

**Report of:** Executive Member for Health and Wellbeing

Meeting of:	Date	Ward(s)
Executive	14 January 2016	All
Delete as appropriate	Exempt	Non-exempt

## THE APPENDIX TO THIS REPORT IS NOT FOR PUBLICATION

**Subject: Contract award report for a Multi-Disciplinary Floating Support Service for Vulnerable People 1415-210**

### 1. Synopsis

- 1.1 The procurement strategy for the multi-disciplinary floating support services was approved on 23 June 2015. This procurement will consolidate five existing floating support services in a single multi-disciplinary floating support service. The procurement activity is now concluded. This report seeks permission to award a single contract to provide a multi-disciplinary floating support service for vulnerable Islington residents.
- 1.2 The multi-disciplinary floating (visiting) support service will address a range of support needs amongst Islington's vulnerable residents. The service will provide housing-related support to up to 700 Islington residents who are at risk of losing their tenancies. The service will be flexible delivering support to service users seven days a week.
- 1.3 Support will be time limited with most service users exiting the service within 12 months of referral.

### 2. Recommendations

- 2.1 To award a contract to Single Homeless Project (SHP) to provide a multi-disciplinary floating support services for three years commencing on 1 July 2016, ending on 30 June 2019 with an option to extend for a further two periods of three years (9 years in total) until 30th June 2025.
- 2.2 To note that any contract extension would be dependent on the availability of funding, service performance and the continued need for the service.

### 3. Background

- 3.1 A review of floating support services was carried out in 2014/15 and found a small under capacity and crossover of needs within specialist services. The review recommended bringing four specialist services and one generic service under one multi-disciplinary service.
- 3.2 The procurement presented the opportunity for savings via economies of scale and the indicative budget sought savings of 26% p.a. (£528, 461). The winning tender offers savings of 31% p.a. (£601,310).

### 4. Procurement

4.1 Due to the consolidation of five current services into a single multi-disciplinary service, the procurement was conducted under a two part process following the restricted procedure.

#### 4.2 Pre-tender selection (PQQ stage)

The service was advertised in July 2015. Expressions of interest were received from 53 potential providers, 12 organisations submitted Pre-Qualification Questionnaires (PQQs) (see exempt Appendix 1 for details of organisations).

#### 4.3 Evaluation of PQQ / ITT

Evaluation of the bid was undertaken by a panel of stakeholders from the following services:

- Commissioner Manager Supporting People (Chair)
- Commissioning Officer, Supporting People
- Commissioning Officer, Mental Health
- Supporting People Referrals Co-ordinator LB Islington
- Housing Services Manager Housing Operations.

#### 4.4 ITT stage

Six organisations were invited to tender for the service. Three bids were submitted on time whilst two organisations withdrew during the submission period and one did not respond. (See exempt Appendix I for details).

4.4.1 The award criteria for the contract are as follows:

	<b>Weighting %</b>
<b>Cost</b>	30%
<b>Quality</b>	
Proposed approach to mobilisation and implementation / change management	10%
Proposed approach to service model	20%
Proposed approach to workforce management	10%
Proposed approach to partnership working	10%
Proposed approach to managing performance and outcomes	10%
Proposed approach to client engagement and involvement	10%
<b>Total</b>	100%

- 4.4.2 In order to be considered for the award a contract, an organisation must score a minimum of three (3) for each quality criteria using the following scale:

Score	
0	There is no response to the question
1	An attempt has been made to respond, but does not meet requirements/solution does not cover any essential points
2	The response/solution partially meets requirements (covers some essential
3	The response/solution meets requirements (covers all essential points, may have included clear examples)
4	The response/solution exceeds requirements (covers more than the essential points, giving clear examples)
5	The response/solution will add significant value (covers more than the essential points, giving clear thorough examples to illustrate how value will be added)

- 4.4.3 The panel met on 20 October 2015 to assess the quality criteria of the three tendered bids by evaluation of the method statements. The panel decided that SHP met the minimum quality standard (score of 3 for each criteria) and awarded the highest score on the quality criteria to that organisation. This remained the case when the cost element calculated by LBI Finance was incorporated into the overall score.
- 4.4.4 The exempt Appendix I to this report sets out each organisation's scores for both Quality and Cost.

## 5. Implications

### 5.1 Financial Implications

The current cost of the five existing floating support services is £1,953,458 per annum and this is funded from Adult Social Services base budget. The recommendation of this report is to award a single contract to Single Homeless Project (SHP) for the provision of multi-disciplinary floating support services. The new annual contract will be £1,352,151, and will demonstrate a saving of £601,307 per annum which will contribute towards the department's Medium Term Financial Strategy (MTFS) savings plans.

### 5.2 Legal Implications

The Council has a general duty in exercising its functions under part 1 of the Care Act 2014 to promote the 'well-being' of individuals. Well-being includes (a) physical and mental health emotional well-being and personal dignity (b) control by the individual over day to day life (c) participation in work education, training or recreation (section 1). Section 45 of the Health Services and Public Health Act 1968 places a duty on local authorities to promote the welfare of older people "in order to prevent or postpone personal or social deterioration or breakdown".

The Council has power to provide housing support services in supported housing and floating support for young homeless people under the Housing Act 1996, Parts 6 and 7 and the Children Act 1989, sections 17 and 20. Therefore the council may provide residents with floating support services as proposed in the report. The Council has power to enter into a contract with a provider of such service under section 1 of the Local Government (Contracts) Act 1997.

The procurement has been undertaken in accordance with the requirements of the Public Contracts Regulations 2015.

Bids were subject to evaluation in accordance with the tender evaluation model and SHP gained the highest evaluation score and may therefore be awarded the contract.

In deciding whether to award the contract to the recommended service provider the Executive should be satisfied as to the competence of the supplier to provide the services and that the tender price

represents value for money for the Council. In considering the recommendations in this report members must take into account the information contained in the exempt appendix 1 to the report.

### 5.3 **Environmental Implications**

An Environment Impact Assessment was completed in February 2015. No concerns were identified and the report is available on request.

### 5.4 **Resident Impact Assessment**

A Resident Impact Assessment was completed for this service in March 2016 its recommendations were incorporated into the procurement process and will form part of the planning for implementation. The report is attached as an appendix.

### 5.5 **London Living Wage**

Payment of London Living Wage is a requirement of the contract and will not result in any additional costs to the council throughout the life of the contract.

### 5.6 **Social Value**

Social value is intrinsic to this contract as the service provides support to vulnerable people at risk of losing their tenancies as a result of one or a combination of factors including rent arrears, anti-social behaviour, mental ill health, substance misuse, learning disabilities, having been in care and a history of homelessness. The successful provider will be entering into a third party arrangement with a specialist local learning disability provider, Centre404 to support vulnerable people with a learning disability.

Through ongoing support, following on from tenancy sustainment, the service will link people in with services to enable them to live healthier lives engage in treatment and reach their full potential in terms of community involvement, education, employment and living independently.

The impact on the community includes a potential reduction in anti-social behaviour and increased community safety. As current services reach almost one in every hundred households in the borough, many residents will live close to or know someone benefitting from the service. Furthermore, we anticipate that this service will improve the general wellbeing of Islington residents by supporting local hospitals to maximise their ability to discharge patients safely back to their homes.

## 6. **Conclusion and reasons for recommendations**

6.1 Following a procurement exercise, it is recommended that SHP is awarded a contract to provide a multi-disciplinary housing-related floating support to Islington residents, at an annual contract value of £1,352,151. The contract duration is three years with an option to extend for a further two periods of three (3) years each (nine years total).

6.2 This releases an annual saving of £601,010.

### **Appendices**

Appendix 1 – Procurement Report - Exempt

### **Final report clearance**

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**Signed by:** Executive Member for Health and Wellbeing

**Date:** 8 December 2015

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