

Adult Social Care
222 Upper Street, London N1 1XR

Report of: Corporate Director of Adult Social Care

Date: 4 July 2022

Ward(s): All

Subject: Contract Award for Islington and Camden Integrated Advocacy Service – The Single Advocacy Service 2022

1. Synopsis

- 1.1. This report seeks approval to award the contract for Islington and Camden Integrated Advocacy Service – The Single Advocacy Service in accordance with Rule 2.8 of the Council's Procurement Rules.
- 1.2. In September 2021 the Executive approved a procurement strategy to jointly commission and procure a Single Advocacy Service with the London Borough of Camden.
- 1.3. The new service will enable the Council to respond to the legislative changes set out in the Mental Capacity (Amendment) Act 2019, which will replace Deprivation of Liberty Standards (DOLS) with Liberty Protection Safeguards (LPS).

2. Recommendations

- 2.1. To approve the award of contract for the Islington and Camden Integrated Advocacy Service to Rethink. The contract will be awarded for an initial four (4) year period with the option to extend the contract by a further two (2) years and a further period of one (1) year (total seven (7) years). The contract will commence on 1 October 2022.

3. Date the decision is to be taken

- 3.1. The decision will be taken by the Director of Adult Social Care on 4 July 2022.

4. Background

4.1. Nature of the service

- 4.1.1. The Council has statutory obligations to commission and arrange independent advocacy under the following legislation:

- Mental Capacity (Amendment) Act 2019
- Section 35 of the Mental Capacity Act 2005
- Sections 67 and 68 of the Care Act 2014
- Section 30 of the Mental Health Act 2007
- Section 185 of the Health and Social Care Act 2012

- 4.1.2. The integrated advocacy service covered by this contract award ensures that the council meets its statutory duties in accordance with relevant legislation.

- 4.1.3. The new service will provide a single gateway into advocacy services for adults with health and social care needs across Islington and Camden, and, for people outside of these boroughs where the local authority retains statutory responsibility for the provision of these services. The new service will reduce fragmentation in the advocacy pathway. Elements of the provision under the service will also extend to young people undergoing transition between Children's and Adult Services and young carers.

- 4.1.4. The service will deliver both statutory and non-statutory advocacy functions including: -

- Statutory Independent Mental Capacity Advocacy (IMCA)
- Statutory Independent Mental Health Advocacy (IMHA)
- Statutory Independent Advocacy under the Care Act (ICSA)
- Statutory Deprivation of Liberty Standards (DOLS):
 - Paid Representatives within Islington and Camden
 - Provision of advocacy under the Liberty of Protection and Safeguards when formally introduced to replace DOLS
- Statutory Independent Health Complaints Advocacy (IHCAS)
- Non-Statutory Community Advocacy including health advocacy.

- 4.1.5. The procurement of the integrated advocacy service has been progressed in partnership with the London Borough of Camden following approval by Islington Council's Executive on 21 September 2021 and Camden Council's Cabinet Member for a Healthy and Caring Camden on 5th January 2022. Jointly commissioning and procuring this service with Camden delivers a number of benefits which include:-

- A strong alignment of commissioning intentions to provide a fully integrated advocacy service with a single access and referral route
- Islington and Camden have similar demand and need profiles and priorities in terms of supporting social inclusion for the most disadvantaged and excluded residents
- A joint service with Camden offers capacity to respond more flexibly and effectively to changes in demand, particularly in light of the potential demand pressures which may occur as a result of the formal introduction of the Liberty Protection Safeguards (LPS)
- The boroughs share a number of NHS and other partners delivering key services including mental health, across both Camden and Islington
- Commissioning a single and integrated cross borough advocacy service will:
 - Significantly streamline referral routes into advocacy support for both Camden and Islington Council's and their partners
 - Offer a seamless experience for residents needing advocacy support with a single route of access to the advocacy they need
 - Ensure that every person needing statutory advocacy is offered the right type of service first time, no matter which NHS hospital, adult social care and other statutory community health and support service refers them
 - Support a broad range of goals identified by residents being met through the new single service, by staff trained and developed to deliver all forms of advocacy.

4.1.6. Coproduction workshops involving people with lived experience of a range of health and disability needs, identified that a single service delivering all forms of advocacy should be a key aim of the Council's advocacy commissioning plans. The benefits of this approach were strongly emphasised by senior adult social care and safeguarding leads and health partners, engaged in the design of the advocacy service covered by this contract award.

4.2. **Legislative Changes**

4.2.1. The Mental Capacity (Amendment) Act introduced several key changes covering how deprivation of liberty decisions are governed and managed. The key change is the replacement of Deprivation of Liberty Safeguards (DOLS) with Liberty Protection Safeguards (LPS). Within this context the legislation introduces the following changes:

- The role of local authorities as Supervisory Bodies in authorising deprivation of liberty arrangements, has been replaced by Responsible Bodies that include hospital trusts and clinical commissioning groups in addition to local authorities

- A broader range of settings are now included within the scope of LPS including a person's own home, a family home, Shared Lives and supported living services
- Responsible Bodies will authorise deprivation of liberty arrangements for 16 and 17 year olds without the need for an arrangement to be considered by the Court of Protection
- The role of qualified Independent Mental Capacity Advocates (IMCAs) will expand to replace the non-qualified paid Relevant Person's Representative (RPR)

4.2.2. Given the expansion in the number of bodies that can authorise a deprivation of liberty arrangement; the significantly broader range of settings they can be applied to under LPS and the expanded role for IMCAs, Government impact assessments and advice from advisory bodies such as the Social Care Institute of Excellence (SCIE) highlight that an increase in the demand and cost of LPS related independent advocacy is expected. Therefore, these legislative changes have been fully taken into account through the re-procurement of advocacy support across both Camden and Islington

4.3 **Estimated value**

- 4.3.1 The current advocacy service is funded through the Adult Social Care base budget. The current annual budget for advocacy services in 2022-23 for Islington is £417,000.
- 4.3.2 The overall budget set for the new Islington and Camden Integrated Advocacy Service has been fixed through the tender at £5,838,000 (total global contract value; seven (7) years total).
- 4.3.3 Islington Council has agreed with Camden Council that both boroughs will make an equal contribution to funding the service during the full lifetime of the new contract.
- 4.3.4 Therefore, Islington Council's total funding contribution to the new contract and service will be £2,919,000 over the course of the contract should, all extensions be enacted. This equates to £417,000 per annum for Islington.

4.4 **Options Appraisal**

- 4.4.1 Four options were considered in the Procurement Strategy approved by the Executive, which are summarised below.
- 4.4.2 Option 3 was the approved recommended option. It should be noted that following approval of the recommended option Camden and Islington have worked collaboratively to ensure that current advocacy contracts in place were aligned to end on 30th September 2022. This has ensured that the new jointly commissioned

service across both boroughs will commence on 1st October 2022, following contract award.

Option	Benefits	Drawbacks
1. In-sourcing this service	N/A	<p>Advocacy services cannot be provided by the Council in-house.</p> <p>In line with statutory requirements these services can only be commissioned to offer advocacy that is independent from the Council and other statutory services.</p>
2. Procuring as a single borough	<p>Retention of existing Islington focused integrated model.</p> <p>Retention of current strong local partnerships.</p> <p>Retains a localised approach to the interpretation of legislation.</p>	<p>Fragmented working arrangements between the Mental Health Foundation Trust and Independent Mental Health Advocacy provision (IMHA) and between acute hospital trusts and Independent Mental Capacity Advocacy (IMCA) provision.</p> <p>Limited capacity to respond to surges in demand and changing needs.</p>
3. Jointly procuring the service with the London Borough of Camden	<p>Islington and Camden councils share commissioning intentions including:</p> <ul style="list-style-type: none"> • A commitment to an integrated model. • A commitment to providing 'Community Advocacy' (IAG) • A shared vision and approach to Social Value in terms of employment promotion and volunteering aimed at the most disadvantaged groups 	<p>Differences in the contract end dates for existing advocacy services commissioned by both Council's, could result in the new integrated service being set up on a staggered basis</p> <p>This could result in a complex, inefficient and less effective mobilisation of the new service</p>

	<p>Greater potential to respond to fluctuations in demand and changing needs.</p> <p>Non-cashable benefits for the Mental Health Foundation Trust through making IMHA referrals more efficient.</p>	
4. Jointly procuring this service with Camden Council and Haringey Council	<p>An integrated service commissioned to provide advocacy across the three boroughs, will have greater potential to respond to fluctuations in demand, based on offering a more substantial workforce</p> <p>Offers non-cashable benefits for the Mental Health Trust and acute hospitals such as Whittington, by making IMHA and IMCA referrals more streamlined and efficient</p>	<p>Haringey Council's current advocacy contract expires November 22, with Camden Council's contract expiring and Islington Council's contracts expiring September 22</p> <p>This could result in a highly complex, inefficient and less effective mobilisation of the new service</p> <p>Haringey Council do not currently share commissioning intentions with Camden Council and Islington Council with regards to:</p> <ul style="list-style-type: none"> • integration of advocacy provisions. • The delivery of Community Advocacy function. <p>Camden and Islington commission more hours of advocacy per annum than Haringey.</p> <p>Therefore, arrangements would need to be put in place to ensure these boroughs do not subsidise others'</p>

		advocacy functions.
5. Jointly procuring this service with all other NCL boroughs	<p>Opportunities for budget savings through achieving economies of scale.</p> <p>The potential to align advocacy functions across the North Central London (NCL) footprint.</p> <p>A combined NCL service will have greater potential to respond to fluctuations in demand, with a more substantial workforce.</p> <p>Offers non-cashable benefits for the Mental Health Trust and a number of acute hospitals across the NCL footprint, by making IMHA and IMCA referrals more streamlined and efficient</p>	<p>Differing advocacy service contract expiry dates across Barnet, Haringey, Enfield, Camden and Islington Council's is likely to result in a highly complex phased approach to contract mobilisation. This may impact service effectiveness and efficiency.</p> <p>Loss of localised relationships with key partners.</p> <p>Loss of localised interpretation of legislation,</p> <p>Misalignment of commissioning intentions across the NCL councils.</p> <p>As Camden and Islington commission more hours of advocacy per annum, arrangements would need to be put in place to ensure these boroughs do not subsidise others' advocacy functions.</p> <p>Similar exercises across Barnet, Enfield and Haringey failed to generate budget savings.</p> <p>Potential for loss of oversight of Islington-specific advocacy performance, trends and</p>

		analysis, as expectation would be that procurement and monitoring would be completed by a Lead Borough.
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4.5 **Key Considerations**

4.5.1 The social value considerations and best value benefits, which provider tender returns were evaluated against are set out under Table 1 to 4.6.4.

4.5.2 In summary the new contract and integrated advocacy service will:

- Ensure increased employment in good quality jobs for local people and apprenticeships
- Increase local specialist volunteering opportunities with access to training and development that may result in employment
- The above particularly applying to disadvantaged and excluded communities and residents
- Ensure a single and seamless route of access to the full range of advocacy residents need, without the need for complex multiple assessment and vulnerable people having to repeatedly describe their stories and the issues they need addressing

4.5.3 The payment of the London Living Wage to all staff employed through the new contract is a requirement set out in the contract terms and conditions. Under the proposed contract the provider will be required to provide effective monitoring information to council commissioners that, demonstrate the London Living wage is being paid to all staff covered by the contract.

4.5.4 Three providers currently deliver council commissioned advocacy services across Islington and Camden. Therefore, TUPE requirements do apply. Providers bidding for the proposed contract were provided with comprehensive employment information for all staff including salary levels, pension rights, employer benefits and entitlements and dates of continuous service. This information allows potential providers to develop robust mobilisation plans, including the effective transfer of staff.

4.5.5 A key element of the council's evaluation of the quality of each tender return was to consider the robustness of the providers mobilisation plans, including the commitment of specialist and additional management and other resources to deliver the plan. This includes the effective management of TUPE.

- 4.5.6 A joint project board of senior Islington and Camden Commissioners and the successful provider's senior management team tasked with establishing the new integrated advocacy service, will have oversight of the effective delivery of the mobilisation plan.

4.6 Evaluation

- 4.6.1 The tender was advertised with a closing date of 28 April 2022. The tender was conducted in one stage, known as an Open Procedure, as the tender is 'open' to all organisations who express an interest. The Open Procedure includes minimum requirements which organisations must meet before the rest of their tender is evaluated.
- 4.6.2 The evaluation panel consisted of two senior Camden Council commissioners and a commissioning manager, and commissioner from Islington Council. However, senior managers and practitioners across the NHS and adult social care across both councils, joined the panel to evaluate specific elements of the provider tender returns.
- 4.6.3 Commissioners worked closely with third sector organisations and experts by experience who support people with advocacy needs to design the evaluation approach, maximising participation by residents with lived experience. Residents with lived experience including autistic residents and people with mental health needs also joined the panel to evaluate each provider's approach to co-design and coproduction and the design of services to ensure that all residents needs are met.
- 4.6.4 Table 1 sets out the award criteria and weighting. These were used to determine the Most Economically Advantageous Tender based on the following overall criteria;
- 70% for quality including 20% for social value
 - 30% for price

Table 1 Evaluation Criteria

		% Weight
Service Model Delivering Outcomes for Individuals	<ul style="list-style-type: none">• A strengths-based approach empowering service users to act for themselves• Working with decision makers free from influence and conflicts of interest and able to speak on behalf of service users• Managing an effective referral process• Quality and effectiveness of reporting and report writing• Promoting the service and effective engagement with professionals and service users, ensuring access for under-represented groups• Effective staff training and development and access to specialist advice	30%

	<ul style="list-style-type: none"> • Effective performance monitoring and service improvement 	
Social Value	<ul style="list-style-type: none"> • Creating local employment offering 10 roles per year to local residents representative of local demographics • Offering good quality apprenticeships to disadvantaged residents and young people (16-24) • Upskilling partners so they can advocate on behalf of their service users • Supporting partners to help their service users access specialist services • Building effective and sustainable partnerships • Adapting services in response to changing needs, demand for services, population changes and changes in other services 	20%
Mobilisation and Implementation	<ul style="list-style-type: none"> • A robust project plan with evidence of the resources the provider will commit to ensure it's effective delivery • A robust Risk Management Plan • An effective staff plan to ensure that services can be effectively delivered from the contract start date, including managing TUPE • An effective management approach to responding to the changes arising from the introduction of the new Liberty Protection Safeguards Framework, including upskilling staff and partners 	10%
Coproduction	<ul style="list-style-type: none"> • An effective and embedded approach to involving service users in service design and improvements • An effective approach to responding to the needs of autistic people 	10%
Pricing	<p>25% for the overall service budget and costs covering the initial four (4) year contract period</p> <p>5% against the average hourly rate to provide additional support hours</p>	30%

4.6.5 The suitability of each provider to provide an effective advocacy service for vulnerable residents was scored on a scale of 0 to 5.

4.6.6 Table 2 sets out the scoring scale used to evaluate the provider tender returns against the quality criteria.

Table 2 – Scoring Scale

Score	Meaning
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 points)
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)

- 4.6.7 The published procurement documents stated that provider tender returns were required to score a minimum of three (3) points in the suitability assessment in order for the rest of their return to be evaluated.
- 4.6.8 The published procurement documents also stated that provider tender returns were required to score a minimum of three (3) points against any of the method statement responses in order for their return to be evaluated against the pricing criteria.
- 4.6.9 Six (6) tender returns were received by the tender deadline. However, two (2) of the returns failed to meet the minimum requirements for suitability, with the provider answers scoring two (2) or less against one or more of the suitability questions. Therefore, these tender returns were not evaluated any further.
- 4.6.10 Two (2) provider tender returns failed to meet the minimum requirements for quality, scoring two (2) or less points against one or more of the method statement responses. Therefore, these returns were not evaluated against the tender pricing criteria.
- 4.6.11 Therefore, only two (2) provider tender returns were fully evaluated against the suitability, quality and pricing criteria.
- 4.6.12 Table 3 summarises the evaluation outcome against the two fully evaluated tender returns.

Table 3 – Evaluation Outcome

Provider	Quality 70%	Pricing – Overall Cost 25 %	Pricing – Additional Support Hours 5%	Total Score
Provider 1	46	25	4	75
Provider 2	54	24	5	83

4.6.13 Based on the outcome of the tender evaluation it's recommended that the contract to provide the Islington and Camden Integrated Advocacy Service is awarded to Rethink. Rethink have either fully met or exceeded all of the quality requirements set out in the tender. Furthermore, the budget and costs set out in their tender return are in line with the maximum budget set in the tender, while ensuring the delivery of an appropriately resourced and robust service.

4.7 Business risks

4.7.1 The most significant risks and strategy to mitigate these are set out in Table 4.

Risk	Mitigation
Changes in service demand, service user needs and legislation significantly impacts service capacity, affecting resident access to the advocacy they need	<ul style="list-style-type: none"> • Agreement of a Staff Resourcing Plan with the successful provider that sets out the provider's approach to ensuring that sufficient skilled staff are always available, including during periods of changing and peak demand • This requirement is set out in the provider tender responses covering how they will implement the new service • Agreement of a Local Operating Procedure ("LOP") with the successful provider, to ensure appropriate prioritisation within advocacy types during periods of high demand. • These arrangements will be managed and monitored through a Joint Project Board of commissioners across Camden Council and Islington Council and the successful provider's senior management team

Delays in executing the new contract; transferring staff (TUPE) to the new service; aligning Camden and Islington processes etc. significantly impacts the establishment of the new integrated service by the 1 October 2022	<ul style="list-style-type: none"> • A joint Islington Council and Camden Council contract mobilisation plan has already been agreed, that covers key actions, milestones and deadlines • Organisations submitting tender responses were required to submit comprehensive service implementation plans, covering staff transfers and the management resources they will deploy to support effective service set up by the 1 October 22 • Both plans will be monitored by a joint board of Islington Council and Camden Council commissioners
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4.8 The Employment Relations Act 1999 (Blacklist) Regulations 2010 explicitly prohibit the compilation, use, sale or supply of blacklists containing details of trade union members and their activities. Following a motion to full Council on 26 March 2013, all tenderers will be required to complete an anti-blacklisting declaration. Where an organisation is unable to declare that they have never blacklisted, they will be required to evidence that they have 'self-cleansed'. The Council will not award a contract to organisations found guilty of blacklisting unless they have demonstrated 'self-cleansing' and taken adequate measures to remedy past actions and prevent re-occurrences.

4.9 The following relevant information is required to be specifically approved in accordance with rule 2.8 of the Procurement Rules:

Relevant information	Information/section in report
1. Nature of the service	<p>To provide an integrated advocacy service including statutory and non-statutory community advocacy</p> <p>See paragraph 4.1.2</p>
2. Estimated value	<p>The estimated value per year is £417,000.</p> <p>The agreement is proposed to run for a period of four (4) with an optional extension of two (2) years and a further period of one (1) year</p>

	See paragraph 2.1
3. Options appraisal for tender procedure including consideration of collaboration opportunities	Option 3 was approved See paragraph 4.4
4. Consideration of: <ul style="list-style-type: none"> • Social benefit clauses; • London Living Wage; • Best value; • TUPE, pensions and other staffing implications 	As outlined in the report See paragraph 4.5.2
5. Award criteria	The overall award criteria were 70% for quality and 30% for price The award criteria price/quality breakdown is more particularly described within the report. See paragraph 4.6.4
6. Any business risks associated with entering the contract	As outlined in the report See paragraph 4.7
7. Any other relevant financial, legal or other considerations.	See paragraph 4.5

5 Implications

5.1 Financial Implications

- 5.1.1 The Single Advocacy Service budget sits within the Adult Social Care Base Budget. The budget for this service for 2022-23 is £417,000.
- 5.1.2 The proposed cost of this new contract will be £417,000 per annum, therefore this does not create a budgetary pressure on the Adult Social Care budget.
- 5.1.3 The length of the contract is four years with an optional extension of two years and, then an optional extension of one year. The estimated total cost of the

contract (over the full life course should all options be enacted) for Islington Council will be £2,919,000.

- 5.1.4 Payment of London Living Wage is a requirement of the contract and should not result in any additional costs.

5.2 Legal Implications

- 5.2.1 This decision paper seeks approval to award a contract for the Islington and Camden Integrated Advocacy Service to Rethink for a period of 4 years with an option to extend for two years and a further one year, totalling 7 years.
- 5.2.2 The services referred to in the body of this Report are provided pursuant to the council's statutory duties under the Mental Health Act 1983, the Mental Capacity Act 2005, the Health and Social Care Act 2012 and the Care Act 2014.
- 5.2.3 The council has a general power under section 111 of the Local Government Act 1972 to do anything that is calculated to facilitate or is conducive or incidental to the discharge of any of its functions. It provides councils with a general power to enter into contracts for the discharge of any of their functions.
- 5.2.4 The Local Government Act 1999, requires the council to make arrangements to achieve Best Value in the exercise of its functions when considering a service provision, which includes the services detailed in the body of the report.
- 5.2.5 The value of the contract for the Islington and Camden Integrated Advocacy Service for 4 years with option to extend for 3 years is £5,838,000. This is jointly funded by the council and the London Borough of Camden as both local authorities have agreed to make an equal contribution to funding the service during the lifetime of the contract. Consequently, the council's total funding contribution to the contract will be £2,919, 000. The value of the services contract is subject to the light touch regime set out in Regulations 74 to 76 of the Public Contracts Regulations 2015 (as amended) (PCR). The threshold for the light touch regime is currently £663,540 therefore the value of the proposed contract is above this threshold. Contracts that are over threshold need to be advertised on Find A Tender. There are no prescribed procurement processes under the light touch regime, therefore the council may use its discretion as to how it conducts the procurement process provided that it complies with the retained EU principles of equal treatment, non-discrimination and fair competition. It is stated in the body of the report that the Open Procedure was used. The proposed tender route detailed in the report appears to be compliant with the PCR.
- 5.2.6 The procurement must comply with the council's Procurement Rules. Procurement Rule, 1.7 band (iv) (b) requires "a formal tender process with a minimum of five (5) written competitive tenders". It also states that where five (5) written competitive tenders are not available or a lower number is desired, the commissioning client officer shall follow the advice of the Head of Service, Strategic Procurement and Supply Assurance (or their nominated representative)". Six bidders submitted returns, however two did not meet the suitability requirement and another two did not meet the quality requirements. Two bidders were evaluated and following the

completion of the evaluation exercise, Rethink was the overall highest scoring bidder and the contract was awarded to Rethink.

- 5.2.7 Procurement Rule 24.2 states that all contracts over £24,999 will need formal conditions prepared or agreed by the Legal Services Team. Legal Services will provide advice and support on the form of the joint contract between Islington & Camden and the Service Provider.
- 5.2.8 Under Procurement Rule 18, the Executive has the power to grant specific delegated authority to the Corporate Director to procure and award the contract in this case, as the revenue spend (total contract value over its maximum life of 5+2+1 years) is above £2m.
- 5.2.9 The decision maker can approve the recommendations provided they are satisfied with the contents of the report and the recommendations represents best value for the council.

5.3 Environmental Implications and contribution to achieving a net zero carbon Islington by 2030

- 5.3.1 An environmental impact assessment has been completed, which identified no significant impacts. Minor impacts associated with staff travel and office use were identified. These include vehicular emissions, congestion, energy and water usage and waste generation.
- 5.3.2 The successful bidder will be required to assess and address these impacts with the joint Islington and Camden Project Board overseeing the contract, as part of the contract mobilisation phase.

5.4 Equalities Impact Assessment

- 5.4.1 The council must, in the exercise of its functions, have due regard to the need to eliminate discrimination, harassment and victimisation, and to advance equality of opportunity, and foster good relations, between those who share a relevant protected characteristic and those who do not share it (section 149 Equality Act 2010). The council has a duty to have due regard to the need to remove or minimise disadvantages, take steps to meet needs, in particular steps to take account of disabled persons' disabilities, and encourage people to participate in public life. The council must have due regard to the need to tackle prejudice and promote understanding.
- 5.4.2 An Equalities Impact Assessment is not required in relation to this report, because an initial screening of the impact of commissioning a single integrated advocacy service with Camden indicates mostly positive impacts, including improved service delivery for protected groups. No negative impacts were identified.
- 5.4.3 The proposals covered in this report will not result in significant service changes or the level of service available to all residents and communities. However, the new

contract and service will provide streamlined access to the full range of advocacy support residents need via a single advocacy hub.

5.4.4 Tenders have been assessed against robust social value criteria that focused on the provider's capacity to develop effective partnerships with local community partners and the resources the provider will commit, to ensure that advocacy is easily available to all residents and communities.

5.4.5 The criteria particularly focused on the provider's proposals to ensure that residents and communities who don't access the support they need, are able to access the right type of advocacy that meets their needs, requirements and choices.

6 Conclusion and reasons for the decision

6.1 After the successful conclusion of the tender process the evaluation panel recommends that the contract for the Integrated Islington and Camden Advocacy Service is awarded to Rethink. The award of the contract to provide an integrated Islington and Camden Advocacy Service, satisfies Islington Council's legal obligation to provide statutory advocacy services covering health and care services for the borough's most vulnerable residents.

6.2 The award of the contract to Rethink follows a comprehensive evaluation of their tender response in collaboration with key partners and service users, against robust quality criteria. The contract will commence on 1 October 2022.

7 Record of the decision

7.1 I have today decided to take the decision set out in section 2 of this report for the reasons set out above.

(The following section is to be left blank, and then completed at the point the decision is taken and re-submitted to Democratic Services)

Signed by:

Corporate Director of....

Date: **Date the decision was taken**

Appendices:

- Exempt Appendix - Full breakdown of bids received and scores.

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