

Report to Interim Director of Public Health

April 2021

Public Health Prevention Services - Commissioning Social Support Services for Older People Award of Contract Report

Report by Head of Public Health – Daniel McIntyre

Electoral division(s): All

Summary

Further to decision [AH10 20/21](#) this report seeks authority to award eleven contracts following a procurement process.

Recommendations

It is recommended that the Interim Director for Public Health approves the award of the contracts to the Service Providers named in this report. The services will commence from 1st July 2021 with a five-year initial period to 30th June 2026, with the option to extend for a further period or periods of up to two years.

Proposal

1 Background and context

- 1.1 The decision to commence a procurement process for the Social Support Services was taken in December 2020 (AH10 20/21).
- 1.2 Following this decision, a tender utilising the Open Procedure was advertised on 23rd December 2020 via the Council's SE Shared Services Tendering Portal, Contracts Finder and The Official Journal of the European Union (OJEU Ref: 2020/S 252-638093).
- 1.3 Compliance checks were taken on the tender submissions from the 18th February 2021 to ensure all schedules that were required were duly submitted and that tenders were correct.
- 1.4 The technical element of the tender featured responses to method statement questions to determine the ability of the bidder to deliver the required services.
- 1.5 The tenders were evaluated by the evaluation panel from the 18th March 2021 with moderation meetings taking place between the 1st March and the 12th March to discuss and agree final scores.

- 1.6 Following the moderation meetings, the bidders technical scores were added to the scores achieved from the commercial evaluation and within each Lot bidders were ranked from the highest scoring to the lowest scoring.
- 1.7 Bidders were required to submit their financial information and Commercial Finance carried out checks to ensure their financial stability.
- 1.8 The appointed Procurement Manager has ensured that the procurement process was compliant.

2 Proposal details

- 2.1 It is recommended that the Interim Director for Public Health approves the award of Contracts to the following Service Providers:

Lot No.	Contract Description	Successful Bidder	Annual Contract Value
Lot 1 Adur	Tackling Social Isolation	Age UK West Sussex Brighton & Hove Partners: Royal Voluntary Service, MIND	£45,084
Lot 2 Arun		Age UK West Sussex Brighton & Hove Partners: Royal Voluntary Service, MIND, Community Transport	£137,492
Lot 3 Chichester		Age UK West Sussex Brighton & Hove Partners: Royal Voluntary Service, MIND, Community Transport	£95,165
Lot 4 Crawley		Age UK West Sussex Brighton & Hove Partners: Royal Voluntary Service	££45,047
Lot 5 Horsham		Age UK West Sussex Brighton & Hove Partners: Royal Voluntary Service	£94,690
Lot 6 Mid Sussex		Age UK West Sussex Brighton & Hove Partners: Age UK East Grinstead, Royal Voluntary Service	£92,562

Lot 7 Worthing		Guild Care	£76,065
Lot 8	Countywide Take Home and Settle from Hospital	Age UK West Sussex Brighton & Hove Partners: Guild Care, Carers Support	£233,417
Lot 9	Countywide Support at Home after Hospital	Age UK West Sussex Brighton & Hove Partners: Guild Care, Carers Support	£223,784
Lot 10	Countywide Information & Advice Service	Age UK West Sussex Brighton & Hove	£158,176
Lot 11	Countywide PAT Community Support Service (North/South/West areas)	Age UK West Sussex Brighton & Hove Partners: Guild Care	£236,894

The Services will commence from 1st July 2021 for an initial five-year period to 30th June 2026, with the option to extend for a further period or periods of up to two years.

3 Other options considered (and reasons for not proposing)

3.1 Alternative options were considered as part of Decision Report ref AH10 (20/21).

4 Consultation, engagement and advice

4.1 The extensive consultation was detailed in Decision Report AH10 (20/21).

5 Finance

5.1 Revenue consequences

The final cost proposal following the re-procurement of the contracts is an increase in savings of £38k (£28k in 2021-22 and £10k in 2022-23). The total annual value of the contracts is £1,438,376.

5.2 The effect of the proposal for award:

(a) How the cost represents good value

The successful bidders collectively will deliver an increase in service delivery in the following areas at reduced cost to the Council, as stated in 5.1 above:

Increase in customer numbers receiving a service	891 per year
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Additional customer contact hours	481 per year
Additional customer issues to be resolved	800 per year
Additional customer complex cases to be resolved	10 per year
Additional Money Advice Cases	100 per year
Additional Information & Advice customers	50 per year
Additional Customer information packs	500 per year

(b) Future savings/efficiencies being delivered

The social support services are designed to prevent and/or delay older people from requiring packages of care and admittance to hospital. For example, last year 2540 older people have been regularly attending Day Activities across the county at an average cost of £186 per person per annum. The average cost of non-residential care packages for older people is £269.64 per week. Prevention services are key to supporting Adult Social Care in managing demand.

Costs of services have reduced overall by using median unit costs rather than separate variable rates across the County. In addition, two similar services for Hospital Relative Support have been merged to reduce cost and improve customer experience.

(c) Human Resources, IT and Assets Impact

TUPE information has been provided to ensure staff of current service providers have opportunities to transfer if appropriate.

There is no impact on IT or Assets.

6 Risk implications and mitigations

Risk	Mitigating Action (in place or planned)
Risk of Challenge	A fully Compliant process that meets standing orders and procurement regulations.
Risk of care Supplier failure	As part of the tender process, financial standing checks have been undertaken by WSCC Commercial Finance. All Service Providers passed the relevant checks and the awarded contracts are within the value limits recommended by WSCC Commercial Finance.
Risk of disruption due to change in service provider	Thorough mobilisation plans agreed and in place with regular meetings during the mobilisation period. Mobilisation is a contractual requirement.
Risk of provider failure impacting on services available to customers	The Public Health Commissioning and Contracts team will ensure appropriate levels of contract

Risk	Mitigating Action (in place or planned)
during the life of the contract.	management, performance monitoring and quality assurance. Monitoring of financial due diligence of providers with high risk or high impact of provider failure.
Increasing costs of services	Community led, preventative and reabling support focus to enable demand management.

7 Policy alignment and compliance

7.1 Social Support Services contribute to the following West Sussex Plan Objectives:

- A strong, safe and sustainable place
- Independence for later life
- A Council that works for the community

7.2 The services will work in the communities of West Sussex, and so support the local economy with recruitment of a strong local workforce.

7.3 Equality and Human Rights Assessment

All age appropriate West Sussex residents have a right to access these services.

7.4 Social Value and Sustainability Assessment

Social Value was included within the procurement and the proposals therefore included consideration of the positive impact the Service Providers could have on social value and sustainability.

7.5 Crime and Disorder Reduction Assessment

There are no anticipated Crime and Disorder implications.

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Appendices

None

Background papers

None