

**NORTH SOMERSET COUNCIL
DECISION**



**DECISION OF: COUNCILLOR MIKE BELL EXECUTIVE MEMBER FOR ADULT SOCIAL
CARE & PUBLIC HEALTH
WITH ADVICE FROM: DIRECTOR OF P&C & HEAD OF STRATEGIC PROCUREMENT
DIRECTORATE: PEOPLE AND COMMUNITIES**

DECISION NO: PC29

SUBJECT: SPECIALIST DOMESTIC ABUSE SUPPORT SERVICES

KEY DECISION: NO

REASON: This is a procurement plan therefore not a key decision

BACKGROUND:

The current contractual arrangements for Specialist Domestic Abuse Support Services will end on the 31 March 2020 and this report sets out proposed arrangements to seek tenders for these services after that date.

The Specialist Domestic Abuse Support Services supports several Corporate Plan aims:

- Enable residents to make healthy choices and promote active lifestyles, which reduce ill health and increase independence.
- Support Families to give their children the best start in life.
- Build and sustain great places to live and visit – vibrant, accessible and safe.
- Empower people to contribute to their community and communities to provide their own solutions.

Two providers, Livewest and Curo currently provide domestic abuse services in North Somerset. This includes the following;

Livewest provide:

- An independent Domestic Advisors (IDVAs) service to provide individual support to victims assessed as at high risk of serious harm.
- An IDVA placed with the One Front Door team to assess and triage police Lighthouse domestic abuse referrals where children are involved. This is only funded until October 2019.
- A floating support service to provide individual support to those assessed as at low to medium risk.

- Pattern Changing courses for women affected by domestic abuse. (and individual support for men as there are insufficient numbers to run groups)
- Drop-in sessions
- A Domestic Abuse FreeFone help line which operates 9am to 6pm on weekdays
Curo provide;
- Emergency refuge accommodation (14 units) for those fleeing domestic abuse.

Curo provide:

- Management of the domestic abuse refuge accommodation.

DECISION:

It is requested that this procurement plan be approved to proceed to tender for the above service.

Contract Structure

- The estimated contract value for the life of the contract will be £1.8m (annual value circa £300,000)
- The initial contract term will be over 4 years
- There will be an option to extend for 2 years (in any combination).

REASONS:

Introduction

The proposal is to seek a single supplier contract (we will accept collaborative bids) to start on 1st April 2020.

The new contract will include individual support for victims of domestic abuse along with emergency accommodation units.

Commissioning Plan

The commissioning plan was approved at Executive on the 25th of June 2019.

Lessons Learned from previous projects

- We need a robust data management system – we will ensure this is included in the tender documents
- It would be beneficial to have flexibility in the contract and with the supplier. Due to the nature of the contract, volumes can fluctuate and more 'pots' of money/grants can become available – we will ensure the contract structure is clear in our tender documents.
- Working with two separate contracts (and two separate providers) can prove challenging if there are competing priorities – we will let one contract (but allow consortium bids)

Requirement

The new service will include:

- Provide a single access point for both the general public and stakeholders;
- Support victims irrespective of gender; but ensure that the support is tailored to any specific needs which female and male victims may have and that it reflects the demand for services from each gender;
- Include support to victims of so-called 'honour' based violence and forced marriage and must include provision to assist children of such victims;
- Include victims aged 16+ as Clients, should current Government consultation reach that conclusion
- Support for children affected by Domestic Abuse.
- Pattern changing courses for victims to enable them to reduce vulnerability to domestic abuse and for parents to help them support children affected by domestic abuse.
- Work with couples where domestic abuse is suspected but where there is no clear perpetrator.
- Individual support and advocacy within a health setting.
- Support workers that are accredited Independent Domestic Abuse Violence Advisers.
- Emergency accommodation for victims and children. These should be suitable for men and people with complex needs such as alcohol misuse and for those people with older children and should be a mixture of both shared and single occupancy units Individual support for children of service users.
- Opportunities for victims to receive and provide peer support.

Route to market

- Single supplier contract (will accept collaborations)
- Open tender via OJEU Light Touch with a presentation element
- 4 years with an optional 2-year extension

Timescales

- Procurement Plan developed and agreed by Mid-August 2019.
 - Preparation of the specification and ITT documents will be completed by end of August 2019.
 - The procurement process will commence through advertising the opportunity in early September 2019
 - Tenders will be evaluated in October 2019
-

- Approval of Contract Award Report approved by Director in November 2019
- The successful supplier will be notified in Nov/Dec 2019.
- Jan 2020 – March 2020 Implementation Period
- The service will start on the 1st April 2020.

Governance

- Commissioners: People and Communities Contracts and Commissioning Officers & Domestic Abuse Co-Ordinator
- Strategic Procurement Service: Head of Procurement & Procurement Officer
- Finance: Finance Business Partner for P&C

Market / Suppliers

Potential providers were invited to pre-tender market engagement meetings to discuss service requirements, alternative options for suitable accommodation and innovation to help inform the specification. 7 suppliers attended the sessions and shared their experiences/good practice. Following the sessions, we provided (with permission), supplier details to interested parties for collaboration opportunities. It is expected that at least 2/3 bids could be received.

Social Value, Sustainability & VCSE

It is proposed to include the following question within the methods statements:

Please set out the Social Value you are prepared to deliver in the context of the Public Services (Social Value) Act 2012. Further information, including North Somerset Council's target Social Value outcomes, can be found at:

<https://www.n-somerset.gov.uk/my-business/tenders-procurement/procurement-strategy/our-social-value-policy/>

Please ensure that your response contains specific, measurable commitments that are over and above the Services provided in the contract and are also incremental to Social Value that you are already providing.

Evaluation

There will be a set budget of £300,000 – evaluation will be 100% quality. One of the method statements will focus on the financial aspect of the contract (asking for a price breakdown) aiming to ensure value for money and sustainability. The specification lists core activities which need to be delivered within the budget, as well as desirable elements which could be included with the use of external grants/funding. Method statement themes and % breakdown are set out below:

Essential Services (80%):

- Service Delivery (16%)
-

- The Financial Budget (16%)
- Equalities, Diversity & Inclusion (8%)
- Safeguarding (8%)
- Social Value (8%)
- Performance Monitoring & Outcomes (8%)
- Service Implementation & Mobilisation (8%)
- Service Delivery by Experience (8%)

Desirable Services (20%):

- Funding Streams & Innovation (20%)
- Presentations may be used for tender clarification
- We will reserve the right to exclude bidders that score below 3 on one or more method statement questions.
- There will be a few pass/fail questions.
- The standard NSC scoring below will be used:

Score	Classification	Award Criteria
5	Excellent	A response that inspires confidence; specification is fully met and is robustly and clearly demonstrated and evidenced. Full evidence as to how the contract will be fulfilled either by demonstrating past experience or through a clear process of implementation.
4	Good	A response supported by good evidence/examples of the Bidders' relevant ability and/or gives the council a good level of confidence in the Bidders' ability. All requirements are met, and evidence is provided to support the answers demonstrating sufficiency, compliance and either actual experience or a process of implementation.
3	Satisfactory	A response that is acceptable and meets the minimum requirement but remains limited and could have been expanded upon.
2	Weak	A response only partially satisfying the requirement with deficiencies apparent. Not supported by sufficient breadth or sufficient quality of evidence/examples and provides the council a limited level of confidence in the Bidders' ability to deliver the specification.
1	Inadequate	A response that has material omissions not supported by sufficient breadth and sufficient quality of evidence/examples. Overall the response provides the council with a very low level of confidence in the Bidders' ability to deliver the specification.
0	Unsatisfactory	No response or response does not provide any relevant information and does not answer the question.

Contract Management

The contract will be managed jointly by officers in the Contracts and Commissioning Team in the People and Communities Directorate, and the Safer and Stronger Communities Team

in the Corporate Services Directorate. The Contract Managers, with the support of the Procurement team will develop a contract management plan at the end of the tender process.

The following meetings will be held:

- Monthly data reports
- Quarterly KPI meetings, and data reports
- Yearly – full reports including social value

OPTIONS CONSIDERED:

- No contract – this was not considered
- Two separate contracts (Accommodation and Services) – this could prove challenging if there are competing priorities
- Preferred option: One contract (with collaborative bids considered)

FINANCIAL IMPLICATIONS:

Costs

The procurement is being undertaken on the basis that the new contract will initially cost no more than the existing service, which is £300,260 per year. The cost will be met from pooled budgets and the contract will include a provision to review the specification and contract price on an annual basis in order to adjust for future budget pressures.

Funding

The current funding of £300,260.16 is split as follows, £207,179.51 is funded by North Somerset Council People and Communities budgets. The rest of the funding, £93,080.65 comes from a pooled budget from North Somerset Council's Corporate Directorate. This is funding received from the BNSSG CCG and the Office of the Police and Crime Commissioner, the funding from these community safety partnership agencies' is decided on an annual basis.

The funding for Curo of £8,985.60 is funded via the People and Communities budget. This element of funding exceeds the total budget for the new service. The funding was allocated following the transfer of the management of domestic abuse refuge accommodation service from SAHA to Curo to dung the Housekeeper in April 2019 (Decision Number PC104). This cost will be mitigated within the new re-commissioning.

LEGAL POWERS AND IMPLICATIONS

Domestic Abuse support is a requirement and is covered by the following:

- The Crime and Disorder Act 1998
 - S.143 of the Anti-social Behaviour, Crime and Policing Act 2014
 - Police Reform Act 2002
 - Police and Justice Act 2006
 - Government Policy Paper Violence Against Women and Girls Strategy 2016-2020
-

- Domestic Violence, Crimes Victims Act 2004
- A domestic abuse Bill “Transforming the Response to Domestic Abuse: Consultation Response and Draft Bill” is currently being processed by the government

CLIMATE CHANGE AND ENVIRONMENTAL IMPLICATIONS

We will address and prioritise the climate change emergency with suppliers as part of the social value question (this could include sustainable transport, use of electronic systems, waste reduction / responsible recycling etc.).

CONSULTATION

Consultation is continuously carried out through the domestic abuse service and strategy development. This includes regular meetings with users of the current services, meetings held with the multi-agency Domestic Abuse Strategy Group and its subgroups and the current Task and Finish group which is currently writing the next domestic abuse strategy 2019-2022. Feedback from this consultation has influenced this process.

RISK MANAGEMENT

- Provider failure will be mitigated by robust contract monitoring and compliance of the contract. Performance indicators will be set for the contract with the monitoring of these undertaken jointly by The Contracts and Commissioning Team and Corporate Services.
- The funding from the community safety partnerships is committed only on an annual basis, all external funding opportunities are actively pursued in the instance that this funding no longer becomes available.
- The contract will include a provision to review the specification and contract price on an annual basis
- Risk of suppliers not being able to run the service within the contract price – the market is well versed in bid/grant applications for extra funding. There will be a robust contract management plan to monitor all aspects of the contract.
- Risk of not receiving bids – we have engaged with the market and held pre-procurement supplier meetings.
- Risk of challenge to the procurement process – There will be a transparent and fair process to minimise any challenges.

EQUALITY IMPLICATIONS

Have you undertaken an Equality Impact Assessment? Yes

An Equality Impact Assessment has been completed and no equality issues or risks have been highlighted.

CORPORATE IMPLICATIONS

Domestic abuse support is a council priority.

APPENDICES

N/A

BACKGROUND PAPERS

Commissioning Plan (agreed by Executive 25/06/2019 EXEC8)
North Somerset Corporate Plan 2018 -19
The People and Communities Directorate Statement 2019-20
The Corporate Service Directorate Statement 2019-20
Equality Impact Assessment
Decision No PC104

SIGNATORIES:

DECISION MAKER(S):

Signed: *[Signature]*

Title: *Executive member for Adult Care + Health*

Date: *3.9.19*

Signed: ~~.....~~

Title: ~~.....~~

Date: ~~.....~~

WITH ADVICE FROM:

Signed: *[Signature]*

Title: *HEAD OF PROCUREMENT*

Date: *3.9.19*

Signed: *[Signature]*

Title: *Director, People + Communities*

Date: *3.9.19*

Footnote: Details of changes made and agreed by the decision taker since publication of the proposed (pre-signed) decision notice, if applicable:

