

**Title: Community Based Supported Living Procurement Award 2023**

**Meeting:** Cabinet

**Date:** 14 March 2024

**Classification:** Part 1 (Part 2 as a 'Restricted Appendix' that is exempt from publication by Schedule 12A to the Local Government Act 1972, as it contains commercially confidential information)

**Policy Context:**

**Key Decision:** Yes

**Report Author:** Tracey Schneider

**Executive Director:** Mark Harvey

**Executive Councillor:** Councillor Nelson

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## 1. Executive Summary

- 1.1. Supported living provides people with an eligible social care need, most commonly those with a learning disability, autism or mental health diagnosis with tenanted provision usually funded via housing benefit and onsite care and support staff funded by adult social care.
- 1.2. Social care spend on supported living was approx. £8.6m in 2022/23 and supported around 230 people. Over 75% of spend was on spot provision of services with little ability to manage market or spend.
- 1.3. In order to enable the council to take more control of the market for the best mix of quality, effectiveness, and value for money, including fixed rates and person-centred specification. A tender exercise was initiated in April 2023 to procure a framework for provision of Supported Living and Supported Living with outreach.
- 1.4. Combined with the contract management schedule this will allow us to take more control of the market for the best mix of quality, effectiveness, and value for money, including fixed rates and person-centred specification.
- 1.5. The tender was opened in April 2023 and The procurement process was conducted electronically via the Council's electronic Tender Facility ProContract and in accordance with the Public Contracts Regulations 2015.
- 1.6. 79 Providers applied and through the process detailed in this report, 22 providers have been recommended to be awarded a place on the framework. With 12 of these providers already providing support to Southend residents and 10 providers new to the Southend area.

## 2. Recommendations

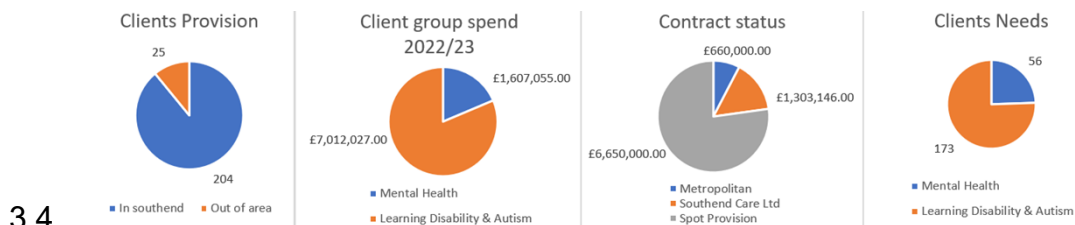
**It is recommended that Cabinet:**

2.1. To Approve award of placement on the Supported Living Framework to the following providers

Avenues Group	Field Lane	Alyson House RCH Ltd
Royal Mencap Society	Keys PCE Ltd	Forget me not caring Ltd
Advance Housing & Support	Thera Trust	Estuary Housing Association
Living Ambitions Limited	Southend Care Limited	Nexus – Support
Aran Homes Ltd	TLC Care Homes	JC Michael Groups Ltd
Choice Support	Pathways Care	18plus Support Ltd
Calm Futures Ltd	Anytime Care Solutions Pl	Verity Group Limited
Health Care – Private		

### 3. Body of the report - Background

- 3.1. Supported living provides people with an eligible social care need, most commonly those with a learning disability, autism or mental health diagnosis with tenanted provision usually funded via housing benefit and onsite care and support staff funded by adult social care.
- 3.2. Social care spend on supported living was approx. £8.6m in 2022/23 and supported around 230 people.
- 3.3. Over 75% of spend was on spot provision of services.



- 3.4.
- 3.5. The Supported Living market in Southend is currently a traditional market that has organically grown with minimal market management and in need of development.
- 3.6. A review of the position through 21/22 and 22/23, together with a detailed audit in 2022 evidenced concerns about - people, properties, provision, staffing, market, and sustainability:
  - Little evidence of people being at the heart of the service, empowerment, enablement, or recovery is not seen as an ingrained ethos.
  - Properties often resemble places of work rather than homes, there is a large reliance on private landlord and issues such as: high rents, low EPC, risk to tenure.
  - Plans around provision as matched to current and future need were unclear, with a placement led model rather than a market management led model.
  - Staffing structures and training were not aligned to demand, or the increasing complexity of some placements.

- The supported living market in Southend is in part driven by a significant amount of out of area placements, predominantly from Essex and London, which places pressure on local health services and on local housing availability.
  - The rates we pay providers are varied and, in many cases, would be considered commercially unsustainable ranging from £12.49 per hour to £25.(22/23 rates) The variation in rates and placement costs resulted in an inability to accurately forecast spend and risk to sustainability and peoples homes.
- 3.7. The decision was made in April 2023 to open a tender for a Supported Living framework. Combined with the contract management schedule this will allow us to take more control of the market for the best mix of quality, effectiveness, and value for money, including fixed rates and person-centred specification.
- 3.8. A framework under a Dynamic Purchasing System was decided upon as this can be actioned at fixed price with good quality provision and with no guaranteed volume or spend 'per provider' and a contract length of 4 years.
- 3.9. Alongside and captured within the specification the strategic commissioning team are conducting a review of technology to both aid in assessments and the delivery of provision in the least restrictive manner which encourages independence.

#### **4. Reasons for Decisions**

- 4.1. The majority of the contract specification and terms and conditions clauses are from the ADASS standard contract for this type of provision; however Southend specific elements were included separately.
- 4.2. During June / July 2022 strategic commissioning worked with local residents who may later use the services to produce a number of principles for supported living, these alongside the REACH standards have formed part of the Supported Living tender specification.
- 4.3. Recognising that many of the providers across Southend would be small enterprises with limited experience of tenders, In the period November 2022 to April 2023 a series of meetings, workshops and training sessions made available for providers, included in this was the coproduction with providers on the mechanism to define Standard and Enhanced service provision.
- 4.4. The procurement process was conducted electronically via the Council's electronic Tender Facility ProContract and the tender options appraisal was approved on 26th April 2023 with the advert placed on 27th April 2023.
- 4.5. The tender was fixed price with a model of Core service with one-to-one provision.
- 4.6. The tenders of applicants were evaluated on the basis of the Most Economically Advantageous Tender (MEAT) in accordance with the evaluation and scoring methodology detailed below.

1. Standard PASS / FAIL elements of the Selection questionnaire reflect legislative requirements.

Providers must have DBS checks in place for everyone who will be working there and must ensure adequate training of their workforce and ensure compliance with all statutory requirements as well as having the following compliant documentation, policies and procedures in place

2. Technical questionnaire phase included questions on Safeguarding, Workforce, Strength based working, Behaviours and Social Value.

Quality evaluation was solely evaluated on the technical questions totalling 100% of the evaluation and all questions had a minimum score threshold of 2 (Good) . Consensus scores were agreed on technical evaluation.

3. Presentation phase. All providers passing through the Technical Questions were invited to present to a group of residents and family carers, who now or in the future may use the services to be provided. The providers presented and were questioned by the group and subsequently scored on their delivery.

- 4.7. We have received 79 submissions. 27 were successful and passed the required criteria in stage 1 and 2 above. 2 providers did not attend the presentation and did not communicate back to the council, and 3 providers failed the presentation stage. Resulting in a recommendation to award to the 22 providers named in section 2.

## **5. Other Options**

- 5.1. Do nothing and continue with the previous process and providers is not recommended due to the issues detailed in section 3.

## **6. Financial Implications**

- 6.1. The current spend for Supported living is forecasted at £8.6M, this framework will be using this existing budget differently and not in addition to that budget.
- 6.2. A number of existing Southend providers are not moving forward onto the framework at this time and unless there are concerns around the provision or provider there will not be a mobilisation of clients to new providers.
- 6.3. It is estimated that the volume of provision moving onto the framework initially will be £4M with new placements being made onto this framework and over time it is expected that we move to a position where the majority of spend is on framework, allowing more robust financial and contract management of these provisions.

## **7. Legal Implications**

- 7.1. Supported living is typically defined as housing where support and/or care services are provided to help people to live as independently as possible. Various statutes govern the delivery of supported living services. This report deals only with the regulatory processes that enable the Council to provide those services using a framework of selected providers.
- 7.2. Given the value of the framework, a procurement process was used following the Councils Contract Procedure Rules and Financial Procedure

Rules. Our processes are governed by the Public Contracts Regulations 2015.

7.3. The procurement process was conducted electronically via the Council's electronic Tender Facility ProContract and in accordance with the 2015 Regulations.

7.4. As this is an executive key decision, it requires the consent of the Cabinet member to create the framework and agree to the providers selected, having been satisfied that the Council has followed correct procedures as set out in this report.

## 8. Carbon Impact

8.1. All providers have submitted their plans for social value and this includes how they will work for a more sustainable service across people and place. This will form part of all contracts for ongoing contract management.

## 9. Equalities

9.1. An EQIA has been completed.



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## 10. Consultation

10.1. No public consultation was necessary, this is more around the infrastructure of the provision, we are not mobilising clients nor changing a contracted service.

10.2. Coproduction with residents and Providers has taken place as described in section 4.

## 11. Appendices

11.1. A part 2 report due to commercial sensitive information. The purpose of the part 2 is to show why certain providers were selected and others not. It is commercially sensitive information for that reason.

## 12. Report Authorisation

This report has been approved for publication by:		
	Name:	Date:
S151 Officer	Joe Chesterton	8/2/24
Monitoring Officer	Kim Sawyer	5/2/24
Executive Director(s)	Mark Harvey	19/2/24
Relevant Cabinet Member(s)	Cllr Nelson	27/2/24

