

**TO: DIRECTOR OF ADULT SOCIAL CARE, HEALTH & HOUSING
29 JUNE 2016**

**SUPPORT WITH CONFIDENCE SERVICE TENDER
Chief Officer: Adult Social Care**

1 PURPOSE OF REPORT

1.1 To seek approval to award a contract for the Support with Confidence Service.

2 RECOMMENDATION

2.1 That a contract for the Support with Confidence Service commencing on 1ST October 2016 is awarded to Tenderer A.

3 REASONS FOR RECOMMENDATION

3.1 To enable a choice of support arrangements to be available to individuals purchasing their own support through individual budgets or direct payments or their own funds.

4 ALTERNATIVE OPTIONS CONSIDERED

4.1 None

5 SUPPORTING INFORMATION

5.1 The majority of people who are eligible for support from Bracknell Forest Council are entitled to arrange this support using Direct Payments. People may decide to meet their needs by paying for support from a Personal Assistant (PA). They may either directly employ the PA, enlist the services of a self employed PA or go through an agency. It is anticipated that there will be a substantial increase in the number of people taking up the offer of a direct payment in the future.

5.2 The Support with Confidence scheme provides a list of self employed personal assistants (PAs) who have been through an approval process, demonstrating that they have undergone the appropriate training and met background checks.

5.3 The benefits of the SwC scheme include the following:

- a) The Self Directed Support team will need to spend less time supporting people to advertise for and recruit PAs as people will be encouraged to access the register.
- b) The tendering process for this service will not need to be repeated for at least 2 years, possibly 5.

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- c) The other immeasurable benefits include greater choice and flexibility for people who use these services with the additional benefit of know that the PAs have been subject to suitability checks and training.
- 5.4 The current contract with Action for People is due to end 30th September 2016. All extensions included within the current contract have been used.
- 5.5 There are currently 209 people who receive a direct payment. Of these, 58 employ a PA (27.8%) This usually involves writing the recruitment papers, advertising the post, interviewing and appointing as well as on-going management.
- 5.6 There are approximately 43 PAs currently registered with the Support with Confidence service.
- 5.7 A market event was held on 14th March 2016. The event was an opportunity to generate interest within the market place, and an opportunity for organisations to comment on the draft specification. Six providers attended.
- 5.8 The procurement was subject to the full OJEU process as the value was above the threshold of £164,176 for services. The opportunity was advertised in OJEU and on the South East Business Portal (SEBP) and Contracts Finder on 5th April 2016. Organisations were able to download the Invitation to Tender (ITT) documents direct from the SEBP.
- 5.9 The procurement was undertaken in accordance with those detailed in the procurement plan which was approved by the Director and Executive Member for the department. The tenders were evaluated in accordance with the Evaluation Spreadsheet, which was issued to potential bidders as part of the Invitation to Tender documents.
- 5.10 The ITT included a set of Entry Level Questions. Potential bidders self evaluated whether they met the Council's minimum criteria for being able to provide the service before completing and submitting their bids.
- 5.11 Interested organisations were able to ask for clarifications, in writing, until 25th April 2016. There were no clarification questions.
- 5.12 The deadline for tenders was Wednesday 4th May 2016. Whilst nine organisations expressed an interest only two tenders were received.
- 5.13 Tenders were assessed by the Tender Evaluation Team, details of which are set out in the Confidential Annexe to this report. Evaluation criteria had been approved as part of the Procurement Plan, with a price:quality weighting of 50:50. The project team had agreed a number of qualitative criteria including monitoring and management of the service, safeguarding, understanding of the Support with Confidence Scheme and understanding of self employment status.
- 5.14 Credit checks and references were undertaken in order to ascertain, as far as reasonably possible, the suitability and viability of the tenderers.
- 5.15 Tenderers were invited to give a presentation to the Council on the 18th May 2016. The topic for the presentation was: Please explain what your understanding is of personalisation, and how does the Support with Confidence Scheme promote the principles and philosophies of this? At the end of the presentation the evaluation

team asked questions about the presentation and also on the tenderers proposals. Following all presentations, the Tender Evaluation Team finalised the tender evaluation.

6 ADVICE RECEIVED FROM STATUTORY AND OTHER OFFICERS

Borough Solicitor

- 6.1 No significant legal issues arise from the matters discussed in this report. The procurement has been carried out in accordance with the Public Contracts Regulations and the Council's Contract Standing Orders.

Borough Treasurer

- 6.2 The financial implications are outlined in the confidential annex.

Equalities Impact Assessment

- 6.3 An Equalities Impact Screening was completed at the outset of the procurement. This identified that a full assessment was not required.

Strategic Risk Management Issues

- 6.4 Detailed risk management, monitoring and contingency criteria were included in the ITT and taken into consideration during the evaluation of the bid. Performance and progress can be measured against the criteria.

7 CONSULTATION

Principal Groups Consulted

- 7.1 The Tender Evaluation Team was drawn from the Older People and Long Term Conditions Team, Direct Payments Team and Adult Social Care Contracts Team.

Method of Consultation

- 7.2 The draft specification was circulated for comment to all members of the Tender Evaluation Team and the Head of Adults & Joint Commissioning.
- 7.3 All members of the Tender Evaluation Team received copies of the specification and reviewed all tender papers. The Team met to discuss and agree evaluation and agree scoring of the tenders.
- 7.4 Meetings, emails and telephone calls.

Representations Received

- 7.5 None

Contact for further information

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