

FRAMEWORK FOR SPECIALIST DECLUTTERING & DEEP CLEANING SERVICES – AWARD OF FRAMEWORK AGREEMENTS
COUNCILLOR JOHN HOWARD, CABINET MEMBER FOR ADULT SOCIAL CARE, HEALTH & PUBLIC HEALTH IN CONSULTATION WITH COUNCILLOR MARCO CERESTE, CABINET MEMBER FOR CLIMATE CHANGE, PLANNING, HOUSING & TRANSPORT
Deadline date: 30 April 2023

Cabinet portfolio holder: Responsible Director:	Councillor Howard, Cabinet Member for Adult Social Care, Health & Public Health in consultation with Councillor Cereste, Cabinet Member for Climate Change, Planning, Housing & Transport Debbie McQuade, Interim Director of Adult Services
Is this a Key Decision?	YES If yes has it been included on the Forward Plan: YES Unique Key decision Reference from Forward Plan: KEY/27FEB23/02
Is this decision eligible for call-in?	YES
Does this Public report have any annex that contains exempt information?	NO

RECOMMENDATIONS
<p>The Cabinet Member is recommended to authorise the award of a place on the new Framework for Specialist Decluttering & Deep Cleaning Services to the successful bidders listed below for a framework period of 1 May 2023 to 31 December 2025, with an option to extend for a further two 12-month periods:</p> <ul style="list-style-type: none"> • aAFD Services • Foster Property Management • Hygenic Solutions • Mr Bright • Spotless Cleaning Services <p>The value of the framework period between 1 May 2023 and 31 December 2025 is £400,000.00 and a value of £150,000.00 per 12-month extension period, hence the total value of the Framework is £700,000.00.</p>

1. SUMMARY OF MAIN ISSUES

1.1 This report seeks the Cabinet Member for Adult Social Care, Health & Public Health to authorise

the award of placement on the Council's new Framework Agreement for Specialist De-cluttering and Deep Cleaning Services to the successful contractors listed in the recommendations section of this report. This Framework Agreement will be for a period of 2 years and 8 months from 1 May 2023 to 31 December 2025 with an option to extend for a further year until 31 December 2026 and a further year beyond that to December 2027. This will bring this Framework in line with the Care & Repair Framework Agreement (Ref DEC22/CMDN/62) for other DFG (Disabled Facilities Grants) funded works. The figures are based on the anticipated remaining budget from 1 May 2023 to 31 March 2024 and predicted budgets for the remaining duration of the Framework.

2. PURPOSE OF THIS REPORT

- 2.1 This report is for the Cabinet Member for Adult Social Care, Health & Public Health to consider exercising delegated authority under paragraphs 3.4.3 and 3.4.6 of Part 3 of the constitution in accordance with the terms of their portfolio at paragraph (a).

3. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	NO	If Yes, date for relevant Cabinet Meeting	N/A
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4. DETAILS OF DECISION REQUIRED

- 4.1 In 2018 the Council's Care & Repair Home Improvement Agency procured a Framework consisting of five Lots: Minor Aids & Adaptations & Level Access Showers, Boiler & Central Heating Installations, Lifts, Major Ground Floor Adaptations and Repairs Assistance and Specialist De-cluttering and Deep Cleaning Services in 2018. The Framework commenced on 1 January 2019. Contractual arrangements within the Care & Repair Home Improvement Agency were reviewed in 2022 due to rapidly changing market and economic conditions following the pandemic and Brexit, compounded further by a decreased number of contractors actively participating in the existing framework.
- 4.2 To address the challenges identified within the review, a decision was made to procure new solutions, which includes:
- 4.2.1 A Care and Repair Framework for works and services, including Minor Aids & Adaptations & Level Access Showers, Boiler & Central Heating Installations, Lifts. This framework commenced on 1 January 2023 for a period until 31 December 2025 and an option to extend for two further one-year extension periods. Contractors under the newly procured solution will be directly awarded orders for adaptations under Disabled Facility Grant funding.
- 4.2.2 A Dynamic Purchasing System for all Major Adaptations and Repairs Assistance being procured, with an anticipated commencement date of 1 May 2023 and to align with the dates of the Care and Repair Framework.
- 4.2.3 A Framework specialising in De-cluttering and Deep Cleaning Services to commence on 1 May 2023 and to align with the dates of the Care and Repair Framework.
- 4.3 The purpose of this Cabinet Member Decision Notice is to authorise award of placement onto the Framework for Specialist De-cluttering and Deep Cleaning Services for those bidders who have successfully tendered for the opportunity.
- 4.4 Specialist De-cluttering and Deep Cleaning Services are vital. Often residents who are in hospital cannot return home when they are medically fit due to the condition and/or cleanliness of their home. This leads to a delayed discharge from hospital or use of reablement flats or interim care beds for elongated periods of time. The Housing Renewals

Policy 2021 - 2024 introduced a Discretionary Grant of up to £6,000 in order carry out works in resident's home (including de-cluttering and deep cleaning) to facilitate a speedy discharge from these settings. This work also preventatively assists vulnerable residents who display entrenched hoarding behaviours which pose a significant risk of injury and hospitalisation.

- 4.5 This work will be focussed on some of the most vulnerable residents in the city and surrounding areas, often displaying challenging behaviours and chaotic lifestyles. The Invitation to Tender asked for evidence of specialism in this field, particularly in relation to individuals with entrenched hoarding behaviours where a non-judgemental and empathetic approach is imperative.
- 4.6 Schedules and specifications have been developed to cover all elements of this work against which interested bidders have priced. This will allow officers to directly award contracts to the successful bidders listed.

The Procurement Process

4.7 Procurement is being run under the open procedure in accordance with Regulation 27 of the Public Contracts Regulations 2015 to procure the multi-supplier Framework. This is a formal bidding procedure, under which the Framework Agreement is advertised and all interested organisations/consortium can bid. Regulation 33 (Framework Agreements) of the Public Contract Regulations 2015 also applies. The procurement comprised of the following elements:

- A Selection Questionnaire including:
 - Financial Standing
 - UK General Data Protection Regulation (UK GDPR)
 - Modern Slavery
 - Insurances
 - Safeguarding
- A Quality Element – a weighting was given to each question ranging between 5% and 20%. To be considered for award of a place on the Framework Agreement bidders must achieve a qualitative evaluation score of no less than 47% overall. Each question also has a minimum quality threshold applied which must be met or exceeded. Failure to meet any one of these thresholds will result in a failed bid. The questions (method statements) that were asked within the quality element related to the following areas:

	Weighting	Minimum Score Threshold
Service delivery	20%	10%
Communication	15%	7%
Project Management	20%	10%
Quality Control	10%	5%
Staff Training	5%	2%
Environmental Impact	5%	2%
Contribution towards the local economy	5%	2%
UK GDPR	10%	5%

Continuous Service Improvement	5%	2%
Risk & Continuity	5%	2%

- 4.8 Price - the Bidders were required to complete and submit a Schedule of Rates. The price element of the Bid was not scored and did not contribute to the overall score for the Bid. Pricing within the Schedule of Rates will only be considered when the Council is engaging the direct award process under the Framework to award a Call Off Contract for a specific requirement.
- 4.9 All Bidder's that met the selection criteria within the Selection Questionnaire proceeded to the tender evaluation stage. All tenders received were evaluated on a minimum quality threshold as set out at section 4.7. The Bidders that met the minimum quality threshold(s) were awarded a place on the Framework Agreement for Specialist De-cluttering and Deep Cleaning Services.
- 4.10 The Quality element of the tender was evaluated and scored independently by a panel. This panel was made up of officers from Peterborough City Council's Care and Repair & Housing Programmes Teams and were supported by the Council's Procurement Service. The panel members individually considered the Bidders' responses and provided an initial score providing a rational for the score awarded. A moderation of those scores was then led by the Procurement Service. A consensus score and rational was determined following moderations.
- 4.11 A total of six bids were received for this Framework. Five bids were successful and one bid not meeting the qualitative evaluation score threshold of 47%, hence did not progress to be awarded a place on the Framework.

5. CORPORATE PRIORITIES

5.1 The recommendations links to the Council's Corporate Priorities as follows:

5.2 The Economy & Inclusive Growth

- Carbon Impact Assessment - This decision is anticipated to have a neutral impact because the award of agreement continues existing arrangements and therefore emissions will not change.

5.3 Our Places & Communities

- Health and Wellbeing – this decision will allow for the provision of grant funded works by the Framework contractors which will enable residents to live independently as far as possible in an accessible, safe and warm home environment that meets their needs.

5.4 Prevention, Independence & Resilience

- Adults & Children – this decision will allow adaptations to be delivered to elderly and disabled adults and children to live within their own home. The adaptations could potentially lead to a reduced care package or the elimination of a care package altogether in certain circumstances.

5. CONSULTATION

5.1 Consultation has taken place with existing and potential suppliers through soft market testing and supplier engagement events. The Directorate, Finance, Legal and Procurement have been fully engaged and provided support throughout every stage of the procurement process.

6. ANTICIPATED OUTCOMES

- 6.1 It is anticipated that the new Framework for Specialist De-cluttering & Deep Cleaning Services will increase the number of contractors available to carry out these specialist works and will speed up delivery by adopting a practical, efficient call-off process by which contract awards are made with contractors listed on the framework. Work allocation shall be based predominantly on price and availability to reduce start date delays and in accordance with the direct award process within the Framework. The Framework also has an up to date and realistic pricing schedule and the ability to annually review rates to reflect the current market and economic conditions.

7. REASONS FOR RECOMMENDATIONS & ANY RELEVANT BACKGROUND INFORMATION

- 7.1 Failure to provide these specialist de-cluttering and deep cleaning services or failure to complete them in a timely manner, can result in delayed discharge from hospital for a patient who is deemed medically fit. This can result in an unnecessary elongated stay in hospital causing bed blocking or resulting in expensive moves into interim care settings. The home environmental conditions can lead to a delay in the transfer of care from hospital or reablement unable to go ahead in the client's home due to clutter or insanitary conditions.
- 7.2 The risks posed by a badly hoarded property are well documented. There is a fire risk, a risk of falling objects, a risk of falls, a risk of entrapment and the exacerbation of existing respiratory conditions. All of these could lead to a hospital admission.
- 7.3 Delayed discharge from hospital can lead to increased anxiety and a deterioration in physical/mental health. Hoarding behaviours have been diagnosed formally as a mental health condition. The Council could be considered culpable for a delay or failure in delivery de-cluttering and deep cleaning services which could result in complaints, challenges, Ombudsman involvement and legal proceedings. These are preventative services and timely and effective intervention can result in significant savings for health and social care services.
- 7.3 The tender process was compliant with procurement legislation in order to develop a new framework. The new framework has been procured competitively in accordance with the Public Contracts Regulations 2015, demonstrating best value and satisfactory quality, shall provide additional capacity and maintain required standards.

8. ALTERNATIVE OPTIONS CONSIDERED

- 8.1 To do nothing. This is not appropriate due to the importance of preventing hospital discharge delays of medically fit patients.
- 8.3 Establish a DPS for all Lots. This was disregarded as it would mean mini competitions for this lower value, less complex but high-volume works. This would place a substantial burden on Care & Repair and Housing Programme officers and their ability to spend the annual capital programme. By having schedule of rates and an efficient call off process for this type of work means officers can directly award contracts and maintain the required through put levels.
- 8.4 Tender the jobs individually. This would result in several hundred smaller tenders during the proposed framework period and has huge resource implications for the Council. This would lead to potential delays and increased costs.
- 8.4 Tender the works and services to one contractor. This would potentially reduce the capacity and flexibility that a framework offers the Council.

9. IMPLICATIONS

Financial

- 9.1 Discretionary Grants to Support ASC are funded through the Disabled Facilities Allocation element of the Better Care Fund. The 2023/2024 budget has been set at £150,000 for this element of work. Budgets have been assumed at similar levels for the full contract period including extensions.

Legal

- 9.2 The Framework Agreement for Specialist De-cluttering and Deep Cleaning Services was procured under the Framework Agreement Procedure (regulation 33 of the Public Contracts Regulations 2015) and permits the Council to call-off works and/or services which are within the scope of the Framework

The Better Care Fund framework and policy aims to support disabled and older people to be independent, enabling carers to continue their role safely, preventing accidents and helping people to return from hospital.

Equalities

- 9.3 There are no equalities implications arising from this decision.

10. DECLARATIONS / CONFLICTS OF INTEREST & DISPENSATIONS GRANTED

- 10.1 None.

11. BACKGROUND DOCUMENTS

Used to prepare this report, in accordance with the Local Government (Access to Information) Act 1985) and The Local Authorities (Executive Arrangements) (Meetings and Access to Information) (England) Regulations 2012

[Housing Renewals Policy 2021 - 2024](#)