. It is a well-established and well thought of service which has specific expertise and experience in supporting BAME communities.
- 2.5 The service has been subject to a contract monitoring process whereby they have demonstrated their ability to deliver the service in line with required outcomes.

3. Main issues

- 3.1 A market sounding exercise (MSE) for this service was advertised on YORtender in July 2019. It included a number of questions to enable providers to demonstrate their appetite and capacity to deliver this service. There were three responses – all showing the ability and willingness to deliver this service. Consequently, a full procurement process is needed.
- 3.2 The contract monitoring process has indicated that there is a high level of satisfaction with the service and that it is meeting the required outcomes.
- 3.3 The relevant documentation including: tender questions and service specification have all been approved by the Adults Commissioning board on 11th September 2019.
- 3.4 The existing outcome focussed service specification has been amended to reflect current legislation/strategic direction and any learning from the previous contracts, and current commissioning priorities. However, there are no significant changes that will impact on service delivery as findings from the contract monitoring process has indicated that the service model is working and meeting the needs of the community.

4. Corporate considerations

4.1 Consultation and engagement

- 4.1.1 Consultation was undertaken between May and July 2019 by Commissioning staff involving all stakeholders, including staff and service users. It was the view of commissioning officers that this service should be re-commissioned.
- 4.1.2 A market sounding exercise was undertaken and providers were able to raise questions and areas for clarification throughout using the electronic tendering system YORtender.
- 4.1.3 An evaluation team will be established which will include representation from a 3rd sector organisation to ensure openness, transparency and community engagement.

- 4.1.4 Throughout the duration of the future contract, consultation will take place with service users and stakeholders to ensure the service is meeting the agreed outcomes. This will be a key feature of the contract monitoring process.
- 4.1.5 The Executive Board Member for Health, Wellbeing and Adults has been briefed on 19/09/19 regarding the recommendations contained in this report.

4.2 Equality and diversity / cohesion and integration

- 4.2.1 An Equality, Diversity, Cohesion and Integration Screening Tool has been completed (attached at Appendix 1). The screening showed that a full Equality and Diversity Impact Assessment was not required as equality and diversity issues have already been considered as part of the procurement process. The outcome of the screening will be taken into account when developing the specification for the new service. **See Appendix 1**

4.3 Council policies and the Best Council Plan

- 4.3.1 The current services directly contribute to the delivery of key outcomes within the Best Council Plan and the Health and Well Being Plan.
- 4.3.2 The services make significant contributions to all of the City Priority Plans, this is achieved through supporting clients to make healthy lifestyle choices and to live safely.

Climate Emergency

- 4.3.3 In March 2019 Leeds City Council unanimously declared a climate emergency. In response to this emergency the Council is working towards carbon neutrality by 2030. The plan to achieve this goal includes: reducing pollution and noise; improving air quality, and; promoting a less wasteful, low carbon economy. Services such as the one covered in this report will be asked to demonstrate how they will contribute to this both as part of the procurement process and throughout the duration of the contract.

4.4 Resources, procurement and value for money

- 4.4.1 There will be some resource implications in terms of monitoring and reviewing this contract in order to ensure the service is meeting the necessary outcomes. These resources will be provided from within the commissioning and contracts team.
- 4.4.2 The annual contract value is expected to be up to £63,247 and this figure is provided for in the ASC budgets. The total contract value including extension periods is £442,729.
- 4.4.3 To ensure best value, tenders will be evaluated using a 60/40 quality cost split.

4.5 Legal implications, access to information, and call-in

- 4.5.1 As the total contract value over the five years including the possible extensions will not exceed the EU procurement threshold, however there is still a requirement to advertise this opportunity in OJEU and run an EU wide procurement exercise, therefore competition will be sought through a tender process.

- 4.5.2 This will be a significant operational decision and is therefore not subject to call in. There are no grounds for keeping the contents of this report confidential under the Access to Information Rules.
- 4.5.3 Future decisions arising from this report (e.g. the decision to award the contract) will therefore be Significant Operational Decisions and will not be subject to call in.

4.6 Risk management

- 4.6.1 The recent Market Sounding Exercise was conducted in accordance with the Council's CPRs in order to ensure that a fair, open and transparent process was undertaken. This will also be the case with any future procurement.
- 4.6.2 Historically, many people from BAME communities have not accessed and/or felt able to access Adults and Health directly provided/commissioned services. This service is currently working well with Sikh Elders engaging more and more with it, and often the service acts as a gateway into statutory services. As a result, any changes could be very disruptive and damage the relationships and trust that are being developed.
- 4.6.3 A three month mobilisation period has been built into the procurement timetable to ensure that the service can be fully mobilised before the contract start date.
- 4.6.4 A decision has been made not to have representation from the Sikh community in the evaluation team as has happened in previous years. This is to prevent any potential conflict of interest or compromising a person's position within their community. Instead, a 3rd sector organisation will be involved to ensure service user views are represented.
- 4.6.5 There will be ongoing input from PACs to ensure the process is undertaken in accordance with CPRs.

5. Conclusions

- 5.1 This service has demonstrated that it delivers positive outcomes for people which in turn contributes to key council strategies and plans. Therefore there is a need to undertake a procurement exercise as the contract will end on 31 March 2020.

6. Recommendations

The Director of Adults and Health is recommended to:

- Give authority to proceed with a procurement process, as outlined in this report and in line with Contract Procedure Rules (CPRs) 3.1.8.
- To use their delegated authority to take commissioning decisions which will be a direct consequence of this significant operational decision, for example approval of the detailed specifications for procurement and subsequent contract awards. These will also be significant operational decisions.

7. Background documents¹

- 7.1 None

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.