

North Somerset Council Decision
Decision Of: Director of Adult Social Services



In Consultation with: the Head of Procurement and Section 151 Officer

Directorate: Adult Social Services

Decision No: ASC40 (2023/24 Scheme)

Subject: Contract Award for Tamar Court and Waverley Court Extra Care Housing Schemes

Key Decision: Yes

Reason:

The decision will result in the council incurring expenditure of over £500,000 and will affect two or more wards.

Background:

The council's Housing with Support Strategy details:

In the past the solution for many people who needed care and support was a residential or nursing home where their needs could be fully met in one place. Whilst for some people the need for residential and nursing care will continue the link between wellbeing and independence is well recognised. Skills for Care highlight this in their core principles:

An analysis of projected demand for Extra Care Housing in North Somerset made in 2013 using the Strategic Housing for Older People Analysis Tool from the ¹Housing LIN, indicated that demand would outstrip supply by more than 200% by 2030.

It is apparent that there is less Extra Care Housing in North Somerset than would be expected for the population, but demand involves appetite as well as statistics. The steady filling of the most recent development to open at Strawberry Gardens would seem to indicate that there is an appetite for this type of provision in the area, but more work could be done with older people to ascertain the type of accommodation with support that they are looking for and what needs to be in place for them to be able to make a move.

¹ *The Housing Learning and Improvement Network (LIN) is a sophisticated network bringing together housing, health and social care professionals in England, Wales, and Scotland to exemplify innovative housing solutions for an ageing population. Recognised by government and the housing with care sector as a leading 'knowledge hub' on specialist housing, our online and regional networked activities

Decision:

1) It is requested that the contract for Provision of Care and Support into Tamar Court Extra Care Housing Scheme be awarded to: Agincare Ltd. Company Reg: 6099679. Address: Agincare House, Admiralty Buildings, Castletown, Portland, Dorset, DT5 1BB.

Contract value: 526.75hrs (per week) x £20.98 (per hour) = circa £574,663 (per year)

Initial Term: 3 years

Optional extension Term: 3 years

2) It is requested that the contract for Provision of Care and Support into Waverley Court Extra Care Housing Scheme be awarded to: Radis Limited. Company Reg: 3587165 Address: Mercia House, 15 Galena Close, Tamworth, Staffordshire, B77 4AS.

Contract value: 273.75hrs (per week) x £21.44 (per hour) = circa £305,198 (per year)

Initial Term: 3 years

Optional extension Term: 3 years

Reasons:**Introduction**

Extra Care Housing is housing designed with the needs of older people in mind and is available to people aged 55 and over. Residents of Extra Care Housing have their own self-contained homes, their own front doors, and a legal right to occupy the property. Extra Care Housing is not a care home. There is an onsite care provider who will deliver care and support to the residents of the development with a view to enabling clients to remain as independent as possible in their own home. The care provider is also available for any emergency calls required by the clients.

North Somerset Council is committed to offering Extra Care Housing as an alternative to residential care for those people who can no longer manage in their current home due to their care needs. Extra Care Housing should be a vibrant place to live with activities and facilities available for residents and the local community. Although the care provider is not responsible for this, they will be expected to work closely with the housing provider to achieve this.

The council is responsible for commissioning the care provider to work within the Extra Care Housing schemes in North Somerset.

The current model of care in Tamar Court and Waverley Court is that the council commissions the care provider and funds the care packages delivered to North Somerset Council nominated clients and waking night staff which includes 24-hour cover for emergencies.

The new contracts for Tamar Court and Waverley Court will mirror the existing contracts and be for a total term of up to six years. Each contract details the expectations of the Provider to undertake planned care and support with a 24-hour presence of at least one member of staff.

The Commissioning Plan to tender for the care and support contract at Tamar Court and Waverley Court Extra Care Housing Schemes was approved by The Executive on 21 June 2023.

Award Criteria

As agreed in the Procurement Plan in July 2023, the following criteria was used to evaluate the tenders received.

Quality = 60%

Method Statements	%
Company Ethos and Managing Culture	8%
Partnership Working	8%
Health and Wellbeing	11%
Staffing and Service Implementation	10%
Monitoring and Outcomes	8%
Climate Emergency	5%
Social Value	10%
Total Score	60%

Pricing = 40%

The standard cost evaluation method, which is widely used within the council was followed. The tender with the lowest total price received the maximum score weighted at 40%, and the prices of all other tenders were expressed as a percentage of the maximum score.

Pricing schedule:

Suppliers were required to bid a price per hour (against an approximate guide number of hours).

Procurement Procedure & Publishing Information

The route to market used was the Find a Tender Open Procedure under the light touch regime. A one stage process was followed including the standard selection questionnaire (SQ) & method statement questions which was published on our e-tendering portal - Supplying the South West.

The following indicative timeline will be followed for the remainder of the process:

STAGE	DEADLINE
Award Report agreed	October 2023
Successful/unsuccessful notifications	October 2023
Implementation period	Oct 23 to Jan 24
Contract starts	16 th January 2024

Nine suppliers responded to the tender for the Tamar Court scheme and eight suppliers responded to the Waverley Court scheme.

Evaluation Panel Members

The evaluation panel members included officers from the Adult Social Services Directorate:

- Head of Service
- Contracts and Commissioning Officer
- Accommodation Change Manager.

The following officers provided the evaluation panel members with expert opinions on specific award criteria:

- Senior Accountant – reviewed supplier pricing schedules
- Climate Emergency Officer – provided advice and guidance to the panel with regards the Climate Emergency section
- Procurement Manager & Procurement Officer/Support Officer – moderation facilitation.

Evaluation Outcome

All evaluation panel members attended the moderation meeting to agree final scores and comments for each bidder. The moderation meeting was hosted by the Strategic Procurement Team who provided independent facilitation.

The council's standard scoring methodology was used to assess responses against the method statements:

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.

The evaluation of the tenders resulted in the bidders receiving the following scores:

Extra Care Housing - Tamar Court						
Tenderer	Quality Weighting (%)	Actual Quality Score (%)	Price Weighting %	Actual Price Score %	Total Weighted Score %	Overall Ranking
Agincare	60%	50.87%	40%	40.00%	90.87%	1
Bidder A	60%	50.53%	40%	40.00%	90.53%	2
Bidder B	60%	40.01%	40%	39.25%	79.26%	4
Bidder C	60%	43.00%	40%	37.30%	80.30%	3
Bidder D	60%	26.06%	40%	37.25%	63.31%	5

Extra Care Housing - Waverley Court						
Tenderer	Quality Weighting (%)	Actual Quality Score (%)	Price Weighting %	Actual Price Score %	Total Weighted Score %	Overall Ranking
Radis	60%	51.99%	40%	40.00%	91.99%	1
Bidder A	60%	52.42%	40%	38.03%	90.45%	2
Bidder B	60%	29.00%	40%	36.95%	65.95%	4
Bidder C	60%	40.23%	40%	36.84%	77.07%	3

Radis Ltd was the highest scorer for Waverley Court and Agincare Ltd for Tamar Court.

As the tables above show, the scores achieved by the highest scoring bidders in both schemes were extremely close, elements of the evaluation process were revisited to ensure that the right decision had been made and that any potential challenge could be defended.

Contract Management

The contract will be managed by a Contracts and Commissioning Officer. Following contract award a contract management plan will be produced by the Strategic Procurement team with input from the Contracts and Commissioning Officer.

Implementation of contract

See successful provider's implementation plans.

Options Considered:

In making our recommendations the following was considered:

- What is working and not working currently;
- The council's Housing with Support Strategy;

- Housing LIN guidance and information.

Consideration was given to implementing the Core and Add-on model for the new contracts for Tamar Court and Waverley Court however due to the developments being well established with residents who have lived there for long periods of time, we do not feel it would be viable to implement at this time.

Consideration was given to applying the weekly payment for new residents that move in so over time, every resident would pay a weekly charge and the council could reduce its funding to the care provider. This creates an inequality in the developments and could cause issues between residents who pay and residents who do not.

Consideration was given to other ways of reducing the cost to the council of funding the 24-hour emergency cover within the schemes. We have reviewed the possible use of Acoustic Monitoring, which is a technology that the council is looking to implement within care homes in North Somerset. Acoustic Monitoring is a unit that is placed in residents' rooms which identifies what is normal for each resident, down to breathing pattern. The system will alert staff if there are changes to what is normal. The benefits of this being that staff in care homes only need to enter a resident's room if the system detects a change, rather than routinely during the night. The theory of Acoustic Monitoring in Extra Care is a good one however, having discussed the details of the system, the residents of Extra Care are more active and are not just confined to one room, like in a care home. The system would not cope with this and therefore it is not a viable option.

There is future scope for considering working with the council's emergency response service to have a roving waking night team who will respond to emergencies across all Extra Care Housing schemes in North Somerset. This will need careful consideration and consultation with the landlords of the schemes, care providers and residents.

Research was undertaken by reviewing advice on best practice by the Housing LIN.

Financial Implications:

Extra care nominations provide savings to the council as they avoid / delay more expensive residential placements. Financial information gathered from the nominations into Tamar Court have indicated that the target expectation for the next Extra Care Housing development is that for every five placements there will be one cash saving of an average £275 per week (someone who moves from residential care) and three cost avoidance savings of an average £225 per week (clients who would have required a residential placement if extra care had not been available). On this basis, annual savings of c.£200k are expected to be made as a result of the extension of Tamar Court and are included in the Medium-Term Financial Plan over a two-year period.

Costs:

The hourly rate for Tamar Court submitted by Agincare Ltd is £20.98. This makes the approximate cost for the Service £574,663 per year.

The hourly rate for Waverley Court submitted by Radis Ltd is £21.44. This makes the approximate cost for the Service £305,198 per year.

Funding:

Funding will come from the Adult Social Care budget and as described above, is expected to be more cost effective than other forms of care, such as residential care.

Legal Powers and Implications:

The services considered in this procurement are statutory requirements (Care Act 2014, Mental Capacity Act 2005, Mental Health Act 1983 as amended in 2009). Local Authorities cannot provide these services themselves as the legislation requires them to be provided independent of the Local Authority or NHS Providers.

The Public Contract Regulations 2015 were adhered to.

Climate Change and Environmental Implications:

See successful Provider's tender response including their commitments.

Consultation:

North Somerset Councils Accommodation Change Officer attended both Extra Care schemes and discussed with existing tenants the tender for the provision of care and their views were taken on board when designing the tender.

There were no negative comments given about the care staff at either of the services. Overall, the comments were very positive by both residents and their relatives about the care being provided by the carers in both schemes. The residents spoken with all found the care workers to be attentive, caring, kind and very competent at their job. Relatives also found the carers to 'excellent' and 'superb' and found the communication within the services to be very consistent and effective. However, some did comment about the main head office and communication difficulties.

We meet quarterly with the landlords of the Extra Care Housing Schemes and will keep them updated on the contract award and implementation.

The relevant Cllr and Scrutiny panel have been consulted by the Principal Head of Commissioning, Partnership and Housing Solutions and the Contracts and Commissioning Officer.

The Strategic Procurement Service and Legal team were consulted in the preparation for this tender.

Risk Management:

No risks identified on the risk register scored High due to mitigating factors. One risk relating to the TUPE transfer of staff in the contract implementation phase is accepted as remaining Med/High following mitigation.

Equality Implications:

Have you undertaken an Equality Impact Assessment? Yes

An EIA summary has been completed.

Positive impacts were identified for Disabled people, people of a certain age and informal Carers. There were no negative impacts identified as the aim of the commissioning is to improve the independence of service users, availability of services and achieve best value.

Corporate Implications:

The North Somerset Corporate Plan 2020-24 considers various areas of key focus including:

- A great place for people to live, work and visit;
- A commitment to protect the most vulnerable people in our communities;
- A focus on tackling inequalities and improving outcomes;
- Partnerships which enhance skills, learning and employment opportunities;
- Engage with and empower our communities;
- Manage our resources and invest wisely;
- Embrace new and emerging technology;
- Collaborate with partners to deliver the best outcomes.

Appendices:

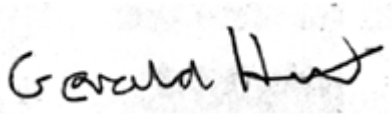
N/A

Background Papers:

N/A

Signatories:

Decision Maker(s):

Signed: 

Title: Principal Head of Commissioning, Partnerships and Housing Solutions on behalf of the Director of Adult Social Services under delegated powers

Date: 5.10.23

In Consultation With:

Signed: 

Title: Section 151 Officer

Date: 5.10.23

Signed: Geoff Chamberlain

Title: Head of Procurement

Date: 5.10.23

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