

## Cabinet Contracts Forward Plan – Appendix 1

Contract Ref & Title	THH5882 - Concierge & Related Services		
Procurement Category:	Construction & FM	Contract Duration & Extensions:	New Procurement 3 years + 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input type="checkbox"/> General Fund <input type="checkbox"/> Capital <input checked="" type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves <input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating
Cost Code	10654		
Value Total:	£5m	Statutory / Non-Statutory	Non Statutory
Value Per Annum:	£500,000	Budget	£430,000
Current annual value	£430,000	Revised Annual Contract	£500,000
Savings Annual Value	Not Applicable		
<b>Summary of how savings will be achieved</b>			
<p>There are unlikely to be any savings realised as the bulk of the cost for this service is staff salaries which are paid at London Living Wage which is likely to increase year on year. The current value of the contract is £430,000 per annum which will automatically increase as revised London Living Wage rates are set. It is difficult to predict the LLW increases expected throughout the contract duration hence the estimated values stated above.</p>			
<b><u>Background</u></b>			
<p>THH currently has concierge services provided at 4 sites totalling 5 blocks (Malting &amp; Brewster Houses, Latham House, Pauline House and Brodick House) via a contract with OCS Group UK Ltd, using SIA accredited concierge staff. This contract had a 5-year initial duration and 5-year extension which has been utilised. The existing contract ends in October 2023.</p>			
<b><u>Scope of Contract.</u></b>			
<p>The proposed new contract will replace the existing contract in providing concierge services to these 4 sites / 5 blocks, comprising 346 homes managed by THH. The contract will be flexible and allow for additional blocks to be added (subject to budget being available) or existing ones removed, should this be required. It will also be possible to amend service scope, including reduction or increase of service hours.</p>			
<p>The contract will have an initial duration of 5 years with the option to extend for a further period of up to 5 years, in time increments defined by the Council. The contract will also have a provision for early termination, should the Council's requirement for this service change in the future.</p>			
<b><u>Procurement Approach</u></b>			
<p>Three main factors that will determine procurement route used:</p> <ul style="list-style-type: none"> <li>market conditions are highly competitive for this sector; there are plenty of suppliers in the market for this service;</li> </ul>			

- the services delivered by this contract will be re-charged to leaseholders so a full-leaseholder consultation needs to be undertaken;
- the service specification is standard and therefore well-known to the marketplace.

It is proposed that a two stage publicly advertised competitive process (Restricted Procedure) under the Public Contracts Regulations 2015 as amended by the Public Procurement (Amendment etc.) (EU Exit) Regulations 2020 will be followed for this procurement. This means any supplier will be able to compete for this requirement. SIA Accreditation and a proven track record of delivering 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.

In the second stage of the process, the evaluation will focus on the specific delivery model and price. It is recommended that the tender evaluation split at second stage is 30/70 in favour of price.

#### Carbon Reduction

We will work with LBTH procurement and appropriate LBTH service area to ensure carbon reduction objectives are included in the provider selection process.

#### Residents/Community Impact

This service has a direct impact on people's feelings of safety and well-being. As such it is central to LBTH's strategic priority of 'Empower communities and fight crime' where people feel safer in their neighbourhoods and anti-social behaviour is tackled.

It is also central to THH's 'Create Great' Business Plan 2020-2026 purpose of Great Homes, securing high quality contractors, managing them robustly and working alongside residents to make sure quality standards and social value benefits are met, Great Services and our commitment to achieving greater value for money and Great Communities, working with our partners to help our residents live free from the effects of anti-social behaviour.

A full canvass will be undertaken of the customer base in each block as part of the consultation process.

The contract is a stand-alone contract and does not conflict with others. The proposal is that only service providers who are Security Industry Authorised (SIA) will be invited to bid.

The Council will be the contracting entity for this contract so there will be no need for a novation when THH is taken back in – house.

#### Community Benefits

The Council's Social Value Matrix will be used to secure community benefits. This will be a mix of standard SV elements, such as local recruitment, apprenticeships and event sponsorship, and more service-specific elements, such as support of estate days and individual SIA accreditations, including employment of individuals with these accreditations.

Contract Ref & Title	<b>Further Competition Vehicle Lease and Flexible Rental Solutions</b>		
Procurement Category:	Corporate Services	Contract Duration & Extensions:	New Procurement 3 Years + 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	53150		
Value Total:	£9,905,000	Statutory / Non-Statutory	Non Statutory
Value Per Annum:	£1,981,000.00	Budget	£2,183,000.00
Current annual value	£2,275,000.00	Revised Annual Contract	£1,981,000.00
Savings Annual Value	£275,000.00		

#### **Summary of how savings will be achieved**

Purchase of Electrical Vehicles under 3 ½ tonnes with approved Capital funding will replace currently leased diesel small vans and cars.

Additional saving will be achieved through reduced maintenance costs as the current fleet of school buses are out of warranty.

#### **Background**

The Council is obliged to procure a range of vehicles in order to provide its vital core services. The contract arrangement under which the current vehicles were procured is due to expire shortly.

#### **Scope of Contract**

The scope of the contract is to source a reliable provider or providers to lease and rent vehicles for Council front line services. Current leases for 60 school buses are expiring and will require replacement. There is currently no suitable electrical alternative on the market, so to lease is the best alternative at this time. Cage tipper vehicles and some of the other large vans used by teams providing statutory services will also have their leases expiring and also there is no electrical alternative at the market, so rent and lease agreements required to be in place. The third group under the contract is vehicles required ad hoc for a short period of times in case of breakdowns or unscheduled work.

A stakeholder project team will be set up to develop the specification of requirements for the range of vehicles. The project team will also develop the evaluation criteria and pricing model.

#### **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).

**Community Benefits**

It will be required for a provider to source new vehicles and models and that will be as environmentally friendly as possible to provide better air quality to local residents, help to reduce pollution and support Council's aim towards zero emission operations.

As part of this procurement to deliver Social Value will be set at an appropriate percentage. Social Value benefits that will be considered may include work experience and training opportunities as relevant to this trade. The council's procurement procedures require that social value is part of the evaluation criteria for the overall tender. The procurement will require bidders to make an offer in respect of social value and community benefits based upon a pre populated matrix agreed by the service and procurement prior to issue of the competition.

Contract Ref & Title	<b>HAC5321 - Residential Respite Sewardstone Road (Hotel in the Park)</b>		
Procurement Category:	Health & Care	Contract Duration & Extensions:	New Procurement 3 + 1 + 1 = 5 Years (17/02/2024 to 16/02/2029)
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	30283-R5600-A1491		
Value Total:	£3,668,637.49	Statutory / Non-Statutory	Non Statutory
Value Per Annum:	£644,666 (Contract value 23/24 with 9% uplift for LLW)	Budget	£591,436.87
Current annual value	£591,436.87 per annum (2022/23 value)	Revised Annual Contract	£3,668,637.49 Year 1 = £678,710.38 Year 2 = £713,500.70 Year 3 = £736,510.83 Year 4 = £758,606.16 Year 5 = £781,309.42 Includes increase for LLW increase in future years
Savings Annual Value	Not applicable		
<b>Summary of how savings will be achieved</b>			
No savings will be achieved			
<b><u>Background</u></b>			
<p>The London Borough of Tower Hamlets is commissioning the only residential respite support for adults with learning disability in-borough. This procurement is necessary as the existing contract will expire in Feb 2024. Permission is sought to go out to tender for the provision of the Hotel in the Park residential respite support service.</p> <p>Local residential respite care available to residents is a key element of the Adult Learning Disability Strategy 2017 to 2020, the Tower Hamlets Care Strategy setting out the local approach to improve support for adults with learning disability and their families.</p> <p>A high-quality respite service in Tower Hamlets is important to support the ambition of the 2022 LBTH Strategic Plan for residents to have access to high quality social care services and the commitment to the care of vulnerable members of the community locally. This includes the provision of high quality and financially sustainable services for adults receiving social care to achieve their goals, be connected to others and live as independently as possible.</p>			

The contract is supporting residents and families in need of respite care in the borough. There are more than 70 individuals who have a respite needs and have been allocated a set number of days of respite care in 2021/22. The majority of those individuals are regular users of the current service.

**Scope of Contract**

The service is located in a Council owned building (Sewardstone Road) which is currently under renovation and due to have works completed by Summer 2023. These capital works will provide a newly refurbished ground floor respite provision delivering an improvement to the quality standard of the environment.

The residential respite provider is required to:

- Deliver a high quality and cost-effective respite service locally to enable positive outcomes for people with a learning disability and offer a real break for their family/carers.
- Provide people with learning disability the opportunity to spend time away from their parents/carers, having enjoyable experiences in new environments and participating in a range of activities in the community.
- Recognise the invaluable role that carers of adults with learning disability play by offering them a break from their daily caring routine.
- Provide a positive experience for both the carer and those with care needs.
- Promote the health and wellbeing of family/carers and individual adults who use the respite service.
- Provide unplanned and short-term emergency respite when carers and families are in crisis or during emergency situations.
- Provide support to families that enables people with learning or other disability to be supported at home for longer and prevent breakdown of living arrangements
- The service objectives are to provide respite to the full capacity of the premises for Tower Hamlets clients only who have respite allocated by the Community Learning Disability Service as part of their support plan. This will be as follows:
  - 1,825 planned stays (5 beds for 365 days per year); and
  - 730 emergency stays (2 beds for 365 days per year).

A stay is assumed to generally be for 24 hours, and the service provision must include delivery of a programme of care, support and a varied range of activities for the full capacity of seven people for all seven evenings of the week (4pm to 10am) and during the daytime (10am to 4pm) at weekends.

On weekdays during the daytime (10am to 4pm), the service must ensure that all 7 people are supported, either by enabling them to participate in their regular programme of activities or by directly providing a programme for them.

**Contracting Approach**

The contracting approach will include a procurement that 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 approach is considered to be the preferred procurement approach to reduce any barriers for potential bidders to submit bids.

<b>Tender phase</b>	<b>Expected completion</b>
Design and preparation	July 2023
Close of tender	October 2023
Contract award	November 2023
New Contract start	February 2024

The inflationary uplift has been modelled on the recent increase to LLW of 8.14% from April 2023. 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 discussions 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.

Consideration has been given to in-sourcing this service, however it has not been deemed appropriate for the following reasons:

- Due to the delivery of regulated activity in this type of provision, it is a statutory requirement that respite for people with LD and Autism is registered with CQC. Given that the Authority does not have this registration, it will not be possible to deliver this service in-house. Should the Authority want to meet the registration requirements, this would involve a lengthy process currently taking in excess of 12 months to acquire; including the processes of application, registration and evidential demonstration of how the Authority meets all the stipulated criteria. It is not anticipated that the Authority can demonstrate meeting this threshold.
- This provision is highly specialised for people with learning disabilities and autism who have complex and profound physical, emotional and health needs, and requires high levels of specialism to deliver and sustain to effective quality standards that are subject to regular CQC inspections.
- The service delivery requirements contains specialist competencies and training of the workforce which has been best delivered by voluntary sector organisations with a proven track record and expertise in this area.
- Maintaining this service within the voluntary sector enables best value for money whilst we continue to ensure Providers meet London Living Wage thresholds.

#### **Community Benefits**

Social Value will have 10% 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

- Ensuring that the service is accessible to all eligible service user with due respect to their culture and religion
- 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.

Contract Ref & Title	<b>HAC5771 - Antill Road Complex Needs Day Service</b>		
Procurement Category:	Health & Care	Contract Duration & Extensions:	Contract Extension 21 months new contract extension: 01/01/2024 to 30/09/2025
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	R5600-30183-A2100		
Value Total:	£1,087,015 (block value at £822,426, spot value at £264,588)	Statutory / Non-Statutory	Non Statutory
Value Per Annum:	£582,382 (LLW uplift of 9% for 23/24 – block amount at £440,625, spot amount at £141,757)	Budget	£534,295 for 2022/23 (£404,243 block / £130,052 spot) 9% uplift from April 23 in line with LLW brings contract to £582,382 in 23/24 (440,625 block, £141,757 spot)
Current annual value	£534,295 (including spot purchases)	Revised Annual Contract	£621,151 average annual value (including spot purchases)
Savings Annual Value	Not Applicable		
<b>Summary of how savings will be achieved</b>			
<p>Savings have been delivered for day services in 22/23 as part of the implementation of the Learning Disabilities Framework HAC5313A. The full year effect will be delivered in 23/24.</p> <p>The current interim Antill Road contract has been aligned with the Framework, reducing the spot commitments significantly. It would therefore not be appropriate to make any further savings for this extension period.</p>			
<b><u>Background</u></b>			
<p>Antill Road is a specialist day service that supports adults with learning disability who have high levels of multiple complex needs including severe physical or mental health needs and challenging behaviours. It is a block funded day care provision at the value of £404,243 with additional spot packages currently totalling £130,052, all funded by implementation of tiers for standard, enhanced and complex support. The block nature of this service reflects it being delivered from a bespoke Council building under the terms of a lease agreement.</p> <p>With the growing demand for day provision for people with high complex/challenging health and physical needs means that the current building configuration and space does not adequately meet needs and out of borough provision continues to be the alternative. An expansion of specialist services is therefore required to meet increasing demand arising from the growing number of people with challenging behaviour coming through transition each year.</p> <p>We are currently exploring opportunities to re-provide this service on alternative sites within the borough to</p>			

increase capacity for this type of service as well as improving the quality of the current infrastructure for those with more complex needs. The service is linked to ongoing discussions in the Capital Programme. The ability to work collaboratively with us in the redesign and re-provision of this service will form part of a new contract and award decision. This is expected to achieve longer-term cost avoidance from people coming through transitions who would otherwise need to utilise out of borough day service placements, and savings from those returning from out of area.

Due to the planned redevelopment and the desire to move this standalone contract into our existing learning disability day service contracted framework we are requesting an extension to this contract terms to align with the terms of the current Framework ending on 10<sup>th</sup> October 2025. This is because it remains the only block funded day care provision in the Borough (the other day services are delivered on a daily rate of three tiers against the Framework – HAC5313a).

The incumbent Provider is Look Ahead Care and Support. There have been no concerns regarding the contracts performance with regards to quality, outcomes or compliance. Staffing levels over the last financial year have remained at 100% delivery, utilisation of the service against those who have allocations has remained at 90% on average (Year to Date). There have been 6 new referrals into the service in 22-23. A total of 4 incidents pertaining to challenging behaviour from service users occurred which is a familiar occurrence in relation to the client group. All incidents were dealt with in a timely and appropriate manner. All Service users have up-to-date risk management plans. 100% of service users have up-to-date Health Action Plans. The service has reported on the delivery and support to a number of community-based activities including participation in BikeWorks and access of Mile End Leisure Centre, arts and crafts within the centre and gardening activities, with service users reporting a positive increase in their sense of wellbeing.

### **Scope of Contract**

The service provides engagement in meaningful activities supporting this cohort to be part of the community as set out in the Adults Learning Disabilities Strategy as a key outcome area. The service currently supports around 21 adults including those who have continuing health care needs. It is envisaged that a re-provision will increase these numbers.

Whilst one of the key outcomes is to support people to develop their skills to be as independent as possible, many people will need long term support from the service because of the complexity of their needs.

The service provides 1:1 support for most service users and some are supported in smaller groups. The service has in the recent interim contract moved to the tiers system to align with the Day Services Framework model.

### **Contracting Approach**

The current service is commissioned on a block and spot basis, we are proposing a 21 month extension to this contract to align with the contracting terms of the existing learning disability framework agreement which ends in October 2025.

The current Providers delivering against the Day Services Framework (HAC5313a) charge per individual on a daily rate across a set of 3 tiers (standard, enhanced and complex tiers). This contracting approach of moving to charging against a daily rate will provide optimum outcomes, best value for money and can be achieved with the associated tenure commitments

The inflationary uplift has been modelled on the recent increase to LLW of 8.14% from April 2023. 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.

The Council has a legal duty to provide the services referred to in the Appendix 1. The interim extension of the existing contract may be justified on the basis that a competitive exercise for a short-term contract would not be economically viable and also on the basis that the service will be tendered once the contract has been aligned with the Day Services Framework contracts

Consideration has been given to in-sourcing this service, however it has not been deemed appropriate for the following reasons:

- This provision is highly specialised for people with learning disabilities and autism who have complex and profound physical, emotional and health needs, and requires high levels of specialism to deliver and sustain to effective quality standards.
- Due to the degree and nature of the service delivered, it requires the host organisation to have an appropriate level of CQC registration which includes a recent track record for delivering services of this type.
- The service delivery requirements contains specialist competencies and training of the workforce which has been best delivered by voluntary sector organisations with a proven track record and expertise in this area.
- Maintaining this service within the voluntary sector enables best value for money whilst we continue to ensure Providers meet London Living Wage thresholds.
- Our current day services for people with LD and Autism are delivered in the community by voluntary sector organisations, providing a range a services including specialist and culturally specific provision which best meets the needs of our communities.

### **Community Benefits**

Existing commitments of social value under the current block terms will continue for the duration of the extension. Future incorporation into the Day Services Framework for this contract does not currently include a social value percentage as services are purchased individually on a daily rate.

Contract Ref & Title	<b>HAC5303 - Carers' Services.</b>		
Procurement Category:	Health & Care	Contract Duration & Extensions:	New Procurement 3+ 1 + 1 = 5 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input 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 30106 A1875		
Value Total:	£3,310,000	Statutory / Non-Statutory	Statutory
Value Per Annum:	£662,000r	Budget	£662,000
Current annual value	£645,206	Revised Annual Contract	£662,000
Savings Annual Value	Not Applicable		

#### Summary of how savings will be achieved

No savings are proposed as the actual number of carers in Tower Hamlets has increased.

#### **Background**

The council has a statutory duty to provide information and advice support to 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.

23,583 Tower Hamlets residents were recorded as unpaid carers through the 2021 Census, an increase from the 19,356 recorded in 2011. It is likely the actual number of unpaid carers in Tower Hamlets is higher as they are less likely to self-report/recognised themselves as a carer and remain hidden. Various national research and local feedback via the Carers Centre Tower Hamlets (current provider), GP Care Group and carers assessments suggests the pandemic has led to an increase in the needs of carers. COVID-19 and caring has left many carers exhausted, socially isolated, and close to burning out which has impacted their health and wellbeing. Unpaid carers are more likely to experience higher prevalence of health inequalities.

The bi-annual Survey of Adult Carers in England conducted in 2021 identified that carer satisfaction with social services has decreased compared to the previous two surveys. Carers general wellbeing had also decreased, with a 3.7% reduction in carers reporting that they had as much social contact as they would like.

Unpaid carers contribute significantly to the health and care economy in Tower Hamlets and it is probable any service reductions could impact carer quality of life and/or increase risk of carer and cared for relationship breakdowns thus require higher levels of costlier support from Adult Social Care.

Carers Centre Tower Hamlets are currently contracted to deliver the Carers Link services which provides support to unpaid carers of Tower Hamlets residents. The contract expires on 31 March 2024, having obtained Cabinet agreement to extend for four months (from 1 December 2023 to 31 March 2024) on 25 January 2023.

## **Scope of Contract**

Cabinet approval is being sought to tender for Carers' Services. The proposed contract(s) will act on behalf of the Council as the integrated front door service for unpaid carers. The Council, leading on behalf Tower Hamlets Together, may seek to commission more than one service from the budget, dependent on the outcome of co-production work with unpaid carers. For example, it may be decided to incorporate a carers emergency element within a single contract, or it may be decided to continue to have this has a separate contractual arrangement.

Due to the nature of the service, insourcing is not considered a viable option as the service provider will need to independently support the needs of unpaid carers in the borough and advocate on their behalf. Feedback from carers, including through the co-production group, has highlighted the benefits of having access to carers support, including carers needs assessments, provided in the community.

This request brings together all available carers funding via the Better Care Fund, including what is currently used for the Emergency Carers Service, and that is why the budget is higher.

The service will deliver information, advice, practical support, and guidance to carers of Tower Hamlets residents to help them to undertake their caring role. The carers offer in Tower Hamlets will be aligned to the priorities in the National Carers' strategy, carers action plan and Tower Hamlets Together's commitment to Carers Action plan, which are as below:

- Identification and recognition of carers
- Realising and releasing the potential of carers
- A life outside of caring
- Improving the health and wellbeing of carers
- Providing seamless transition for young carers in transition

Co-production of the future carers service(s) with unpaid carers started in early 2023 to better understand the needs of unpaid carers and how these may be met by the new service(s). This will continue throughout the first half of 2023 and will review current provision, including that delivered through the existing Carers Link and Emergency Carers Service contracts, as well as proposing outcomes for the service(s) and development of service specification(s). The co-produced delivery model may require more than one contracted service to be procured, within the set budget and period.

Co-production work will complement several key pieces of work completed by Tower Hamlets Together partners - including the GP Care Group review of carers support, and the East London Foundation Trust Carers Strategy – as well as findings from the Survey of Adult Carers in England 2021/22, which provided important insights into the carer experience in Tower Hamlets, particularly the impact of the COVID-19 pandemic.

Initial feedback from co-production sessions has highlighted the requirement for flexible service delivery including the use of online support and solutions as well as some building-based provision in the community to maximise the potential for unpaid carers to be able to access the service around their caring role.

The service will support adult carers caring for someone in Tower Hamlets, and young carers (16+ years) transitioning into adulthood, including;

- Statutory information, advice and advocacy from various sites in the borough including hospital and GP sites
- Welfare/benefit maximisation
- Undertaking Care Act 2014 compliant carers assessments in the community

Carers are often time poor and neglect their own needs, the service model is likely to include the following free of charge activities, majority of which have a high take up and there is a constant demand for services listed below:

- Wellbeing support which includes psychotherapy, counselling, massage, reflexology, acupuncture treatment

- Carers activity fund - enabling carers to bid for small pots of money, so they can lead and deliver activities as a form of peer support
- Overnight carers retreat in the countryside
- Carers Academy (direct learning and training)
- Day trips, group activities, carers forum, universal/condition specific peer support groups
- Emergency respite service in the home for carers who are not known to adult social care service and require real time support to manage/avoid a crisis.

### **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 indicative timetable for procurement is as follows:

- January – July 2023 - co-production work continues with unpaid carers to develop specification(s) and KPIs and quality statements
- June 2023 – Pre-market engagement event
- August 2023 – ITT documentation issued
- September 2023 – evaluation of submissions
- November 2023 – Contract award decision
- December – March 2024 – contract mobilisation
- 1 April 2024 – contract start date

### **Community Benefits**

Social Value will have 10% 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.