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AWARD THE CONTRACT FOR COMMUNITY SUPPORT FOR OLDER PEOPLE

Councillor Hussain, Cabinet Member for Adult Services and Public Health

October 2023

Deadline date: October 2023

Cabinet portfolio holder: Responsible Director:	Councillor Hussain, Cabinet Member for Adult Services and Public Health Stephen Taylor, Executive Director, Adult Services
Is this a Key Decision?	YES Forward Plan Reference Number: KEY/25SEP23/02
Is this decision eligible for call-in?	YES
Does this Public report have any annex that contains exempt information?	NO
Is this a project and if so has it been registered on Verto?	N/A

RECOMMENDATIONS

The Cabinet Member is requested to:

Award a contract for community support for older people to Age UK Cambridgeshire and Peterborough, a charity, registered with the Charity Commission (1165856) following a successful procurement from Lot 3 of the Early Intervention and Prevention Dynamic Purchasing System for a period of 3 years with an option to extend up to a period of 12 months from 12th October 2023 for a value of £501,460 (£125,365 Per annum).

1. PURPOSE OF THIS REPORT

- 1.1 This report seeks approval to approve the award of the Community Support for Older People Contract to Age UK after a successful procurement through the Early Intervention and Prevention Dynamic Purchasing System.
- 1.2 The decision is for the Cabinet Member to make under the terms of reference in relation to their portfolio at paragraph 3.4.3.
- 1.3 The cost of the 3+1 year contract will be a maximum of £501,460 (£125,365 P.A).

1.4 Awarding of the contract would cover the period from 12th October 2023 to 30th September 2026. With the option to extend for a further 1-year period to 30th September 2027.

2. TIMESCALE

Is this a Major Policy Item/Statutory Plan?	Yes	If Yes, date for relevant Cabinet Meeting	20/09/2023
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3. BACKGROUND AND KEY ISSUES

- 3.1 The current provider (Age UK) has been historically commissioned since 2014 to provide Community Support for Older People (Practical and Social Support) across Peterborough.
- 3.2 In order to procure the replacement contract, Lot 3 of the Early Intervention & Prevention Dynamic Purchasing System was utilised. This currently includes two elements for Peterborough. Practical Support which provides Home Checks and Home Support and also Social Support which provides befriending and friendship clubs.
- 3.3 The providers who have been approved and are on the DPS to bid on the Community Support for Older People contract are the following:

- Age UK Cambridgeshire and Peterborough
- Alzheimer's Society
- British Red Cross
- Cambridgeshire Deaf Association
- Cam Sight
- Care Network Cambridgeshire
- Caring Together Charity
- CPSL Mind
- British association for the Blind
- Deafblind UK Care and Support
- Headway Cambridgeshire
- Huntingdonshire Society for the Blind
- Methodist Homes
- Longhurst Group
- P3 Charity
- Peterborough Association for the Blind
- Stroke Association

3.4 Current Service Statistics

Data provided by the current providers illustrates a very active and well used service overall and services at capacity with waiting lists.

3.4.1 Befriending

Area of the Provision	Total Number
Peterborough Sharing Time Befriending volunteers on 15.01.23	59
Peterborough Sharing Time service users	66

Telephone Befriending volunteers based in Peterborough (linked with Sharing Time)	21
Telephone Befriending service users Peterborough	37
Sharing Time home visits made in Peterborough 01.04.22 to 12.02.23	2,838
Telephone Befriending calls made to service users 01.04.22 to 12.2023	1,591

3.4.2 Friendship Clubs - Volunteers are supported by the current organisation, but each club has autonomy and therefore volunteers are also independent. The current organisation helps to set up and continue support for the clubs to ensure sustainability, provide training and step in in times of absence.

Area of the Provision	Total Number
Number of Service Users Peterborough 01.04.22 to 31.12 22	309
Number of attendances during this period	4,290
Number of Peterborough clubs	10
Number of volunteers	59

3.4.3 Home Checks - Practical domestic help for older people

Area of the Provision	Total Number
Home Checks service users 01.04.22 to 14.02.23	156
HC's number on waiting list	11

3.4.4 Home Support - Practical assessments for equipment including low level adaptations & enhancements to the home.

Area of the Provision	Total Number
Home Support Service Users Peterborough 01.04.22 to 14.02.23	109
HS waiting list Peterborough	31
Number of hours support 01.04.22 to 14.02.23 Peterborough	3,870

4. CORPORATE PRIORITIES

Consider how the recommendation links to the Council's Corporate Priorities:

1. *The Economy & Inclusive Growth*

- *Environment N/A*

Carbon Impact Assessment - There will be no added carbon impact on the Council's or city's Carbon emissions. Under the current arrangements, volunteers could visit anyone

across the county. Where as, in the new place-based model, under 'Care Together', the volunteer would be based in the location of the service user, receiving support from VSCE (voluntary community social enterprise organisations) also based in the localities.

- Homes and Workplaces N/A
- Jobs and Money N/A
- 2. Our Places & Communities
 - Places and Safety (including any rural implications) N/A
 - Lives and Work N/A
 - Health and Wellbeing N/A
- 3. Prevention, Independence & Resilience
 - Educations and Skills for All N/A
 - Adults – The service help provide those over 60 with strong sociable connections and a sustainable home environment which can prevent further care needs from developing
 - Children N/A
- 4. Sustainable Future City Council
 - How we Work N/A
 - How we Serve N/A
 - How we Enable N/A

Further information on the Council's Priorities can be found here - [Link to Corporate Strategy and Priorities Webpage](#)

5. CONSULTATION

- 5.1 A survey was conducted asking various questions to both Volunteers and Service Users of the current service. There were over 50 responses to the survey where multiple aspects of the service were assessed. Most responders were enthusiastic overall about the service. This was particularly true of how the service is seen to help reduce isolation of its recipients as well as way that different generations can connect to share experiences and knowledge. When asked about any ways the service could be improved, a common theme emerged that both Service Users and Volunteers would both like a way for the Befriending element of the Social Support Service to grow outside its current home-based nature. There were a few ideas shared include sharing a coffee at a local venue, or, where possible, a walk and talk around the community. In short, something which gets the Service User out of the house and in a different setting. This would also bring benefits in terms of physical exercise, strength and balance and thus falls prevention.

We also asked the question "How can we encourage more volunteers to engage with the service?". Responses suggest current advertising and recruitment isn't as good as it could be and is mainly restricted to digital. Leaflets and posters in local shared spaces, local media adverts and stands at community events were suggestions to reach prospective volunteers.

- 5.2 Other feedback from commissioners included the following observations:

5.2.1 Many older people and community groups have never heard of the service. Feedback suggests it's not communicated as well as it could be

5.2.2 When speaking to Age UK and other VCSE organisations there is still a shortage of volunteers in the sector. Volunteer numbers have dropped off since the pandemic, raised COVID anxiety and economic pressures.

5.3 It is evident that some community led coffee morning befriending groups have been set up with varying levels of sustainability and the added value of a lead provider's support and backing will add sustainability, branding/advertising, training and financial resource

6. ANTICIPATED OUTCOMES

6.1 The provider will be available to older people aged 60 years old and above to maximise their independence, health, wellbeing, and support their social, emotional, and practical needs.

6.2 Social Support

6.2.1 The providers will establish a Befriending Service, including telephone, face to-face, walk and talk, Garden/park meets, video calls (aid with digital exclusion) and dedicated befriending groups to reduce social isolation and improve mental health and wellbeing with a minimum of one contact per week across Peterborough.

6.2.2 The provider will establish and support a network of Volunteer Led Friendship Clubs for older people across the city. The provider will ensure the sustainability of the clubs through support and training and identifying near areas where new clubs would be beneficial to the local community. The clubs will provide a cooked meal at lunch times, social and wellbeing activities, and outings.

6.3 Practical Support

6.3.1 The Home Support Service will offer practical domestic help to older people, for example, light household duties which includes meal preparation, bed changing and where appropriate, accompanied, or unaccompanied shopping where needed on a regular basis particularly in the less accessible areas of Peterborough.

6.3.2 The Home Checks Service will offer practical assessments for equipment including low level adaptations & enhancements to the home. The service will reduce falls and accidents, improve security & heating in the home. Direct referrals will be received from Peterborough City Council Adult Therapy Services.

6.4 The providers will work collaboratively through local Co- production and have representation at countywide engagement forums/meetings with Think Communities, Care Together, Social prescribers, Councils and Integrated Neighbourhood boards to facilitate dialogue for local communities.

6.5 The providers must signpost and promote the use of established support networks, funding, community transport and technology available to older adults.

6.6 The provider will work closely with Health and Social Care professionals to continuously improve the current pathways and ensure coordinated provision for all service users. Key partners include (but are not limited to) Primary Care and NHS Trusts including GP surgeries and Community Services. The provider will work in partnership with other local and national organisations to promote issues affecting older people including: -

- Housing providers
- Welfare and Benefit Teams including statutory services
- Cambridgeshire Fire and Police Services (Scams Aware, Safe & Well scheme, etc)
- Other local authority services
- Other association local providers

6.7 Referrals can be received from the following sources:

- Self-referrals.
- Families, carers and friends

- Health and Social care professionals including Social Prescribers, GP surgeries, Adult Early Help Team, social workers, Reablement Hospital Discharge Planning Teams,

Tenderer Name	Total Quality Score	Quality Weighted Score (65%)	Price	Price Weighted Score (35%)	Final Total Score	Bid Ranking
Provider 1	54	51.50	£125,365.00	35.00	86.50	N/A

Voluntary Organisations and Community Groups.

7. Procurement Process

7.1.1 the call-off requirement was advertised through the relevant lot of the Early Intervention and Prevention PDPS on 7th of July 2023. The following information was released to the providers as a mini competition to enable bids to be submitted:

- Service requirement
- Length of requirement
- Budget for requirement
- TUPE (if applicable)
- Evaluation Criteria

7.1.2 Bidders were advised the weighting of the evaluation methodologies would be 65% in favour of quality and 35% for pricing.

7.1.3 Deadline for submission was the 9th of August 2023 at which point only one bidder submitted a bid, which was Age UK. Upon evaluation Age UK qualified and accordingly it is recommended they are awarded the contract.

7.2 Evaluation and Moderation Process

7.2.1 Procurement ensured the documents were compliant with the Public Contract Regulations 2015 and no clarification questions were needed from the bidder. It was also clarified that with there only being one bid, as long as the quality threshold of 50 was passed, the bid would be successful.

7.2.2 The evaluation process took place from 10th of August to the 15th of August. On the 16th of August, Procurement took the lead of the moderation of the scores submitted by the 3 evaluators. A consensus was reached with the majority agreeing on all responses submitted by the bidders. The full details of the scoring and comments for each providers response can be seen in the appendix.

7.2.3 Based on the results of this session. Age UK emerged successful based on a final total score of 86.50. A full breakdown of their bid can be seen below:

7.2.4 TUPE therefore does not apply as Age UK are the incumbent provider

8. ALTERNATIVE OPTIONS CONSIDERED

1. Let the contract end	Cost avoidance (as current extension ends on the 30 th September 2023 and contract would end resulting in ending of the service).	Negative impact on service user outcomes. Failure to renew the contract would result in non-compliance with the Care Act 2014. PCC faces damage to reputation leading to distrust. Accelerated service user reliance on care services, health service and reduced life expectancy/quality of life.
2. Extend current services by an exemption due to being outside of procurement regulations	A quicker, resource light way to continue the existing service.	Procurement and Legal have advised this would not be approved due to unfair market competition.
3. Approve use of EIP DPS to award new service to Age UK	Continues a valued service in Peterborough compliant with the Care Act 2014. Compliant with PCR 15. Redesign of service will improvements/efficiencies and tailored to existing needs. Continues to support Peterborough residents, delaying need for more formalised care services.	Continued cost to the council over the contract duration.

9. IMPLICATIONS

9.1 Legal Implications

The procurement is in accordance with the Public Contract Regulations 2015 and the process as set out in the Dynamic Purchasing System for Early Intervention and Prevention accordingly, it is lawful to enter into a Call Off Contract with Age UK Cambridgeshire and Peterborough for the community support services, as set out in this report.

By entering into the Call off Contract it will mean the Council will be in line with its general duties pursuant to sections 1 to 6 of the Care Act 2014.

9.2 Financial Implications

The successful bid for the Community Support for Older People Contract has an overall cost of £501,460 if the full 4 years are activated.

Year 1	Year 2	Year 3	Optional Year 4	Total
£125,365	£125,365	£125,365	£125,365	£501,460

The agreed amounts are in line the budget agreed for this contract.

Please note, for the inflationary strategy, we as a team are considering all of ASC for inflationary uplifts to 2027 in order to sustain the market and this contract will be considered

within EIP. The usual routes for approval of uplifts will be followed. However, there are no contractual uplifts agreed.

9.3 Equalities implications

These services are designed for all adults over the age of 60. EQIA approved under reference CCC497250534

9.4 Carbon Impact Implications

The service will not require use of council buildings and will be a continuation of existing services therefore, there will be no increase on carbon emissions as a result of this procurement. Carbon Impact Assessment Approved by Ellie Cooper 20/03/23

10. DECLARATIONS / CONFLICTS OF INTEREST & DISPENSATIONS GRANTED

10.1 None.

11. BACKGROUND DOCUMENTS

Specification:

Community Support Specification PCC

Pricing Schedule

Community Support PCC Pricing Schedule

Evaluation:

Community Support Evaluation PCC