

Cabinet Contracts Forward Plan – Appendix 1 Q3

Contract Ref & Title	AHS5037 – Independent Living and Community Support		
Procurement Category:	Health & Care	Contract Duration & Extensions:	Contract Extension 15.5 months contract extension New Procurement 3 years + 1 year + 1 year
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	R5600-33201-A2559		
Value Total:	£4,493,847 including £841,686 for the value of the extension period	Statutory / Non-Statutory	Statutory
Value Per Annum:	£664,008 year one	Budget	£664,008
Current annual value	£609,182	Revised Annual Contract	Year 1, £664,008 which may be uplifted to meet LLW and inflationary pressures in future years
Savings Annual Value	Not Applicable		
Summary of how savings will be achieved			
No direct savings are achieved from this contract as this is a statutory adult social care service where we have committed to meet the LLW commitments. However, this contract supports the MTFs Mental Health Accommodation Pathway savings target of £571,286			
<u>Background</u>			
<p>The original contract expired on 15/06/2021 and has since been extended. The basis in which the extensions were sought, were due to resourcing pressures within Commissioning and Procurement which has limited the portfolio of services that could be re-procured at the time and therefore the mental health accommodation services were prioritised for re-procurement.</p> <p>A contract extension is being sought for a 15.5-month period (15/12/22 to 31/03/2024) align with refresh of the Tower Hamlets accommodation, in line with borough transformation programmes, of which the Independent Living and Community Support (ILCS) contract is an integral service of which critical pathway; this will facilitate service user moves to more independent living settings and provide short term tenancy sustainment support. During this period, a new service will be procured and will require a sufficient mobilisation period to minimise disruption to service users. This has been taken into consideration within this extension timeframe.</p> <p>During this extension period, the Service will seek to undertake a re-procurement exercise. This will allow for changes to the contract model in order to best support local residents and enhance options of those living within supported accommodation. The new contract procurement which will cover the period (3 + 1 + 1 from 01/04/2024 to 31/03/29).</p>			

This extension is being conducted retrospectively as the commissioning strategy for the mental health services evolved following the Q2 contract forward plan review therefore delaying the Commissioning team's opportunity to seek authority to extend and procure.

The service offers support for service users with mental health needs (for whom the authority has a statutory duty) to support them to remain in independent living settings and prevent hospitalisation through the delivery of person-centred support. This contract offers transitional and tenancy sustainment support to those exiting mental health supported living services.

The current service provider is performing well against contractual KPIs; consistently maximising utilisation, achieving positive outcomes for service users including preventing the need for statutory intervention and is working well in partnership with stakeholders. The service has supported 116 users to move from supported living services into independent accommodation from the contract's inception in 2015. In the last full year of service (2021-22), the ILCS supported 268 service users within the community, achieved a positive discharge rate of 100% and supported 96% of service users to prevent re-admission to hospital. The service offered 48 drop-in sessions to current and previous service users to provide immediate support and prevent the need for further intervention and have doubled their drop-in sessions related to supporting service users to bid for properties via the LBTH housing list. The service has not been subject to any remedial action through the lifetime of the contract.

Scope of Contract

The service assists people to develop or maintain their independence within their own homes, thus preventing the otherwise unnecessary use of more institutional forms of care and hospital admission; by providing recovery orientated support to individuals, for whom the authority has a statutory duty under the Care Act. Service users may have a forensic history, including those on section 41 of Mental Health Act, MAPPA clients and those with serious mental illness or dual diagnosis- substance misuse and mental health needs. The service further supports individuals to move on to more independent forms of housing and sustain independent living through delivery of transitional move-on support.

The service focuses on engaging with and assisting service users to make good use of the community mental health services available to them whilst developing the knowledge, life skills and ability to manage and sustain a tenancy successfully.

These objectives are achieved by;

- Providing a recovery focused service that supports service users to stay well, safe are fulfilled.
- Delivery of crisis support to individuals who require short term support to deal with a crisis. The level of support depends on individual need and will range from one hour a week, with no upper limit.
- Providing creative options for supporting service users to maintain healthy lifestyles, and eat nutritiously, access education, employment and training (EET), structured support to prepare for independent living and support with legal matters.
- Support those existing supported living to move on to general needs housing through structured support with nomination and bidding, followed by 6 months transitional support.
- Offering opportunities for service users to meet together, developing options for peer support and appropriate facilitated support groups.

This contract helps achieve the Tower Hamlets Health and Well-being Board's vision for improving outcomes for people with mental health problems in the borough. Outcomes for these services will demonstrate the 6 shared objectives of the strategy which are:-

1. More people will have good mental health
2. More people with mental health problems will recover
3. More people with mental health problem will have good physical health
4. More people will have a positive experience of care and support
5. Fewer people will suffer avoidable harm
6. Fewer people will experience stigma and discrimination.

Contracting Approach

The contracting approach will be finalised after completing the pre-sourcing activities which may include the analysis of the business need, market analysis / market engagement and development of the sourcing strategy. The procurement will be compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

The procurement timeframe is as follows.

Tender phase	Expected completion
Design and preparation	May 2023
Close of tender	July 2023
Contract award	September 2023
New contract start	April 2024

The inflationary uplift has been modelled on the recent increase to LLW. The annual contract value illustrates the maximum value that may be considered following a decision to procure. The final value will be determined through a process of negotiation and in full understanding of evidenced associated cost pressures prior to any agreement.

Community Benefits

Social Value will have 5% overall weighting in the tender evaluation process with the requirements being developed and defined during the preparation of the Tender Pack. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract. An indication of the benefits that may be asked within the procurement are listed below.

- Funding, contribution and attendance at a minimum of 2 local job fair per annum.
- Commitment to local apprenticeships, trainees, volunteers and graduates that will be employed annually throughout the lifetime of the contract. This should include opportunities for career progression for 2 local people employed within the contract.
- Percentage of agency staff that will be recruited via local recruitment agencies in Tower Hamlets
- Percentage of vacancies within the service that will be recruited from the local community.
- Number of support programme placements organisation will be able to provide to assist people with Learning Disabilities; Physical Disabilities or Mental Health problems get into paid employment.
- Details of any programmes, placements or opportunities organisation will be able to offer to Assist unemployed people back into work

Contract Ref & Title	Mental Health Supported Living Services: AHS5040(B)Cannon Street Road, AHS5036 Huddleston close, HAC5252 Teresa House and Hamlets Way		
Procurement Category:	Health & Care	Contract Duration & Extensions:	Contract Extension 12-months (01/04/2023 to 31/03/2024) New Procurement 3 + 1 + 1 = 5 Years (01/04/24 – 31/03/2029)
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	33201-R5600-A2559		
Value Total:	£1,502,079 for the 12-month extension period and £10,088,528 over the total contract period (maximum) including the extension period	Statutory / Non-Statutory	Non Statutory
Value Per Annum:	£1,502,079 extension period (with 9% uplift)	Budget	£1,378,054
Current annual value	£1,378,054 per year	Revised Annual Contract	£1,502,079 extension period including 9% uplift. to meet LLW and inflationary pressures (and further uplifts after extension period at assumed %)
Savings Annual Value	Not Applicable – see below		
Summary of how savings will be achieved			
No direct savings are achieved from this contract however, this contract supports the MTFs Mental Health Accommodation Pathway savings of £571,28 delivered in 2021/22 through repatriation of out of Borough placements. A further savings target of £174k has been identified for 2022/23. These placements will be supported under this contract.			
Background			
This report follows on from the submissions within the Quarter 3 2021/22 Contracts Forward Plan which resulted in a contract end date of 31 st March 2023 approved by Cabinet.			
During this extension period, the service will seek to undertake a re- procurement exercise. This extension period will allow for changes to the overall pathway and contract model in order to best support local residents and enhance options of those living within supported accommodation.			
The mental health supported living contracts expired on the 31/03/2022. An extension was sought via Q3 contracts forward plan 21/22 for a 12-month period (01/04/22- 31/03/23) to allow for a procurement exercise. A procurement was initiated but was abandoned by mutual agreement with Commissioning, Legal and Procurement teams in Jan 2022. This was due to limitations in the approved contracting budget for the			

contract period, specifically insufficient funds to deliver intensive support and no recourse to uplift the contract during its lifetime.

A further 12-month extension is being sought (01/04/23-31/03/24) to allow adequate time for a new procurement which will include mobilising the contract within the extension timeframe to be ready for contract start in April 2024. This includes any requirements for TUPE transfer and building arrangements for the full suite of buildings which constitute this service contract. Within this period, a redesign of the service will be undertaken to ensure the new service models are able to meet increasing needs of service users for the next five years and enhance options for those living within supported accommodation.

The services are performing well in relation to contract compliance and maintaining service user safety however, all three contracts have seen challenges in retaining staff and supporting services with multiple and enduring needs. There is a need to enhance service models to create a more robust approach to supporting higher needs service users, implement change to the pathways model and increase throughput from clinical settings.

During 2021/22, the services supported 107 users. They have successfully moved 14 service users to more independent living settings and 3 users on to higher support settings with no evictions. This is broadly reflective of service users changing needs including more physical health requirements for aging users and co-occurring needs presentations. 80% of service users have been supported to maintain their mental health within the supported living settings. This also reflect the sector wide challenge to address a significant increase in the need for clinical intervention following the lockdown period. All services are operating at full capacity and continue to develop in accordance with local pressures i.e. working with a local organisation to establish a foodbank provision for residents within mental health supported living.

Scope of Contract

The Scope of Services under the existing contracts will be delivered for a further 12-month period to maintain the Council's service to the Tower Hamlets residents.

This will allow for the development of the future model of services which are intended for service users with mental ill-health who may have had a significant admission to institutional care. The service model will have a strong focus on supporting service users with their journey towards recovery and independence, providing support that is tailored and flexible and delivered in accordance with individual's needs. Services will be provided as part of the Authorities duties under the Care Act.

This procurement will bring together 3 contracts across three mental health supported living services. This grouping reflects the ambition to provide a more joined up accommodation pathway that is able to reduce out of area placements and improve system resilience.

- Service one comprises 39 units of supported accommodation, 20 high support and 19 step down.
- Service two comprises 19 units of supported accommodation, 11 high support and 8 step down.
- Service three comprises 32 units of high support accommodation.

The emphasis of these services is on preparing individuals to move on to independence. The support service is provided 24 hours a day 365 days per year with tailored flexible support delivered in accordance with needs of users. The future contract service will help achieve the Tower Hamlets Health and Well-being Board's vision for improving outcomes for people with mental health problems in the borough. Additional outcomes for this service include: -

- Enhancing the strengths and resilience of service users through therapeutic risk-taking to promote personal recovery
- Maintaining individuals' growth and recovery
- Treating disability with respect, promoting social inclusion, and reducing stigma
- Improving users' holistic quality of life
- Enhancing life-skills and supported users into long term independence.

Contracting Approach

The contracting approach will be finalised after completing the pre-sourcing activities which may include the analysis of the business need, market analysis / market engagement and development of the sourcing

strategy. The procurement will be compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

A 12-month contract extension is requested (from 01/04/23 to 31/03/24) to enable this procurement process to take place allowing for a minimum necessary transition and mobilisation period. Whilst a 12-month extension period is being sought, the contract award will take place as soon as is possible. The current contracts will be merged into one contract through procurement.

The procurement timeframe is as follows.

Tender phase	Expected completion
Design and preparation	May 2023
Close of tender	July 2023
Contract award	September 2023
New contract start	April 2024

The inflationary uplift has been modelled on the recent increase to LLW of 8.14% from April 2023. The period of extension will run for 12 months (1st April 2023 to 31st March 2024), The total contract value over the life of the new contract will be the maximum value that may be considered following a decision to procure. The final value will be determined through a process of negotiation and in full understanding of evidenced associated cost pressures prior to any agreement, and confirmation of annual increases to LLW and inflationary pressures. All inflationary and LLW pressures for the contract will be funded via Corporate Inflationary Uplift funding which is identified and transferred at the start of each financial year.

Community Benefits

Social Value will have 5% overall weighting in the tender evaluation process with the requirements being developed and defined during the preparation of the Tender Pack. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract. An indication of the benefits that may be requested within the procurement process are listed below:

- Ensuring accessibility for all eligible service users with due respect to their culture and religion
- Ensuring acceptance by local community leaders and that they are fully informed about our services and supportive of them
- employing people with mental health problems in their service.
- employing Tower Hamlets residents in their service

Contract Ref & Title	AHS5124 Integrated Young People Health and Wellbeing Service (Safe East) HAC 5224 School Health and Wellbeing Service		
Procurement Category:	Health & Care	Contract Duration & Extensions:	Further Contract Extensions 12 Month Extension for Both Contracts
One-Time / Recurrent	Recurrent	Funding Source:	<input type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input checked="" type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	<u>Safe East</u> R5602 37008 A2952 <u>Well Being Service</u> R 5602 37008 A2950		
Value Total:	<u>Safe East Extension</u> £629,681 <u>Well Being Service</u> £1,688,960 (2022 -23) Both delivered through the Public Health Grant	Statutory / Non-Statutory	<u>Safe East Extension</u> Non Statutory <u>Well Being Service</u> Statutory
Value Per Annum:	<u>Safe East Extension</u> £629,681 <u>Well Being Service</u> £1,688,960 (2022 -23) Both delivered through the Public Health Grant	Budget	<u>Safe East Extension</u> £629,681 FY 22/23 <u>Well Being Service</u> £1,688,960 per year
Current annual value	<u>Safe East Extension</u> £629,681 FY 22/23 <u>Well Being Service</u> £1,688,960 per year	Revised Annual Contract	<u>Safe East Extension</u> £629,681 FY 22/23 <u>Well Being Service</u> £1,688,960 per year
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

Not applicable - Request for contract extension. Staff are on NHS contracts and have had a 3% pay rise with future pay rises expected. The budget remains unchanged over the contract period, creating a defacto saving once pay rises have been factored in. The possibility of savings will be reviewed during the course of the contract.

Background

Safe East (Integrated Young People's Health and Wellbeing Service) offers universal, targeted and specialist sexual health and substance misuse prevention and treatment services that are non-judgemental, evidence-based, prevention-focused, and age-appropriate to young people aged 10-19 years.

The **School Health and Wellbeing Service** delivers a public health nursing service to improve children and young people's physical and mental health and well-being and reduce health inequalities.

The service delivers to health needs assessments and school health profiles, early intervention including screening (vision and hearing), height and weight measurement, health checks and health promotion. The service also identifies vulnerable children, young people and families providing and co-ordinating Individual

Health Care Plans (IHCP) for children with additional health needs, including emotional health and wellbeing, safeguarding, children and young people at risk and with additional or complex health needs.

Permission is sought to extend the contracts of both the SHWS and Safe East by 12 months until July 2024 to allow time to undertake a complex service model transformation.

Scope of Contract

What is currently commissioned

1. Safe East

The core offer extends to those 19-25 years old who are known to be particularly vulnerable to poor health, including Look After Children, children leaving care and those with special Educational Needs or Disability. The current service is delivered by Compass UK at the 'hub' at Spotlight Youth Centre, Langdon Park and at 'spokes' at other youth centres, schools and young-people-friendly settings around the borough.

The service contributes to the achievement and improvement of positive life outcomes of young people in Tower Hamlets by addressing the following issues: sexual health, including sexually transmitted infection and contraception and substance misuse including drugs, alcohol, tobacco, and harms through associated risk behaviour. The service is delivered to promote the emotional wellbeing of young people, with the option of a referral to Child and Adolescent Mental Health Services (CAMHS) as appropriate.

The service objectives are to:

- Promote health and wellbeing through health promotion, education and, where appropriate, treatment for sexual ill health and substance misuse;
- Provide a welcoming, accessible service with a clear culture of ongoing enquiry and challenge to 'normalised' harmful practices;
- Provide brief interventions for young people engaging in behaviours that may become harmful to their health and wellbeing;
- Identify and deliver targeted education and early intervention programmes to groups/individuals at risk;
- Provide advice and information for young people and their parents/carers on risky exploratory behaviours, including sexual health and substance misuse;
- Ensure services are acceptable and accessible to people disproportionately affected by unintended pregnancy, sexual ill-health and harms associated with substance misuse based on up-to-date needs assessment;
- Enable those young people who are unable to stop using drugs to stabilise their drug use and minimise harm;
- Provide testing and treatment programmes for children and young people that address sexual health and/or substance misuse needs (alcohol, drugs, and tobacco);
- Support service users' children and young people in returning to school/further education/training/employment to reduce the risk of relapse into harmful behaviours;
- Participate in partnership working with other relevant agencies, including mutually agreed reciprocal staff training where appropriate for key staff groups;
- Transition into adult services will include contributing to a transitional care plan;
- Collect demographic data relating to behaviours, referrals, utilisation of services and programmes in addition to general service activity and quality data and provide this as part of the JSNA process in the local authority area;
- Promote self-efficacy and health literacy.

2. School Health and Wellbeing Service (SHWS)

The overall aim of the school health and wellbeing service is to improve children and young people's physical and mental health and well-being and reduce health inequalities.

The SHWS contributes to health needs assessments and school health profiles, early intervention including screening (vision and hearing), height and weight measurement, health checks and health promotion. The service also identifies vulnerable children, young people and families providing and co-ordinating Individual Health Care Plans (IHCP) for children with additional health needs, including emotional health and wellbeing, safeguarding, children and young people at risk and with additional or complex health needs.

There is good evidence about what is important to achieve this is brought together in the national *Healthy Child Programme 5 to 19- a public health programme for children and families*. The School Health and Wellbeing Service delivers the Healthy Child Programme for those children and young people aged 5-19 years old.

The six high-impact areas where the service can have its greatest effect on improving outcomes for children, young people and families are:

- Building resilience and improving emotional health and wellbeing
- Keeping safe, managing risk, and reducing harm – including child sexual abuse and exploitation
- Healthy lifestyles – including reducing childhood obesity and increasing physical activity
- Maximising achievement and learning – help children to realise their potential and reducing inequalities
- Supporting additional health needs – supporting Special Education Needs and Disability reforms
- Transition and preparing for adulthood

School health and wellbeing teams work with secondary schools and their associated cluster of feeder primary schools. The service provides a named school nurse for each school, supported by a wider team. School nurses also provide support for school-aged children and young people not in school and will provide support for other public health aspects of the school health role in special schools in collaboration with the special school's team.

The service has strong links with other services with an interest in the health of children, such as Health Visiting, Children's Social Care, the Early Help service, primary care, CAMHS, the Integrated Young People's Health and Wellbeing Service (Safe East), the Healthy Lives team, the Parent Engagement team, the Behaviour and Attendance Team and Education Safeguarding Team and with public health and others as appropriate.

Contracting Approach

Permission is sought to extend the contracts of both the SHWS and Safe East until July 2024. Safe East's contract was originally extended till July 2023 to align the contract end date with that of the SHWS. This allowed both contracts to be recommissioned at the same time.

Added since Q2 Contracts Forward Plan: A 12-month contract extension is requested (as opposed to a 6- or 9-month extension) because the service delivery aligns with the academic year with different activities scheduled across the school terms. It would be more difficult to mobilise a new service model in the middle of the academic year so shorter extensions could present a risk to full-service delivery.

Over the contract period and particularly since the pandemic, a number of system issues have been identified that would be difficult to tackle if we recommissioned similar services as currently commissioned.

The current school health service specification has been difficult to deliver due to a local and national shortage of school nurses. The service has had long-standing capacity challenges which have affected service delivery and not met partner expectations. Despite ongoing short- and long-term work to recruit and retain staff over years, the service has not been at full capacity for many years.

Commissioners and service leads have also been reviewing the role of school nurses to maximise the use of their skills and introduce new staffing grades to relieve them of tasks that could be undertaken by other staff within the service. Through this work, it has become clear that school nurses are undertaking tasks that may be better delivered by staff outside the service, subject to pathway and service development work with other services. For example, providing health input into safeguarding meetings may better be provided by clinicians who already know the family; and medical information could better be provided to schools by clinicians who are actually changing the child's care plan. By improving and clarifying communication pathways between health professionals caring for children outside of the service, the role of school nurses may be pivoted towards the delivery of the 5-19 Healthy Child Programme. This partnership working is complex and takes time to understand possibilities and risks and could not be completed safely without a contract extension.

There are a number of child health promotion services delivered by the Council and partners that also contribute to the 5-19 Healthy Child Programme. A contract extension would give time to collaborate on overlaps in responsibilities and potential gaps, to more effectively use existing resources in the system.

The pandemic response slowed the pace of work started before the pandemic, as both public health and the service pivoted towards the pandemic response including award-winning work supporting shielding children. The contract extensions would allow time to work in partnership with children, young people, their families and professionals that support them to modernise our services and enable greater join up with other services working with children and young people.

The extension of the contracts will enable commissioners to undertake a child health system review to transform the current offer and to scope how to provide a fully integrated health and wellbeing offer to those aged 5-19 (and up to 25) years old. The proposed extension will enable the commissioner to review how the total funding streams to the two services support to this cohort of children and young people may be consolidated to deliver a high-quality integrated offer to children aged 5-19 years old (or 25 years for children leaving care or with SEND (Special Educational Needs and Disabilities)).

A contract extension will, in addition, allow commissioners to build upon and implement current service development activities that will inform the service specification for the new service, and explore further opportunities to strengthen aspects of the service offer:

1. A pilot to develop integrated multidisciplinary community-based child health teams is underway. The findings of this could inform the new service model if we recommissioned 12 months later.
2. Working with schools and primary care to agree joined-up ways to manage medical conditions in schools that aligns with national commissioning guidance.
3. The NCMP is a nationally mandated programme that measures the height and weight of children annually in reception and year 6. LBTH Public Health successfully secured funding from the London Health and Care Partnership to transform communications with parents around the NCMP, so parents are able to understand and accept information about their child's weight status, and feel able to access appropriate healthy weight support. A contract extension would also allow this co-produced work to complete, enabling the new service specification to more effectively identify and support child health weight.
4. Within the local SHWS the provider is required to deliver an annual screening programme for vision and hearing when the child is in Reception. Through our ActEarly prevention research collaboration with partners in Bradford, we have identified opportunities for strengthening the impact of the screening elements of the service (e.g. 'Glasses in Classes' project). A contract extension would provide time to develop the model for these service elements and identify co-commissioning opportunities.
5. A review of the most effective ways to engage and communicate with children, young people and families using 'traditional' and social media and of how to involve them in co-production of services.
6. Explore service models that deliver age-specific services for cohorts of children and young people – for example preparation for students leaving school and going to university, anticipating the health risks that they may be exposed to, how to cope with unfamiliar stressors and where they can seek help.
7. Work with LBTH colleagues to conduct a review of premises to seek opportunities for co-location of staff which could generate savings but also importantly aligning to the locality model of Family Hubs and Primary Care to strengthen relationships and bring supportive knowledge of local areas into the service offer.

The extension will allow the following work packages to be completed before commencing procurement; these include:

- Child and adolescent healthy weight support
- Physical Activity
- Drugs, tobacco and alcohol prevention and treatment
- Sexual Health prevention and treatment

- Mental Health and wellbeing support
- Partnerships with Social Services, Youth Justice, Youth Services
- Co-commissioning opportunities with NHS and other Council commissioners
- Safeguarding
- Supporting children educated other than at school (EOTAS)
- Primary and Secondary Care integration
- Communication and Engagement Strategy
- Working with internal partners including but not limited to Education
- Research and Data – how is this used to continually improve the service in delivery and plan
- An outcome focused service which has realistic Key Performance Indicators
- A model of delivery which is fully costed with all risks identified and mitigation strategies identified
- Climate Change how does this project reduce the carbon footprint of the borough

An evaluation of both the SHWS and Safe East, and a Joint Strategic Needs Assessment of Adolescents is currently underway and due to complete in November 2022.

Proposed Timetable

Task	Date
Evaluation and JSNA <ul style="list-style-type: none"> • Conclusion of findings 	May 2022 - November 2022
Transformation Board Meetings This is the body that will deliver the outcomes. There will be representation from legal, procurement and other relevant parties.	Every first Thursday August 2022 to July 2023
Work package Development	August 2022 to July 2023
Discussion with lead officers in the Council the Mayor and lead cabinet members for Education and Health on the chosen model.	February 2023 to April 2023
Conclusion of the findings of the work packages	July 2023
Writing the specification	July 2023 to September 2023
Depending on the model of choice – development of the method statement	July 2023 to September 2023
If the decision is made to go out to open tender	October 2023 to December 2023
Award Tender	January/February 2024
Mobilisation	April to July 2024

Community Benefits

Social value at 5% was incorporated into the original tender process for both contracts and requirements to deliver social value will be continued for the extended contract period.

Contract Ref & Title	AHSCS5019 Domiciliary and Personal Care Services – Provision of Personal Care Services for Children & Young People		
Procurement Category:	Health & Care	Contract Duration & Extensions:	3 + 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	89233.R5600.A1862		
Value Total:	£6,715,000	Statutory / Non-Statutory	Statutory
Value Per Annum:	£850,000	Budget	£1,343,000 per annum
Current annual value	£850,000 per Year	Revised Annual Contract	£1,343,000 per annum
Savings Annual Value	Not Applicable – see below		

Summary of how savings will be achieved

No savings will be achieved. Attempts to reduce the budget would put the quality and delivery of service provision at risk. Furthermore, the Council is signed up to the Ethical Care Charter and London Living Wage (LLW), which has requirements to improve quality and levels of pay for staff.

The service is demand-led and the spend has consistently exceeded the budget through spot purchasing non-commissioned providers.

Background

1.1 We are seeking approval to go out to tender for the provision of Domiciliary and Personal Care services to Disabled Children and Young People at home commencing 7th December 2023. The contract was previously commissioned alongside the Adults Domiciliary Care Contracts and last went out to tender in 2016.

1.2 In February 2022, a six-month extension was agreed at Cabinet on the existing adults' contracts including the children's lot (Lot G) to allow time for a joint re-procurement. It was later identified that to deliver on the needs and outcomes for Children & Young People a full review was needed, and that the Children's services contract should have a separate focus and be recommissioned independently from the Adults Contract.

1.3 In July 2022 a second extension of 16 months was granted though Cabinet until 6th December 2023 to enable the re-procurement work with a view to develop a more enhanced model of provision for children from 7th December 2023 onwards.

Scope of Contract

2.1 The contract is for the provision of a high-quality personal care service eligible to children and young people (CYP) with special educational needs or disability aged 0 to 18. It delivers practical, social and emotional support which is necessary to maintain an individual in health, hygiene and safety in their own home and provide a short break for their parent(s).

2.2 It is acknowledged that for many families caring for a disabled child or young person there are everyday additional stresses and challenges. Under the Children Act 1989, the Children and Families Act 2014 and

the Care Act 2014 local authorities have a duty to assess, identify and offer support to disabled children, young people and their families.

- 2.3 The commissioning of this service enables the Council to meet its statutory duty under the Children & Families Care Act 2014 which outlines an expectation that CYP with disabilities and their families access a local offer of seamless, personalised support from childhood to adulthood. This includes access to the very best care packages that support families to continue to care for their child at home, maintain a stable environment, prevent family breakdown, and enable a better quality of life. In addition, this procurement is also underpinned by a commitment to improve the outcomes for our children and young people and to put the child or young person and their family right at the centre of the commissioning of care packages so that they are empowered to have choice and control over their care.
- 2.4 The current contract is delivered by a single supplier (Apasen Home & Community Services) who hold approximately 72% of total care packages for this cohort of children in Tower Hamlets. Further provisions are 'spot' purchased through a range of non-commissioned providers.
- 2.5 The commissioned service is variable and is not sufficiently flexible to meet the growing demand which has been highlighted by the volume and nature of packages being pursued under spot purchase arrangements. The council is currently spot purchasing domiciliary care from three individual providers with approximately 28% CYP being supplied with care packages. The type of packages frequently being pursued under spot arrangements are the high-cost complex needs packages exceeding 20 hours or more.
- 2.6 The successful care provider(s) will be registered with the CQC for the provision of domiciliary care. The services will undergo continuous monitoring during the lifetime of the contract, and this will include establishing and maintaining high levels of quality assurance monitoring.
- 2.7 The initial duration of the new contract will be for a period of three years from 7th December 2023. There will be an option to extend the contract for a further two years (3+1+1). This will enable the opportunity to build longer term strategic partnerships with provider(s) to focus on service quality, efficiency, and integration. It will also provide much needed stability as well as continuity in care, which is vital for children and young people with complex health needs. It is likely that the council will seek the provider(s) to demonstrate improvements and potential savings before considering an extension. For any extension(s) to the contract, discussions with the provider(s) shall be conducted sufficiently far in advance of the contract expiry date to arrive at an agreed position.

Spend

- 3.1 The council spent over £1,372,847 on Homecare in 2021/22: 27% higher than in 2020/21. This figure does not include the care and support purchased under direct payments which account for 23% of total spend. It is therefore expected that demand will continue to grow.
- 3.2 The revenue budget for Children's Domiciliary Care held within Children's services in 2022/23 is £1,343,000. We therefore cannot foresee any savings.

Contracting Approach

- 4.1 The contracting approach will be finalised after completing the pre-sourcing activities which will include the analysis of the business need, market analysis / market engagement and development of the sourcing strategy. The procurement will be compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).
- 4.2 A Pre-Market Supplier Event will be held.

Community Benefits

- 5.1 Social Value will have 5% overall weighting in the tender evaluation process with the requirements being developed and defined during the preparation of the Tender Pack. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract.

5.2 This contract requires providers to pay employees a minimum of the London Living Wage (LLW) and to comply with the Unison Ethical Care Charter which has requirements including paid travel, paid training and for staff to be offered a minimum 12-hour contract. The nature of home care provision is such that most employees are likely to be local. These are significant factors which benefit the local community.

Contract Ref & Title	CS5732 Young People (YP) Supported Housing Pathway		
Procurement Category:	Care and Commissioning	Contract Duration & Extensions:	3 + 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input type="checkbox"/> Capital <input checked="" type="checkbox"/> On Going <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> S106 <input type="checkbox"/> Reserves
Value Total:	£6,461,600		
Value Per Annum:	£1,145,322	Statutory / Non-Statutory	Statutory
Cost Code	85059	Budget	£1,292,320
Current annual value	£1,145,322	Revised Annual Contract	£1,292,320 per Year
Savings Annual Value	None Stated by the Service		
Summary of how savings will be achieved			
<p>The following factors are being considered, which will help support savings in the overall spend within this area:</p> <ul style="list-style-type: none"> • Reduce the number of spot placements • Set up a placement panel to scrutinise new placements ensuring they meet the threshold and represent value for money, • New commissioned services to be more active in moving people on, and reducing the number of support hours needed through a planned programme created by both social care and provider • Working with the transition team to ensure timely move on of young people who become adults • Hold regular contract management meetings to ensure provider is achieving the KPIs and moving young people to the next stage where appropriate. • Reviewing all high-cost placements (above £900 per week) • Reviewing all placements for young people over 18 and determine move on plan for each with defined timescales 			
<u>Background</u>			
<p>The Supported Housing Pathway provides accommodation and support for care leavers and YP at risk of homelessness between the ages of 16 to 25.</p> <p>We are seeking approval to go out to tender to replace the current contract for Young People Supported Housing with a new service. The contract is expected to start from 1 August 2023 for a period of three years, with the options to extend for a further two years, totalling to five years.</p> <p>The contract was commissioned in 2017, with already having exhausted the option to extend, a further extension was approved by Cabinet in October 2022, which will see the contract taken up to 31 July 2023.</p>			

Scope of Contract

Current service provision

The current SH Pathway includes four block contracts (below) which are currently utilised by the Through Care Service (TCS) and Housing Options Support Team (HOST) offering support and accommodation for care leavers (CL's) and Young People (YP) age 16 to 25 who are at risk of homelessness.

Table 1 below details the four contracts which we currently have in place:

Table 1:

CS5273	Young People Assessment & Support Service
AHS5147	Tower Hamlets North Young Persons Support Services
AHS5146	Mile End Road Young Person Support Services
AHS5145	Tower Hamlets Campbell Road Young People's Support Services

The above four contracts will expire on 31 July 2023.

The YP Assessment and Support Service contract acts as the entrance to the SH Pathway assessing YP unknown to Children's Social Care (CSC) to identify their support needs. The other three services' deliver a wide range of support, from high support placements, i.e. staff on site 24 hours, medium support placements, where staff are on site during the day only, and low support placements, where staff support is provided to YP by visiting their managed properties, and lastly a floating support provision. These are the areas which we will be fine tuning, ensuring better use of hours of support is utilised, and to ensure accommodations are freed up in a timely manner.

Redesigning services & the scope of contract

With the current housing market and the number of support providers being able to deliver the service within the borough, it is evident that a single primary supplier will not be able to deliver this contract. Thus, the contract will be separated into four lots:

Lot 1 – Assessment, Support and Mediation 16–25-year-olds

This service will provide support for the above age range, from two different routes. One from the homelessness route and the second from the care leavers route. The service will have staff supported 24 hours of the day, which means there will be high support needs young people placed within this area. The support hours will be fixed to a certain amount, and the placements could last up to three months.

Lot 2 – progression support for 16- & 17-year-olds

This service will provide support for above age range, services will be staffed 24 hours of the day throughout the year, which will enable the service to support high risk young people. There will also be a provision for a female only placements. In addition, the number of hours of support will be a core and flexi for young people, meaning that they will receive a minimum number of hours of support as a baseline, as access more hours of support if needed.

Lot 3 – progression support for 17.5- & 21-year-olds

This service is similar to the above lot, however there will be more placements where the service will be staffed only during the day, therefore supporting young people with mixed support needs.

Lot 4 – Transition and move on

This service will be for young people with low support needs, there will be no staff presence during the day, with young people accessing support through a floating support service. This service will be the last step for a young person before they are moved onto general housing, where they no longer need to access the support from this service.

We are expecting Lot 1 to be delivered by one specialist provider. Lots 2 ,3 and 4 can be delivered by a mixture of qualified expert providers who will be included onto a framework for call off as and when referrals

are required. The Lots are to be delivered by a combination of providers The service is to be flexible with the intention to deliver a core specification and additional support and flexible support hours based on individual needs of young people. The providers will recognise that not all young people require the same levels of support. Individual support plans tailored to the young person will act as the key support plan throughout their journey in supported accommodation.

Key strategy and policy commitments

The key strategy which underpins this service is the following:

- [Resources Page | Children and Families Partnership \(childrenandfamiliestrust.co.uk\)](https://www.childrenandfamiliestrust.co.uk/TH14to25YearOldsStrategy.pdf)
[TH14to25YearOldsStrategy.pdf \(childrenandfamiliestrust.co.uk\)](https://www.childrenandfamiliestrust.co.uk/TH14to25YearOldsStrategy.pdf)

Contracting Approach

The contracting approach will be finalised after completing the pre-sourcing activities which may include the analysis of the business need, market analysis / market engagement and development of the sourcing strategy. The procurement will be compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

An open tender is the preferred procurement approach to reduce and barriers for potential providers to submit bids. The framework contract will be let out as a three plus one plus one (3+1+1), totalling five in years. This will provide stability for the market and service to be able to effectively deliver a service for our young people.

A pre-tender market engagement was held in late December 2021. Another pre-tender market engagement event will be held late January 2023 for potential providers with the intention of promoting the service and drum up interest for providers to submit a bid for the new service.

Community Benefits

Social Value will have 5% overall weighting in the tender evaluation process with the requirements being developed and defined during the preparation of the Tender Pack. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract. Consideration for Social Value benefits may include

- Economic elements Inc. employment (local recruitment and local apprenticeship), work experience placements, support for schools and young people, support for local and medium enterprises (SMEs).
- Social elements (resources for the community), Inc. professional development opportunities for community organisations, the provision of materials for use by organisations.

Contract Ref & Title	HAC 5248- Asian Women's refuge, HAC 5249- Tower Hamlets Women's Refuge		
Procurement Category:	Health & Care	Contract Duration & Extensions:	Contract Extension: 12 Months New Procurement: 3 + 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	HAC 5248 10600.R5500.A0466 HAC5249 10600.R5500.A0466		
Value Total:	For Contract Extensions: HAC 5248 £151,623 HAC 5249 £140,693 For New Procurement: HAC 5248 £847,143 HAC 5249 £786,073	Statutory / Non-Statutory	Non Statutory
Value Per Annum:	HAC 5248 £139,104 HAC 5249 £129,076	Budget	HAC 5248 £151,623 HAC 5249 £140,693
Current annual value	HAC 5248 £139,104 HAC 5249 £129,076	Revised Annual Contract	Contract Extensions: HAC 5248 £151,623 HAC 5249 £140,693 New Procurement - Average Rate: HAC 5248 £169,428 HAC 5249 £157,214
Savings Annual Value	Not Applicable		
Summary of how savings will be achieved			
<p>The current providers have not received any price uplift since the contract was awarded in 2018. Therefore, with price inflation and our commitment to paying all staff under contract at least the London Living Wage we (LLW) we anticipate that the revised contract value for the extension period (1 April 2023- 31 March 2024) will need to increase by 9%.</p>			
Background			
<p>Tower Hamlets has two women's refuges in the Borough, one for generic support provision, and the other for women of Asian ethnicity, both of which support women and children who have been victims of domestic violence.</p> <p>The Asian women's refuge (HAC 5248) is provided by Hestia Housing and Support and the generic women's refuge (HAC 5249) is provided by Look Ahead Housing and Care.</p> <p>These contracts were previously funded through the Supporting People Programme and continue to be strategically relevant services; they are aligned to the Borough's Violence Against Women and Girls Strategy 2019-2024.</p> <p>Authority to procure the contracts was originally agreed via Competition Board on 15 May 2017 following an abandoned tender earlier that year. Both contracts were originally awarded for a period of 3+1+1 years with a start date of 1 April 2018. Currently contracts are due to expire on 31 March 2023.</p>			

We are seeking permission to extend the current contracts by a further period of 12 months to 31 March 2024 to allow time for recommissioning and procurement activity. Work has already restarted, current providers have been sent enquiry letters and an indicative procurement plan is in progress. Refuges are a specialised service and market engagement may indicate limited low numbers of potential providers with suitable properties in the borough. Should this be the case, there is potential to complete the procurement activity earlier to achieve a December 2023 award of contract.

We are also seeking permission to undertake a new recommissioning and procurement exercise leading to the award new contracts for these two services to commence on 1 April 2024 for a period of 3+1+1 years.

Scope of Contracts

The purpose of these contracts is to provide accommodation-based support service for women and children survivors of domestic violence.

The services fit within the 2019-2024 Violence Against Women and Girls (VAWG) strategy and helps to deliver on one of the key strategic priorities, Support and Protection for Victims.

Contracting Approach

The contracting approach will be finalised after completing the pre-sourcing activities which may include the analysis of the business need, market analysis / market engagement and development of the sourcing strategy. There will also be an extensive period of coproduction with women who have accessed the service, the current service providers and other key stakeholders e.g., NHS, housing, substance misuse and other services supporting women experiencing domestic violence.

The procurement will be compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

Community Benefits

Domestic Abuse victims are housed outside of the borough due to safety. Refuges in Tower Hamlets supported a total of:

- 93 women supported by both refuges in 2021-22
- 52% of which are Asian, 15% White
- Majority are aged between 26-34 years

Outcomes for service users were:

- **100%** supported to maximise their income and maintain their independent accommodation.
- **95%** supported to access services to improve their emotional and health wellbeing through workshops and initiatives
- **100%** have up to date support plans, risk assessments and crisis plans in place.
- **100%** of service users with complex needs have been supported to access specialist support services
- **94%** of school age children were supported to be in education

For the period of the extensions, these contracts will continue to support women and children who are victims of domestic violence, working with them to keep them safe and to rebuild their lives. This support is vital in maintaining community safety and cohesion as well as supporting their recovery both in terms of mental health and social support.

For the new contracts, Social Value will have 5% overall weighting in the tender evaluation process with the requirements being developed and defined during the preparation of the Tender Pack. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract/s.

Contract Ref & Title	HAC5303 Carers Link Service		
Procurement Category:	Health & Care	Contract Duration & Extensions:	Extension of Existing Contract 4 months (1 December 2023 – 31 March 2024)
One-Time / Recurrent	Recurrent	Funding Source:	<input type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input checked="" type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	R5600 30106 A1875		
Value Total:	£198,402 (value of proposed four-month extension period)	Statutory / Non-Statutory	Statutory
Value Per Annum:	£595,206 (extension is four-month pro rata value of £198,402)	Budget	£595,206 (£198,402 budget value of proposed four-month extension period)
Current annual value	£595,206 per Year	Revised Annual Contract	£595,206 per Year
Savings Annual Value	Not applicable		
Summary of how savings will be achieved			
No savings will be achieved for the proposed extension period			
<u>Background</u>			
<p>The Council has a statutory duty to support unpaid carers caring for someone living in Tower Hamlets as stated in the Care Act 2014. An unpaid carer is anyone who looks after a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. Unpaid carers make an immense contribution to health and social care economy and to the Tower Hamlets community.</p> <p>19,356 Tower Hamlets residents were recorded as carers through the 2011 Census. This represented 7.6% of the borough's population at that time. In line with the 22.1% population increase in the 2021 Census, it is projected there are over 23,600 carers in the borough. The impact of COVID-19 makes it likely that this figure will be significantly higher.</p>			
<u>Scope of Contract</u>			
<p>Following extensive co-production of the carers offer in the borough, the Carers Centre Tower Hamlets (The Carers Centre) was contracted to deliver the Carers Link service aimed at providing support to unpaid adult carers. The service supports, strengthens and sustains carers to continue in their caring roles and helps the council to enact its duties under the Care Act 2014 by providing:</p> <ul style="list-style-type: none"> • information and advice • welfare and benefits advice • advocacy • carers needs assessments • carers retreats and relaxation activities • facilitation of peer support groups • young adult carers (16-25 years old) • education and training opportunities through the Carers Academy 			

The contract started on 1st December 2018 for an initial 36-month period until 30th November 2021. It has subsequently been extended up to 30 November 2023, the maximum extension period included in the contract. The contract is funded via the Better Care Fund grant.

Service Performance

The Carers Centre has performed well under difficult circumstances and have responded flexibly in the way that they provide support to carers. The COVID-19 pandemic had a significant impact on unpaid carers leading to more intensive support being required, as evidenced by Carers Assessments conducted by the Carers Centre. The pandemic also led to an increase in the number of people finding themselves in a caring role, meaning that an increasingly large number of brand-new carers have accessed support from the Carers Centre.

Throughout the pandemic, the Carers Centre adapted well to changing restrictions including by checking-in with registered carers and delivering sessions online. Since restrictions have eased, face-to-face sessions have been successfully reintroduced, including overnight retreats which are so valued by carers. Some virtual activities have been retained, including learning opportunities through the Carers Centre's Wellbeing Academy, providing flexibility to carers to help them manage their caring role.

Contracting Approach

This request seeks approval to extend the current contract for an additional four-month period, from 1 December 2023 – 31 March 2024, on the existing terms and conditions. The council has planned for extensive co-production with unpaid carers and practitioners, which will help shape and redesign the future carers offer and services in Tower Hamlets. This is due to commence in winter 2022 ahead of a full procurement and mobilisation for the new service which is planned from late Q2 2023.

It is in the best interest of the council and unpaid carers to approve this request in line with its statutory duty, as it:

- provides continuity of services for carers.
- reduces the risk of carer and cared for relationship breakdown.
- enables unpaid carers to actively participate in the co-production of the future carers offer.
- allows an appropriate contract mobilisation period due to the volume and complexity of the service.

Several key pieces of work needed to be completed by Tower Hamlets Together partners before we commenced the re-commissioning work, including the GP Care Group review of carers support, and the East London Foundation Trust Carers Strategy. In addition to this it was important to allow time for the analysis of the Survey of Adult Carers in England 2021/22, which provides important insights into the carer experience in Tower Hamlets, particularly as this was the first survey since the COVID-19 pandemic and it was important to better understand the impact and experience of unpaid carers and for this to feed into the next round of commissioning. It was important to wait for these pieces of work to be completed prior to the co-production work with residents started, to ensure it was informed, meaningful and reflected carer priorities across health and social care in Tower Hamlets.

The co-production sessions with residents are a key part of the redesign of the carers offer to ensure what we commission is what will have the biggest impact on improving the lives of unpaid carers. Co-production sessions mainly take place during the evenings to allow carers to manage their caring responsibilities and therefore the proposed four-month extension allows sufficient time for this work to take place and for the subsequent procurement and contract mobilisation to take place. It is not possible to do this by the existing contract end date. Aligning the contract end date with the end of the financial year also allows for better alignment with other early help contracts, which may be useful for any future alignment or commissioning of those services.

Community Benefits

The current community benefits will continue for the extension period, including a commitment to pay staff involved in service delivery the London Living Wage.

Contract Ref & Title	HAC5314/5 Employment Support for Adults with a Learning Disability		
Procurement Category:	Health & Care	Contract Duration & Extensions:	3 + 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input checked="" type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	R5600-30183-A0526		
Value Total:	£2,127,213 maximum for new contract.	Statutory / Non-Statutory	Statutory
Value Per Annum:	£362,209 year one (with 9% uplift on current contract value)	Budget	£328,697 per annum
Current annual value	The new contract will merge 2 current contracts: HAC5314 (£260,940) + HAC5315 (£98,362) = £359,302 per Year	Revised Annual Contract	£362,209 year one including uplift of 9% to meet LLW and inflationary pressures (and further uplifts year two onwards at assumed 5% average inflation). This equates to an average annual contract value of £425,443
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

Although no savings are to be achieved within the contract – this service promotes increased income for LBTH residents and improved wellbeing for a cohort of people with long-term statutory support needs. Increased independence and wellbeing results in less service dependence impacting on overall Council spend.

In addition, the borough has accessed additional funding from a Social Impact Bond for the last three years equating to £70k per annum for the contract linked to performance of the contract outcomes. This funding has been essential to delivering the outcomes set in the contract. We will seek to extend this relationship with the Mental Health Employment Partnership who provided this social finance, however, this is not guaranteed and the new contract may be required to deliver outcomes with a significant reduction in income.

Background

There are systemic and structural difficulties which people with a learning disability face in securing employment. Partnership working and the provision of individual vocation support can overcome these barriers as evidenced by the current contracts. The borough's two contracts for people with a learning disability are coming to the end of their 5-year term. The first contract (HAC5314) supports adults with a learning disability to get and keep real competitive jobs through employment placement and support. The second Contract (HAC5315) delivers the skills development and preparation that people with a learning disability need to enable them to obtain a job, this includes advice and information, training, volunteering, and work experience.

In addition to the systemic and structural difficulties which people with a learning disability face in securing employment, there can be complex individual requirements to develop work-readiness. These services require specialist provision, facilities and partnerships to access a range of business employment opportunities which

would be difficult for the Council to deliver. A competitive open tender remains the optimal option for delivering high quality specialist employment support and skills provision.

The Key performance indicators for HAC5314 pertain to number of individuals who are supported to start a new job and the number of individuals who are supported to sustain that job. HAC5315's performance indicators are based on the number of individuals that receive employment skills training per annum. The key targets are:

- 28 job starts per annum
- 22 job sustains per annum
- 55 employment skills packages delivered

The service was significantly challenged in achieving its targets throughout the pandemic due to the lock-down and subsequent closure of businesses, however it has since recovered and is expected to meet or exceed its annual targets. Quarter 2 saw 14 individuals start new jobs and 13 people supported to sustain these jobs beyond 13 weeks. The Employment Skills contract saw 29 new starters and 45 people in total in quarter 3 who are being supported to develop employment skills.

A more detailed briefing is available if required.

The inflationary uplift has been modelled using the recent increase to the London Living Wage (LLW) of 8.14% from April 2023 and will enable us to meet the Council's Commitment to LLW. The calculated total contract value over the life of the new contract period, will be the maximum amount that may be considered following a decision to procure. The final value will be determined through a process of negotiation and in full understanding of evidenced-based cost pressures prior to any agreement, and confirmation of annual increases to LLW for year two onwards. All inflationary and LLW pressures for the contract will be funded via Corporate Inflationary uplift funding which is identified and transferred at the start of each financial year.

Scope of Contract

The new contract will enable people with a learning disability to prepare for and gain employment. The existing contracts HAC5314 and HAC5315 were previously delivered by two different providers and so were tendered separately. As they are currently delivered by the same provider this is our opportunity to formalise the integration of the two services and retender them as one contract. The new contract will maintain the current payment model of block payments and payments by results to ensure value-for-money and an outcome-focused service.

The retendering of this contract supports the delivery of Living Well in Tower Hamlets: The Adult Learning Disability Strategy which sets out several outcomes and improvements that people with Learning Disability said were important to them. It identified getting a job as a key priority. The Tower Hamlets SEND Strategy also identified the need to increase aspirations and employment for people with a learning disability. Nationally we report our performance against the Adult Social Care Outcomes Framework for the proportion of adults with a learning disability in paid employment. This contract is our main tool for improvement and delivery in this area.

Contracting Approach

The procurement will be compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

The contracting approach will be finalised after completing the pre-sourcing activities which may include the analysis of the business need, market analysis / market engagement and development of the sourcing strategy. However, the procurement stages are expected to follow these draft timelines:

Design and Preparation – January/February

Live Tender – March

Tender Evaluation April/May

Mobilisation – June to September

Community Benefits

Social Value will have 5% overall weighting in the tender evaluation process with the requirements being developed and defined during the preparation of the Tender Pack. This will include consideration of Social Value

benefits that can reasonably be delivered within the proposed contract. Examples which Suppliers may be asked to meet targets around the areas are listed below.

- Funding, contribution and attendance at a minimum of 2 local job fair per annum.
- Commitment to local apprenticeships, trainees, volunteers and graduates that will be employed annually throughout the lifetime of the contract. This should include opportunities for career progression for 2 local people employed within the contract.
- Percentage of agency staff that will be recruited via local recruitment agencies in Tower Hamlets
- Percentage of vacancies within the service that will be recruited from the local community.
- Number of support programme placements organisation will be able to provide to assist people with Learning Disabilities; Physical Disabilities or Mental Health problems get into paid employment.
- Details of any programmes, placements or opportunities organisation will be able to offer to Assist unemployed people back into work

Contract Ref & Title	HAC5751 Independent Mental Health Advocacy		
Procurement Category:	Health & Care	Contract Duration & Extensions:	Existing Contract Extension 9.04 -month extension New Procurement Contract 3 + 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	R5600-33201-A2103		
Value Total:	Contract Extension £176,416 New Procurement £1,572,686	Statutory / Non-Statutory	Statutory
Value Per Annum:	£236,325 year one	Budget	£236,325
Current annual value	£216,812	Revised Annual Contract	Contract Extension£234,157 New Procurement Average Cost over 5 Years £314,537 which includes an uplift for assessment for LLW and inflationary pressures in future years
Savings Annual Value	Not Applicable		
Summary of how savings will be achieved			
This contract has delivered £70,000 direct savings to the local authority achieved in 2020- 2021. Additional value of money will be achieved through specification remodelling to enable the IMHA service to meet increasing demands and continue to deliver a high-quality statutory advocacy support.			
<u>Background</u>			
<p>The Independent Mental Health Advocacy contract expired on 31/03/2022. A 12-month extension was sought via the contracts forward plan in Q1 21/22 to extend 31/03/2023, to allow for a procurement exercise. The basis in which the extensions were sought, were due to resourcing pressures within Commissioning and Procurement which has limited the portfolio of services that could be re-procured at the time and therefore the mental health accommodation services were prioritised for re-procurement. This Appendix 1 follows on from the submissions within the Quarter 1 21/22 Contracts Forward Plan which resulted in a contract end date of 31st March 2023.</p> <p>A further contract extension is now being sought due to the volume of concurrent procurements requiring competitive public tenders across the Councils Adults, Health and Communities directorate and this Appendix 1 is being represented in Q3 Contracts forward plan for Cabinet consideration and approval.</p> <p>There is work ongoing to procure a new contract through an open process. A 9-month contract extension is requested (from 01/04/23 to 31/12/23) to enable this procurement process to take place allowing for a minimum necessary transition and mobilisation period. Whilst a 9-month extension period is being sought, the contract award will take place as soon as is possible and only the required extension period will be utilised.</p> <p>The independent mental health advocacy service provides advocacy to residents, typically hospitalised under the mental health act either currently or historically to increase awareness of and exercise their rights under the mental health act and the care act as applicable.</p>			

Scope of Contract

The London Borough of Tower Hamlets (LBTH) in partnership with the North East London Integrated Care Board (NELICB) require a high quality, Independent Mental Health Advocacy (IMHA) service to meet the councils statutory duties under section 43 of the health and social care act 2012: to make arrangements to enable 'independent mental health advocates' to be available to support qualifying patients in accordance with section 130A of the Mental Health Act (as amended), deliver care act advocacy and a non-statutory inclusive mental health advocacy service (MHAS) for people with mental ill-health in Tower Hamlets.

This involves supporting qualifying patients to obtain information to better understand and be represented in:

- Their rights under the Mental Health Act and how they can be exercised.
- The rights which other people (e.g. nearest relatives) have in relation to them under the Act.
- The particular parts of the Act which apply to them (e.g. the basis on which they are detained) and which therefore make them eligible for advocacy.
- Any conditions or restrictions to which they are subject (e.g. as a condition of leave of absence from hospital, as a condition of a community treatment order, or as a condition of conditional discharge)
- Any medical treatment that they are receiving or might be given, the reasons for that treatment (or proposed treatment), the legal authority for providing that treatment, and the safeguards and other requirements of the Act which would apply to that treatment.
- The requirements of the Act which apply, or would apply, in connection with the giving of the treatment.
- Their rights under the Care Act 2014.

This contract will help achieve the Tower Hamlets Health and Well-being Board's vision for improving outcomes for people with mental health problems in the borough. Outcomes for these services will demonstrate the 6 shared objectives of the strategy which are: -

1. More people will have good mental health
2. More people with mental health problems will recover
3. More people with mental health problem will have good physical health
4. More people will have a positive experience of care and support
5. Fewer people will suffer avoidable harm
6. Fewer people will experience stigma and discrimination.

The Advocacy Service has demonstrated it plays a critical role in enabling people with mental health problems to maximise independence and minimise long term dependence by focusing on their abilities and increasing their control to make appropriate decisions in their treatment and care arrangements. The Service, therefore, helps to address the wider agenda on health inequalities and will provide support and help to people eligible for an advocacy service. The service will primarily benefit service users through the provision of structured person advocacy to enable them to navigate mainstream health care.

Contracting Approach

A contract extension is being requested to allow for sufficient time to progress procurement.

The contracting approach will be finalised after completing the pre-sourcing activities which may include the analysis of the business need, market analysis / market engagement and development of the sourcing strategy. The procurement will be compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

The procurement timeframe is as follows.

Tender phase	Expected completion
Design and preparation	June 2023
Close of tender	July 2023
Contract award	August 2023
New contract start	January 2024

The inflationary uplift has been modelled on the recent increase to LLW. The annual contract value illustrates the maximum value that may be considered following a decision to procure. The final value will be determined through a process of negotiation and in full understanding of evidenced associated cost pressures prior to any agreement.

Community Benefits

The current community benefits will continue for the existing contract extension period.

The future procurement will include Social Value with a 5% overall weighting in the tender evaluation process with the requirements being developed and defined during the preparation of the Tender Pack. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract which may include examples listed .

In line with the Council's policy, the selected service providers will be asked to include in their policies a commitment to:

- Ensuring accessibility for all eligible service users with due respect to their culture and religion
- Ensuring acceptance by local community leaders and that they are fully informed about our services and supportive of them
- Employing people with mental health problems in their service;
- Employing Tower Hamlets residents in their service

Suppliers may be required to outline their community benefit commitment which will be measured and monitored throughout the lifetime of this contract. Suppliers will be asked to meet targets around the areas listed below.

- Funding, contribution and attendance at a minimum of 1 local job fair per annum.
- Commitment to local apprenticeships, trainees, volunteers and graduates that will be employed annually throughout the lifetime of the contract. This should include opportunities for career progression for local people employed within the contract.
- Percentage of agency staff that will be recruited via local recruitment agencies in Tower Hamlets
- Percentage of vacancies within the service that will be recruited from the local community.
- Number of support programme placements organisation will be able to provide to assist people with Learning Disabilities; Physical Disabilities or Mental Health problems get into paid employment.
- Details of any programmes, placements or opportunities organisation will be able to offer to Assist unemployed people back into work

Contract Ref & Title	R5765 – Purchasing IT Support & Maintenance for the Planning & Building Control Application.		
Procurement Category:	Corporate Services	Contract Duration & Extensions:	2 + 1 + 1 = 4 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	23899		
Value Total:	£384,716	Statutory / Non-Statutory	Statutory
Value Per Annum:	£80,143	Budget	£80,143 (FY 23/24)
Current annual value	£71,365	Revised Annual Contract	Year 1 – £80,143 Year 2 – £90,000 Year 3 – £101,071 Year 4 – £113,502 (based on 12.3% indexation)
Savings Annual Value	(See summary below)		

Summary of how savings will be achieved

A project has been initiated to run a procurement tender related to the Planning & Building Control Services core IT System in the open market. Any savings will be delivered by the tendering process and implementation of a modern Planning & Building Control system.

Scope of Contract

This proposal is seeking approval to re-purchase support and maintenance of the existing Acolaid application provided by Idox Software Ltd. The contract will be for an initial 2 years, with an option to extend for two consecutive 1 year periods (2+1+1). This re-purchasing is required to allow procurement and implementation of a new Planning & Building Control system in an open procurement tender led by the service. The 1+1 extension option is necessary to migrate any risk of project overrun associated with this complex migration to a new system.

Without this re-purchase, the Council will not have a licensed and supported IT system to process planning and building control applications from residents and developers. An alternative would be to have a manual paper-based system for processing applications, which is not practicable and would create a backlog of applications, with greater time and effort required to assess any building or site development work. Ultimately leading to, a failure in its statutory duties of processing planning applications, as well as the health and safety duties associated with it.

This business-critical Planning & Building Control application is due to expire in the next 5 months

Contracting Approach

The contracting approach will be finalised after completing the pre-sourcing activities which may include the analysis of the business need, market analysis / market engagement and development of the sourcing strategy. The procurement will be compliant with the Council’s Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020). Where possible an existing IT Framework solution will be utilised via a compliant Call-Off Contract arrangement – as an example the Crown Commercial Service, Data and Application Solutions, RM3821 framework.

Where it is not possible to utilise an existing compliant procurement route, the Service is seeking approval to waive the Council's Financial Regulations and the Public Contract Regulations to enter into a new contract directly with the Vendor.

Community Benefits

Social Value will have 5% overall weighting in the tender evaluation process with the requirements being developed and defined during the preparation of the Tender Pack. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract.

Where the direct award option applies the Council Officers will seek to secure Social Value benefits within the new contract. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract.

Contract Ref & Title	R5826 Housing and Benefits System (NEC) Enhancements & Consolidation of Smaller Applications - Variation		
Procurement Category:	Corporate Services	Contract Duration & Extensions:	Existing Contract 3 Years (01/4/22- 31/03/25)
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	Revenue (23899)		
Value Total:	Variation Value £703,332	Statutory / Non-Statutory	Statutory
Value Per Annum:	Proposed Expenditure 23/24 - £663,953 (yr 2) 24/25 - £1,031,361 (yr 3) Existing Budget 23/24 - £495,991 (yr 2)	Budget	Existing Annual Budget £495,991 per annum
Current annual value	£495,991 p.a.	Revised Annual Contract	Variation Costs 23/24 - £167,962 (yr 2) 24/25 - £535,370 (yr 3) Total - £703,332
Savings Annual Value	(See summary below)		
Summary of how savings will be achieved			
<p>The proposed purchases anticipate a cost reduction and not direct cashable savings. These cost reductions are both financial and non-financial. It includes:</p> <ol style="list-style-type: none"> Leveraging specific discounts on purchases that are been offered by the current supplier. The potential discount on offer is £36K on licensing and £12K, over 2 years, on support and maintenance fees. This totals to £48K. Prevention of penalties or loss of income to the Council due to our inability to meet stated service levels for assisting residents or producing homelessness data. On the latter for example, we could lose £1.2 million in homelessness funding. Prevention of penalties for failing to comply with the requirements of the Building Safety Act, which extends the relevant existing criminal offence provisions in the Building Act 1984, with penalties of 2 years imprisonment and/or an unlimited fines, and, in certain circumstances, extending criminal liability for an offence committed by a body corporate to its directors, officers or managers. due to there being no current case law although fines can be unlimited there is no indication of amounts Interface testing durations (and associated person hours cost) from 2 months elapsed to less than five days. 			
Scope of Contract			
<p>On 08 September 2021, Cabinet approved an estimated spend of £1,487,974, over three years, for the housing and benefits system. The estimated value per year was £495,991. This cost covered the supplier (NEC) to support and maintain the system, including licenses, support, maintenance and hosting. This report is seeking further expenditure approval (£703k) for the NEC system. The cost is to cover the additional scope and expenditure on the current contract which runs from 01/04/2022 to 31/03/2025. This undertaking will:</p>			

- significantly overhaul and future proof the LBTH Housing Options service
- undertake the replacement of the THH Keystone application and
- in doing so replace the following five legacy contracts shown in the table below with their current budgets:

Legacy Contracts:

Area	Application	23/24 budget	24/25 budget
THH	Keystone		£36,541
THH	Advance		£36,198
THH	Advance Hosting		£16,879
	Sub-total		£89,618
Housing Options	Novalet	£32,000	£32,000
Housing Options	Jigsaw	£30,000	£30,000
Housing Options	CDPSOft	£9,000	£9,000
	Sub-total	£71,000	£71,000
	Total by Year	£71,000	£160,618
	Grand Total	£231,7618	

Housing Options (HO) Overhaul Approach

- **FY23/24** - NEC licence, support & maintenance, subscription, consultancy and project management fees = **£167,962**, funded by IT Capital Cost Code
- **FY24/25** - NEC Annual On-costs = **£51,564**, to be offset by Housing Options legacy applications budget shown above totalling **£71,000**. This results in a surplus of **£19,436** which will be used to offset the THH Keystone replacement delta.

THH Keystone Replacement Approach

- **FY23/24** - no change, THH will persist with legacy system
 - **FY24/25** - NEC licence, support & maintenance, subscription, consultancy and project management fees = **£485,363**, to be funded by IT Capital Cost Code.
 - **FY25/26** - NEC Annual On-costs = **£109,488**, will be partly offset by THH legacy applications shown above totalling **£89,618**. This results in a delta of **-£18,313**, less the **£19,463** HO surplus accommodates the NEC on-costs, post implementation.
- *Note** - the FY25/26 costs are for illustration purposes only and are not part of this approval.

In summary, an expenditure approval is being sought totalling **£703k** over two 2 years (FY23/24 and 24/25) with NEC in addition to the current commitment. This cost covers the implementations, as well as annual support and maintenance. The new purchases will enable the current services to be more efficient and effective, as it will remove dependency on disjointed smaller systems both in the Council and THH, and duplicate entry of data.

Additionally, it aligns with the strategic IT direction of streamlining systems and having a single data hub for better record management and reporting. The new purchase will cover the requirements of Tower Hamlets Homes and Housing Options Service. It will provide opportunities for both services to be more joined up and aligned by using a single IT Housing System.

This proposal consolidates the management of the current housing and benefits system, provided by NEC, enabling LBTH to fulfil a joined-up services across the Council's housing stock. Transitioning from a current state in which housing options and THH housing asset management spans Civica and NEC systems to manages information in a single system.

Contracting Approach

The current with the NEC for the provision will be varied to include the additional services. This variation will add **£703k** to the value of the contract. The current full 3-year value of the contract is **£1,489k**. After the variation the full value will be **£2,192k**. The contract was a call off from the Crown Commercial Services Data and Applications Solutions Framework. The contract allows for variations with the limit under the Public Contract Regulations being 50% of the original contract value. Before the expiry of the contract term, the provision of a new contract will be required.

Community Benefits

The vendor management function for this contract will discuss the social value offering the supplier potential could provide. The commitments that come out from the discussion will be monitored at the contract review meeting, to ensure it is met.

Contract Ref & Title	R5868 Zellis ResourceLink HCM Cloud Upgrade		
Procurement Category:	Corporate	Contract Duration & Extensions:	3 + 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input type="checkbox"/> Capital <input type="checkbox"/> On Going <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> S106 <input type="checkbox"/> Reserves
Value Total:	£1,590,000		
Value Per Annum:	£318,000	Statutory / Non-Statutory	Statutory
Cost Code	23899	Budget	£1.590m
Current annual value	£241,000 per Year	Revised Annual Contract	£318,000 per Year
Savings Annual Value	Not Applicable		
Summary of how savings will be achieved			
<p>This project and proposed system upgrade seek to transform and enhance current HR and Payroll related activities and processes to 4,000 employees and 4,000 School employees. Funding for the additional annual service charge has been approved and once implemented the system upgrade will enable significant / service process transformation and the removal the costs associated with the printing and manual distribution of circa 5,000 employees who are currently unable to access their online HR and Payroll records.</p> <p>Whilst the existing version of ResourceLink can be considered to deliver standard HR and Payroll functionality there are considerable limitations including a lack of remote access via smart phones and limited employee self-service.</p>			
<u>Scope of Contract</u>			
<p>This contract is for the upgrade of the existing Zellis ResourceLink HR and Payroll system to the latest Human Capital Management (HCM) Cloud based version. This upgrade is pivotal in supporting current activity to transform existing HR and Payroll processes, whilst also providing a significantly enhanced experience to all employees through the enabling of HR Self Service functionality remotely through smart phone devices.</p> <p>The key improvements delivered by this upgrade which support the service outcomes are:</p> <ul style="list-style-type: none"> ▪ Agile Payroll functionality that optimises ResourceLink performance when processing changes during each pay cycle. Replacing a number of current manual payroll processing tasks with automation. ▪ Streamlining Management Information (MI) reporting through the use of ResourceLink Reporting Service and PowerBi proving best in class reporting and analytics. ▪ MyViewApp which provides all employees with 24/7 access and the ability to update their personal data directly via remote devices / Smart Phones. ▪ MyPayPro which provides all employees access to interactive payslips and frequently asked questions. Removing the need to manually produce and distribute circa 5,000 payslips each month. ▪ New SPI Based system connectors standardise and streamline data synchronisation between ResourceLink and other solutions, including the Alvius Applicant Tracking System. 			
<u>Contracting Approach</u>			
<p>The current contract with Zellis for the existing version of ResourceLink expires in June 2023, however there is a current option to extend by a further two years until June 2025. This contract extension option will not be used.</p>			

In order to secure the most advantageous commercial terms, this report seeks approval to waive the Council's Financial Regulations and the Public Contract Regulations to enter into a new five year contract with Zellis for the supply of the HCM Cloud version of ResourceLink. This timeframe supports the ongoing journey of transformation to HR and Payroll processes whilst also aligning with the timetable for ongoing consideration regarding the future implementation of an Enterprise Resource Planning system (ERP), which brings together Finance, HR and Payroll functions into one system.

It is proposed that the Council will make a direct award for this contract. Prior to the award being finalised, the Council will post a Voluntary Ex-Ante Transparency Notice (VEAT).

Community Benefits

The Council Officers will seek to secure Social Value benefits within the new contract. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract.

Contract Ref & Title	R5872 Purchasing IT Support & Maintenance for the Idea Store Learning		
Procurement Category:	Corporate Services	Contract Duration &	3 + 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	23899		
Value Total:	£441,680	Statutory / Non-Statutory	Statutory
Value Per Annum:	£60,726	Budget	£60,726 (FY 23/24)
Current annual value	£54,075	Revised Annual Contract	Average Annual Cost = £88,336 (based on 12.3% indexation)
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

This is a repurchasing of a support and maintenance contract for an Idea Stores line of business system. The intention is, as part of the early supplier engagement, to negotiate further discounts on costs with the supplier.

Scope of Contract

In 2018, the contract was awarded to Tribal Education Ltd to provide the EBS application to manage enrolment, attendance, and funding for the Idea Store learners. EBS is considered a best-of-breed application with only a small number of niche suppliers that satisfy the required specification. It is therefore recommended that; the Idea Store Service continue with the EBS arrangement under new teams.

The GLA Adult Education Budget provides £2.5 million of funding to the Idea Stores per year to deliver all curriculum provision. This is all managed and monitored through the Tribal EBS system. Without the system or equivalent system, all this funding may be lost. In addition, the system also collates and produces monthly funding returns in the format required to upload to the GLA Ops website.

The current Tribal EBS contract ends in May 2023 and to date considerable investment has been made in the system in terms of implementation, training staff and building system interfaces to make the service more responsive, efficient and joined-up.

It is noted that valuable service that the Idea Stores provide, via this application, aligns with the Strategic Plan priorities 3,4 and 5:

- Priority 3: Accelerate Education
- Priority 4: Boost culture, business, jobs and leisure
- Priority 5: Invest in public services

In addition, the ESOL provision is also part of the new Mayor's pledge, and this is delivered and monitored through the EBS system.

This business-critical Idea Store application is due to expire in the next 2 months.

Contracting Approach

The contracting approach will be finalised after completing the pre-sourcing activities which may include the analysis of the business need, market analysis / market engagement and development of the sourcing strategy. The procurement will be compliant with the Council's Procurement Procedures and The Public

Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020). This may include investigation of a Direct Award facility under the Crown Commercial Services Data and Applications Solution Framework reference RM3821 or another appropriate Framework.

Where it is not possible to utilise an existing compliant procurement route, the Service is seeking approval to waive the Council's Financial Regulations and the Public Contract Regulations to enter into a new contract directly with the Vendor.

Community Benefits

The Council Officers will seek to secure Social Value benefits within the new contract. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract.

Contract Ref & Title	R5873 – Renewal Data Centre and Network Services (Colt)		
Procurement Category:	Corporate Services	Contract Duration &	3 + 1 +1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	23899		
Value Total:	£569,215	Statutory / Non-Statutory	Statutory
Value Per Annum:	Average Per Annum £113,843	Budget	£85,000 p.a.
Current annual value	£80,000 p.a.	Revised Annual Contract	Average Annual Cost £113,843 (based on 12% indexation)
Savings Annual Value	No direct savings planned		

Summary of how savings will be achieved

During the current contract, circa £14k per annum worth of circuits have been ceased as the network reengineering work has progressed. It is anticipated by the end of the proposed contract term the entire Colt provision will have been decommissioned and moved to a cloud-based provision, as per the IT strategic direction. This will be done as a phased approach aligned with the network reengineering timeline.

Scope of Contract

In April 2021, the Council successfully novated the data centre and connectivity services provided by Colt Technology Services from the then outsourced ICT provider (Agilisys). At the time, there were two physical data centres. As part of the network reengineering work the main data centre in Welwyn Garden City was decommissioned. Since then, further rationalisation work has been completed and continues.

The data centre at PowerGate in Acton is an essential element of the Councils IT underlying infrastructure. This facility is required for a longer period, to allow the existing IT services to be migrated to a cloud-based solution. This proposal is seeking authorisation to renew the PowerGate data centre and the associated circuits whilst the network reengineering work completes.

Without the facility, the risk to the Council is:

- no of public access internet in the Idea Store, including web filtering
- no of corporate Wi-Fi
- no remote monitoring of environmental, fire and security systems on council sites
- no onsite access of mission-critical web-based applications

Contracting Approach

This essential data centre facility contract is due to expire in the next 5 months. The intent is to recontract with the existing Vendor directly whilst the network reengineering work concludes and builds in a break clause after year 3 to support an early migration away from the PowerGate datacentre facility. The Service is seeking to waive the Council's Financial Regulations and Public Contract Regulations to enter into a new contract directly

with the Vendor. The Service will justify this approach within the Notices that must be issued under the Public Contract Regulations.

Community Benefits

The Council Officers will seek to secure Social Value benefits within the new contract. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract.

Contract Ref & Title	Pay360 (AIMS) - Approval for Transactional Spend		
Procurement Category:	Corporate Services	Contract Duration &	3 + 1 + 1 +1 +1 = 7 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	23455		
Value Total:	£5.01m	Statutory / Non-Statutory	Non Statutory
Value Per Annum:	£715k	Budget	£557,500 (additional growth bid submitted to reflect increase in transactions)
Current annual value	£715k	Revised Annual Contract	£715k
Savings Annual Value	None		
Summary of how savings will be achieved			
Not Applicable			
<u>Scope of Contract</u>			
<p>The procurement and the direct award of contract to the current supplier for the support and maintenance of the system was agreed by Cabinet on 28th September 2022 as a 7-year contract (3 years with two 2-year extension periods). Unfortunately the costs related to the processing of transactions through the payment system were not included in this request to Cabinet, so this request is to cover the associated costs for the handling of payments omitted from the previous submission. The system currently deals with approx. 1.5 million transactions per year valued at over £6 billion. As the tax base increases the number of payments received by the council are likely to rise in future years.</p>			
<u>Contracting Approach</u>			
<p>The contract approach for the support and maintenance was agreed through a direct award, the authorisation now sought is for the transactional costs that are a result of use of the system by those making payments to the Council.</p>			
<u>Community Benefits</u>			
<p>The Council Officers will seek to secure Social Value benefits within the new contract. This will include consideration of the Social Value benefits that can reasonably be delivered within the proposed contract.</p>			
<p>Note - the use of a secure payment handling portal may assist residents to complete financial transactions with the Council in a safe and secure environment. The system allows the Council to offer a number of payment options such as online, pin machine and telephone payments which provides flexibility for residents.</p>			

Contract Ref & Title	THH5821 - Mechanical and Electrical Installations Framework		
Procurement Category:	Construction and FM	Contract Duration & Extensions:	4 years
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> Capital <input type="checkbox"/> On Going <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> General Fund <input type="checkbox"/> S106 <input type="checkbox"/> Reserves
Value Total:	£14,640,000		
Value P/A:	£3.65M	Statutory / Non-Statutory	Non Statutory
Cost Code	19205	Budget	Y1= £3,608M; Y2 = £3,648M; Y3 = £3,704; Y4 = £3,681M; Total = £14.640m
Current value	£3.3M	Revised Annual Contract	£3.65M
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

Mechanical and electrical installations are funded from capital budgets agreed annually with the council. Capital investment is planned according to the requirements of the stock. By investing in the renewal of these installations, it is anticipated there will be an indirect saving made on the servicing, repairs and maintenance of these assets over the coming years.

Setting up the framework will enable the Council to obtain best VFM throughout the 4-year framework term and thus ensure allocated annual budgets are spent most efficiently.

Scope of Contract

The purpose of setting up this framework is to have a range of contractors available to deliver the 2023-2027 electrical and mechanical installations programme, as identified by the lifetime cycle of assets.

The council currently has two contracts in place for these programmes, due to expire in Jan 2023 and June 2023 respectively, so this framework will serve as a replacement for these contracts.

The contract will include a full and comprehensive installation service, including:

Lot1

- Installation of lateral mains and remedial electrical works
- Installation of emergency lighting
- Installation of domestic electrical installations
- Installation of fire safety equipment

Lot2

- Installations of communal gas boilers
- Installation of domestic boiler installations
- Installation of boosted water systems and tanks

Contracting Approach

A publicly advertised competitive process (Restricted Procedure under the Public Contracts Regulations 2015) will be followed to set-up a framework of suppliers. This means any supplier will be able to compete for this requirement. Proven track record of delivery of similar contracts will be required at the first stage of the procurement process (the SQ stage) to ensure only suitably qualified and capable suppliers progress to the

tender stage. Financial standing and compliance with Council's policies (such as Equality and Diversity, London Living Wage, Modern Slavery, etc.) will all form part of the evaluation process.

The framework will be split into two lots, with 3 suppliers appointed to each of the lots. This will ensure the council will have access to sufficient supplier capacity to deliver the programme. It will also provide a back-up solution in case of performance or supplier viability issues. Given the challenges and the current volatility of the marketplace, it is deemed prudent to set up a multiple-supplier framework.

Bespoke framework operating rules will be designed to provide flexibility with direct award and mini competition both available to use to place orders / issue works under the framework. Direct awards will only be placed if the following criteria can be met:

- a) All work is covered by published rates and direct award is made to the highest ranked provider or,
- b) All work is covered by published rates and given the nature of the requirement the top ranked provider is not the cheapest and therefore a direct award is made to the cheapest provider or,
- c) An order is required in relation to a project which a specific provider is involved in either under an order via the framework or via another procurement route and the circumstances are either - a matter of public safety or, there are exclusivity rights over the site or where a change in provider cannot be made due to economic reasons etc.

In all other circumstances, a mini competition will be undertaken where all existing framework providers (for that particular Lot) will be invited to submit a proposal for the requirement. In this situation, submissions will be evaluated, and an order placed with the highest scoring provider for that specific requirement.

The Council will be the contracting entity for these contracts/ framework arrangements so there will be no need for a novation should THH be taken back in-house.

Community Benefits

Delivery of community benefits will be a requirement of this framework. The council's standard Social Value matrix will be used to secure these. It will include local recruitment, apprenticeships, local supply chain, software packages and licences, event sponsorship, etc.

Contract Ref & Title	CLC 4371 Lot 1,2,3 & 4 Highways and Street Lighting Works Contract		
Procurement Category:	Construction & FM	Contract Duration & Extensions:	3 Months Contract Extension
One-Time / Recurrent	Recurrent	Funding Source:	<input checked="" type="checkbox"/> General Fund <input checked="" type="checkbox"/> Capital <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input checked="" type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	53040 53383 53143 53399 53144 53303 53330 70752		
Value Total:	£2m	Statutory / Non-Statutory	Statutory
Value Per Annum:	12.1m	Budget	£8.5 M excluding Section 106
Current annual value	£12.1 per Year	Revised Annual Contract	£12.1 per Year
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

The contract extension will not deliver savings

Background

The highways maintenance contract includes the provision of the civil engineering works for Highways Maintenance Operations Surfacing and Traffic and Transport Service Schemes. This will be for all planned highways capital maintenance works, reactive, Cyclic inspections repairs, bridge, and pipe subway maintenance.

Scope of Contract

It is proposed to extend the existing contract for highways maintenance for a period of up to 3months beyond the current end date of 31.3.23, until 30th of June 2023. The extension period will be used to complete procurement of a new term service contract, whilst maintaining existing service provision. The proposed extension is in line with Regulation 72 of the Public Contracts Regulations 2015.

Highways maintenance services are currently procured through a call-off contract CLC 4371, this would expire at the end of March 2023. The council must have in place arrangements to enable the Council to continue to deliver this statutory provision.

The officers are working on a new contract that was due to be completed by the end of March 2023. As usual for a contract of such a scale and complexity there is a lengthy procurement process. The programme has been delayed for 3 months due to lack of resources to answer bidders queries on timely manner, clarifications related to TUPE transfer and also a number of requests have been received from potential bidders to extend the bidding time, which is now extended for 4 weeks in accordance with procurement and legal advice.

Revised timetable is as below:

Tender received – 6th of January 2023

Tender evaluation – 9th – 30th of January 2023

Cabinet approval – Feb 2023

Contract award – Mar 2023

Mobilisation period – 1st of April – 30th of June 2023.

Start date of a new contract – 1st of July 2023.

As the Highway Authority, Tower Hamlets Council has responsibilities for the borough public highway network, which includes roads, footways, footpaths, highways structures and bridges, street lighting, highways drainage, road markings and signage, among its many highways assets. The Councils statutory obligations under this Authority include a duty under section 41 of the Highways Act 1980 to maintain the highway in a safe condition. This duty will be discharged via existing Highways Contract until 30th of June 2023.

Contracting Approach

The proposal is to extend the existing contract provisions with the obligations remaining the same to both Parties of the Contract

Community Benefits

The existing Service Provider will be expected to maintain the Social Value benefits contained within their contracts over the period of the Contract Extension.