

Report to Keith Hinkley, Executive Director of Adults and Health

July 2021

Supported Living Services (Adults with Lifelong Disability, Autism, Mental Health) Award Report

Report by Alison Nuttall - Commissioning Lead; All Age Services - West Sussex County Council and CCGs

Electoral division(s): All

Summary

Further to decision [AH08 20/21](#) this report seeks authority to award a place on the Framework Agreement to 60 Service Providers following a procurement process. Where an organisation makes a successful application to join the Open (Pseudo) Framework, once it goes live in August 2021, the new awards to the Framework will be approved under the Executive Director Adults and Health's onward scheme of delegation.

Recommendation

The Executive Director Adults and Health is asked to approve that the Service Providers named in this report are awarded on to the Open (Pseudo) Framework Agreement. The Open (Pseudo) Framework Agreement will commence from 1st August 2021 for an initial period of 4 years with the option to extend for a further 4 years.

Proposal

1 Background and context

- 1.1 The decision to commence a procurement process for the Supported Living Services was taken in August 2020 ([AH08 20/21](#)).
- 1.2 Following this decision, a tender utilising the Open Procedure was advertised on 18th February 2021 via the County Council's SE Shared Services Tendering Portal, Contracts Finder and UK Find a Tender Service.
- 1.3 Compliance checks were undertaken on the tender submissions from the 22nd of April 2021 to ensure all schedules that were required were duly submitted and that tenders were complete and compliant.
- 1.4 The technical element of the tender featured responses to method statement questions to determine the ability of the bidders to deliver the required services. Minimum scoring ensured a minimum acceptable standard response.

- 1.5 The tenders were evaluated by the evaluation panel from the 4th May 2021 with moderation meetings taking place between the 8th and 18th June 2021 to discuss and agree final scores.
- 1.6 Following the moderation meetings, the bidder's technical scores were added to the scores achieved from the commercial evaluation (except for Lot 1a Live In Care Services which was 100% technical at this stage).
- 1.7 Bidders submitted financial information and WSCC 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 Executive Director of Adults and Health approves the award of a place on the Supported Living Open (Pseudo) Framework to the following Service Providers:

| Lot 1 | Lot 1A Live In | Lot 2 | Lot 3 |
|---|---|---|---|
| A1 Quality Homecare | A1 Quality Homecare | | |
| | | Accomplish Group * | Accomplish Group |
| Active Prospects * | | Active Prospects * | Active Prospects |
| | | Adelaide Care * | Adelaide Care |
| | Agincare Live In | | |
| Agincare Uk Limited * | Agincare Uk Limited | Agincare Uk Limited | Agincare Uk Limited |
| Aldingbourne Trust * | | Aldingbourne Trust * | |
| Allerton C and S SE | Allerton C and S SE | Allerton C and S SE | |
| Allied Care * | Allied Care | Allied Care * | |
| | | Arundel Domiciliary Care * | Arundel Domiciliary Care |
| Ashcroft Care * | | Ashcroft Care * | Ashcroft Care |
| | | Ashton Care | |
| Aspens Charities * | | Aspens Charities | |
| Aspirations Care * | | Aspirations Care * | Aspirations Care |
| Assist Care * | | | |
| Brighton Housing Trust * | | | |
| Care 7 | Care 7 | Care 7 | Care 7 |
| Caremark Chichester * | Caremark Chichester | Caremark Chichester | |
| Caremark Ltd * | Caremark Ltd | Caremark Ltd | |
| | | Caretech Community Service | Caretech Community Service |
| Circles Network * | | | |
| Community Homes Of Intensive Care Education |
| | | Community Integrated Care | Community Integrated Care |
| Dignity Group * | | | |
| Dimensions UK * | | Dimensions UK * | Dimensions UK |
| | | Dolphin Homes | Dolphin Homes |
| Egalite * | | Egalite * | Egalite |
| | | Field Lane * | |
| Fitzroy * | | Fitzroy | Fitzroy |
| Frame of Mind * | | | |
| Frontline Associates Supported Tenancies * | | Frontline Associates Supported Tenancies | |
| GN Care Services | GN Care Services | GN Care Services | |
| Guild Care | | | |
| | | HFT Trust * | |
| Home Group | Home Group | Home Group | Home Group |
| Independent Lifestyles * | | Independent Lifestyles * | |
| L'Arche * | | L'Arche | |
| | | Leonard Cheshire * | Leonard Cheshire |
| | | Lifeways Community Care * | |
| MERC12 | MERC12 | MERC12 | |
| | | Next Step Support | |

| | | | |
|------------------------------|---------------|------------------------------|------------------------|
| Phoenix Care Sussex | | | |
| Salisbury Support Services * | | Salisbury Support Services * | |
| SDR Care | SDR Care | SDR Care | |
| Sillywater * | Sillywater | Sillywater | |
| Southdown Housing * | | Southdown Housing * | Southdown Housing |
| Steps 2 * | | Steps 2 | |
| | | Supporting Independence * | |
| Taylor Grace * | Taylor Grace | Taylor Grace | |
| The Apuldram Centre * | | The Apuldram Centre * | |
| | | The Avenues Trust | The Avenues Trust |
| The Butterfly Project | | The Butterfly Project | |
| | | The DT Group * | |
| The Regard Partnership * | | The Regard Partnership | The Regard Partnership |
| Turning Point | Turning Point | Turning Point | Turning Point |
| United Response * | | United Response * | |
| Venture People * | | Venture People * | Venture People |
| Voyage 1 * | | Voyage 1 | Voyage 1 |

2.2 Service Providers who will transfer existing business across to the new Framework are shown with an asterisk*.

2.3 The services will commence from 1st August 2021 for an initial four (4) year period to 31st July 2025, with the option to extend for a further period or periods of up to four (4) years.

2.4 The Open (Pseudo) Framework will be open all the time to new Service Providers to join throughout the Agreement Term. Where an organisation makes a successful application to join the Framework once it goes live in August 2021, then new awards will be approved under the Exec. Director onward scheme of delegation.

3 Other options considered (and reasons for not proposing)

3.1 Alternative options were considered as part of Decision Report ref [AH08 20/21](#).

4 Consultation, engagement and advice

4.1 The consultation was detailed in Decision Report ref [AH08 20/21](#).

5 Finance

5.1 Revenue consequences - The level of expenditure that will be incurred under the new Framework cannot be specified with certainty. The reasons for this are as follows:

- Service Providers will be added to the Open (Pseudo) Framework who fulfil the County Council's assessment criteria, part of which will be affordability. However, there will be no guarantee of business and expenditure will depend on the number of hours of service that are delivered.
- As this is an Open (Pseudo) Framework not all Unit prices will be known at the outset since new Service Providers may join the Framework over time offering different prices. Even though a 4% (2020/21) and 1.75% (2021/22) increase was agreed as a fees uplift, factors such as the National Living Wage, Covid-19 and the impact of Brexit on the availability of people to work in care could result in an increase in costs greater than simple inflationary growth.

5.2 The current forecast spend for the Supported Living Provision is estimated at circa £45m per annum, with an estimated total value of £360m over the maximum Framework Agreement term. This will be funded from existing budgets.

5.3 The effect of the proposal:

(a) **How the proposal represents good value**

Supported Living is a cost-effective form of service provision, and one of the main aims of the procurement was to secure an increase in service availability. The successful bidders collectively will deliver an increase in service delivery in the following areas:

- Creating more competition by growing the Supported Living Provider market: This helps to keep prices down, creates a wider range of choice of services and enables the County Council to increase the number of placements made in supported living instead of residential care.
- Increase the number of customers placed in more appropriate and often cheaper settings: If there are no choices in the market and a person is in urgent need of a service, the social care team has no other option but to make placements that are overprovision or out of area.
- It will support a community placement of people who have behaviours that challenge services, who require intensive and specialist accommodation-based services: this will mean fewer people will be admitted into either high cost hospital placements for their care or placements that do not provide the specialised support needed.

(b) **Future savings/efficiencies being delivered**

- Work with Service Providers on opportunities to manage costs, both through focusing on outcomes and moving people on as their needs change and lowering levels of support as required. There is an expectation of this in the Terms and Conditions of the Framework.
- The ability of Supported Living services to increase independence and reduce support levels over time. Supported living services are more able to do this than residential services.
- Work with Service Providers to develop a step-down pathway whereby people can move out of hospital or residential care into more independent and less costly services.

(c) **Human Resources, IT and Assets Impact**

TUPE information is not relevant at this stage. It may apply should the Council reallocate contracts upon a Service Provider Framework suspension and/or termination.

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 Service Provider 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 Framework Agreements are within the value limits recommended by WSCC Commercial Finance. |
| Risk of disruption due to change in Service Provider | <p>Service Providers with existing packages of support will transfer their existing packages to the new Framework at existing prices if they are appointed to the new Framework.</p> <p>In a situation where a Service Provider is not appointed it is proposed that existing contracts may be transferred to spot contracts or may be re-allocated.</p> <p>Mobilisation plans will be agreed and in place with regular meetings during the mobilisation period.</p> |
| Risk of Service Provider failure impacting on services available to customers | <p>A Senior Commissioning and Contracts Officer (Supported Living Framework) will ensure appropriate levels of contract management, performance monitoring and quality assurance.</p> <p>Monitoring of financial due diligence of Service Providers with high risk or high impact of Service Provider failure.</p> |
| Increasing costs of services | <p>Existing packages of support on the current framework will transfer to new Framework at existing prices.</p> <p>Maximum Ceiling Rates for Lot 1 (exc. Lot 1a) and Lot 2 help to ensure prices are kept under control.</p> <p>Lot 3 bidders submit their maximum hourly rate. There is no Ceiling Rate. Price is scored on comparative/relative basis to the lowest price tendered.</p> |

7 Policy alignment and compliance

7.1 The Supported Living Framework contributes to the following West Sussex County Council 'Our Council Plan' priorities:

- Keeping people safe from vulnerable situations.
- A sustainable and prosperous economy.
- Helping people and communities to fulfil their potential.

- Making the best use of resources.

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

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Background papers

None