

Appendix 1

Health & Adult Social Care Directorate

Contract Ref & Title	HAC5744, 5745, 5746 and 5747 Homecare services for adults		
Procurement Category:	Health & Care	Contract Duration & Extensions:	Short-term direct contract award: Up to 9 months (from 1 January 2024 to allow for mobilisation of new contracts)
One-Time / Recurrent	One-Time	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	TBC		
Value Total:	£25,551,000 (for 9 months)	Statutory / Non-Statutory	Statutory
Value Per Annum:	£34,068,000 per Year based on 2022/23 figure plus uplift agreed for 2023/24 – commissioned contract only	Budget	£34,068,000 per Year
Current annual value	£34,068,000 per Year based on 2022/23 figure plus uplift agreed for 23/24- commissioned contract only	Revised Annual Contract	£ 25,551,000 (for 9 months)
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

There will be no savings in this short-term direct contract award, but a cost increase as set out in the contracting approach below with revised fixed hourly rates for successful bidders. This is to meet the obligations under the Ethical Care Charter including a Council commitment to pay the London Living Wage (LLW).

Background and contract information.

The current contracts end on 31 December 2023 (one per locality) and Council officers are currently managing an open tender process which was published on 19 August 2023. It is anticipated that the tender process will lead to the award of new contracts by the expiry date.

As outlined in the Cabinet paper of 22 February 2023 (paragraph 1.5) the recommissioning of adult homecare services necessitates a further period of mobilisation and transfer of care packages beyond 1 January 2024.

This is because the model of homecare, agreed by the Mayor, is seeking to increase the number of homecare providers in each of the four localities by up to a maximum of 12 providers (3 per locality).

There is no further option to extend the current contractual agreements. The Council therefore seeks approval for a short-term direct contract award for up to nine months. The direct awards are intended for the current five locality framework providers to cover the period of mobilisation and transfer of the service following the contract award process, which is scheduled to take place by 31 December 2023. The exact amount of time required to complete this process will depend, in part, on whether any of the existing providers are successful in the procurement process.

A detailed mobilisation and transfer plan will be drawn up prior to contract award, and will then be implemented during the period 1 January to 30 September 2024.

The incumbent providers of the current service across the four localities are Apasen, Care Solutions Bureau, Diversity, Excelcare and Mihomecare. In addition, there are a number of 'spot' or individual placement contracts held with a range of smaller local homecare providers.

The current contracts have been monitored through the duration of the service and have performed well; service users and their families have consistently expressed high levels of satisfaction with the care and support provided.

Approval is sought for these direct contract awards to provide statutory homecare services to all adults assessed as requiring care and support under the Care Act 2014.

Contracting Approach

The short-term direct awards are planned to run from 1 January 2024 for a maximum of nine months to 30 September 2024 to allow adequate time for the safe mobilisation of the new awarded contracts. This will allow for the smooth transition to a new service provision with little disruption to care and support arrangements.

The new hourly rates to be paid to all successful tenderers for the new contracts are for General homecare, £21.98 per hour, for Specialist homecare £23.40 per hour and for Sleeping Night Care £15.11 per hour.

Tender submissions will be evaluated by October 2023. The direct awards will be based on the existing hourly rates paid to the incumbent providers.

Community Benefits & Social Value

For the period of the direct awards, Social Value will continue to be delivered as originally specified within the current contract i.e. 5%.

From award of the existing homecare contracts, providers signed up to a number of items on the Local Economic Benefits Schedule including the following:

- Appoint a Named Contact to work alongside the Council's Economic Development Team, to liaise in the first instance on all employment and enterprise tasks and monitoring.
- Work alongside the Council's Employment Support Services to achieve local labour targets. Local advertising and recruitment for 5 working days prior to general release.
- Fund Job Fairs
- Attend and exhibit at local Job Fairs as organised by LBTH or its partners (this can include any which you also fund)
- Graduates employed
- Higher Apprentice starts
- Lower Apprentice starts

- Existing Apprentices transferred
- Apprenticeship completions
- New local Jobs created – Minimum 50%
- Promote opportunities through advertising and "Meet The Buyer" events for small suppliers (including those with less than 10 employees)
- Work Experience Placements 16yrs Plus (unpaid, min 2 weeks)
- Mentoring of School or college pupils interested in the industry.
- Work Experience places offered via "Working Start" Programme or other -up to 6 months
- Support work placements for individuals with learning difficulties
- Voluntary Work Placements - to support those seeking practical experience and CV enhancement

For the new contracts (which are being procured through a current tender process) Social Value will be set at 10% and form part of the formal tender evaluation.

Childrens Services Directorate

Contract Ref & Title	Children and Young People's Health and Wellbeing Service - HAC5906		
Procurement Category:	Health & Care	Contract Duration & Extensions:	3+2+2 Years Start date: 1 st August 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
Cost Code	37008		
Value Total:	£16,800,000	Statutory / Non-Statutory	Statutory
Value Per Annum:	£2,400,000 per Year	Budget	£2,400,000 per Year
Current annual value	£2,400,000 per Year	Revised Annual Contract	£2,400,000 per Year
Savings Annual Value	Not Applicable		
Summary of how savings will be achieved			
No savings proposed due to 1) increase in service users of 23% over past 10 years, 2) increased health needs since pandemic, 3) further NHS staff pay awards are anticipated.			
<u>Background</u>			
<p>The local authority has a statutory duty to ensure the delivery of the Healthy Child Programme (HCP) which is an evidence-based, universal programme for all children and commission sexual health and substance misuse prevention and treatment services for young people.</p> <p>To inform the design of the new contract, service evaluations and health needs assessments (HNAs) of children and adolescents aged 5-19 were completed. The HNAs found increased levels of need for the service and evaluations identified that whilst many elements of the services performed well, there was overlap in the secondary-aged elements, staffing shortages were ongoing service risks and service visibility, and accessibility could be improved. A school health transformation programme is underway to improve the wider system in which the service operates.</p>			

Scope of contract

The contract will replace two existing contracts: 1) School health and wellbeing service (school nursing) and 2) Integrated young people's health and wellbeing service (Safe East).

The contract will merge these public health services into a single, universal service for all children aged 5-19 years, up to 25 years with SEND (Special Educational Needs Disabilities) and care experience. The service will deliver the Healthy Child Programme and sexual health and substance misuse prevention and treatment services.

There will be three lots:

1. Primary age provision (£1 million p.a.) – similar to the existing school health service
2. Secondary age provision (£1 million p.a.) – merging school health service and Safe East services to reduce overlap
3. Enabling outcomes lot (£400k p.a.) – to fund capacity across Lots 1 and 2 for co-production, partnership coordination, culturally-sensitive communication, transitions, and care coordination

Rationale for contract length

A 3+2+2 year contract will deliver increased savings and efficiencies over an extended period, allowing time for significant transformation work to embed and make a difference to the health and wellbeing of children whilst supporting staff recruitment and retention (given the national school nurse shortages).

It will give providers the confidence to invest in innovative technologies, develop sustainable solutions to local challenges and upskill workforce. Addressing and meeting the needs of children requires strong partnerships across the borough which take time to build. The longer this contract is in place, the more time people will have to establish working relationships and a greater understanding of what is needed. It will also allow us assess impact to ensure robust decision-making regarding retendering the contract.

The table below shows key activities in each contract year:

Year	Period	Focus
1	24/25	Establishing partnership relationships and referral pathways. Embedding new service model including new team structures delivering the social value commitments. Updating communications, promoting new service offer, designing, and embedding service offer.
2	25/26	First full year of newly established service model. Addressing possible impact of unforeseen mobilisation challenges seen in this year.
3	26/27	Second full year of newly established service model.
4	27/28	1. Evaluation of service to inform recommissioning decision and health needs assessment of CYP (Children & Young People)

		2. Market engagement, benchmarking exercise and stakeholder consultations. Decision to extend contract or reprocure made at end of this year.
5	28/29	Procure new contract, if required: Cabinet approval process (3 months), Tender process – bidding, evaluation, award approval process (6 months), mobilisation (3 months)
6	29/30	New contract starts or contract extension Year 1 plus activities in Year 4.
7	30/31	2 nd year of new contract or contract extension Year 2 plus activities in Year 5.

London boroughs with seven-year Public Health Nursing contracts include; Hammersmith and Fulham, Havering, Lewisham, Harrow, Bromley, and Greenwich.

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 proposed procurement route for the contract is via an open tender process. The procurement will be advertised via the Council's online tendering system (Proactis procurement portal) publishing the opportunity onto Contracts Finder. Suppliers will be required to answer a series of Standard Selection Questions and method statement questions that will assess their suitability to deliver the contracts and include provision for Social Value.

Community benefits – Social value

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. A 3+2+2 contract will support the provider to strongly develop and deliver community benefits.

As part of the tender process, the providers will be required to demonstrate their commitment to social value in delivering this service. A method statement on social value will be required and evaluated as part of the quality score. We will be exploring commitment to:

- equal representation of protected characteristics in senior management roles
- employing local residents
- providing volunteering and work experiences to residents
- developing opportunities for local small businesses

- running apprenticeships schemes
- commissioning training from local providers
- commitment to London Living Wage
- commitment to work with residents with localised knowledge to support delivery of the service
- fair and equitable delivery of the service, to ensure that residents with protected characteristics are not disadvantaged and health and other inequalities not exacerbated
- environmental sustainability.

Resources Directorate

Contract Ref & Title	P5919 Contract for the appointment of Enforcement agents for the collection of Council Tax, Non-Domestic Rates, Sundry Debts and unpaid Penalty Charge Notices.		
Procurement Category:	Corporate	Contract Duration & Extensions:	3 + 1 Year
One-Time / Recurrent	One-Time	Funding Source:	<input 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:	£4.8 million approximately.		
Value Per Annum:	The value of the contract is based on income earned by the contractors which is £1.2 million.	Statutory / Non-Statutory	Statutory
Cost Code	N/A – No cost	Budget	No budget required
Current annual value	£1.2m per Year	Revised Annual Contract	£1.2m per Year
Savings Annual Value	Not Applicable – this contract is a revenue generator.		
Summary of how savings will be achieved			
This contract is a revenue generator for the Council's enforcement agents who collect outstanding debts for parking and the Council's Revenues service. Enforcement Agents make their money by charging fees and costs as laid out in prescribed legislation.			
<u>Scope of Contract</u>			
<p>The Council has a statutory duty for the collection of unpaid Council Tax, Business Rates, Sundry Debtors and PCN's. The use of Enforcement Agents (formerly bailiffs) is covered within various sections within Local Government Finance Acts and The Tribunal Court and Enforcement Act 2007.</p> <p>The use of certificated Enforcement Companies is an integral part of the overall collection process for Council Tax, Business Rates and PCN's and contributes greatly to ever increasing collection levels for the Council.</p> <p>The Council always attempts to secure a mutually acceptable payment plan from its debtors first, rather than referring the matter to Enforcement Company. The use of an Enforcement Company always follows the usual legislative enforcement process.</p> <p>In addition, the Council requires all suppliers to provide a collection service for Sundry Debtor arrears and the suppliers will provide a tracing service for all debt types. Enforcement of unpaid local taxation and PCNs is prescribed in legislation.</p> <p>The collection of unpaid debts to the Council can amount to millions of pounds per annum. The in-year collection rates for 2022/23 for Council Tax was £1.195 million and £309,015.68 for Non-Domestic Rates. In the same period £947,098.85 of outstanding PCNs was recouped. In total the fees collected by the enforcement agents comes to around £1.2 million. The estimated value of the contracts over a four-year period will thus be in region of £4.8 million.</p>			
<u>Contracting Approach</u>			

It is proposed to make use of existing frameworks. For example, The Yorkshire Procurement Organisation (Enforcement Agent Services DPS -953) and Crown Commercial Services (Lot 5, Enforcement Services of the RM6226, Debt Resolution Services) both have current frameworks that will be accessible to the Council.

Both frameworks have a comprehensive list of suppliers comprising the most of the recognised market leaders. The proposal to procure via a Framework agreement, as opposed to the council undertaking a tender process independently is based upon the following reasoning; Procurement via a framework will have the advantage that an assessment of the qualifications and stability of the businesses listed have already been undertaken. This will allow for a quicker competitive process, which will be less demanding on Council resources. The market for this type of service is mature, the council will be looking for organisations with experience in dealing with the range of debtors that the council has, the frameworks mentioned above both have a cohort of providers that have the required track record and appropriate experience. Therefore, the procurement process can relate solely to the Council's requirements and criteria.

A final decision about which framework to utilise will be made based upon the following considerations:

- The terms under the framework (eg: terms for access, the framework agreement and call off conditions, to be discussed with Legal services)
- The list of suppliers
- The tender process set out under the framework.
- Costs – ie: how much does the framework owner charge for access.

The successful bidders will be awarded a contract term of 3 years with the option to extend by one year. The procurement will be undertaken by means of a further competition in accordance with the processes stipulated by the framework providers.

The intention is to appoint a panel of 4 enforcement agents, this will ensure that there is sufficient capacity to cover demand for these services across the term.

Delivering Value for Money

The service has considered options for the enforcement of debts including the provision of enforcement services in-house. Given the nature of the debt and the infrastructure required to run a successful enforcement service it is not felt that this is a financially sustainable model at present. Given the number of EA referrals annually the service would need to recruit and train a significant number of officers. It has proven difficult in the past to recruit high calibre agents as they can earn significantly more in the private sector. The legislation restricts the approach that could be taken so that once a compliance letter is issued the case can not be passed onto another agent so the Council would have to complete the full process. The external suppliers are also able to provide greater geographical coverage to pursue debts from those who live outside the local area and utilise economies of scale to offer longer customer contact hours. At the same time, they provide significant added value in the form of free debt tracing, staff training and development that the service would otherwise have to fund. Within this procurement the Service is also seeking to drive social value via the contract by looking for funding to employ up to 8 apprentices delivering local employment and a pipeline of highly qualified revenues staff in the future.

Collection in the past year by the external agents.

The service will continue to monitor the effectiveness of its agents to ensure collection is maximised but customers are supported when necessary. It is important that the Council has some effective deterrent to prevent wilful non-payment. Experience in other LAs who have stepped back from the use of enforcement is that non-payment increases, therefore reducing income to the borough. The agents collected over £2.45m on the councils' behalf in 2022/23 across the 3 main debt types (Council Tax, NNDR and Parking).

	Parking Debts	Council Tax Debt	NNDR Debt
2022/23	£947,096	£1,195,452	£309,016

The total income derived from costs as set out by legislation was £1.2m although over 70% of these related to parking debt.

Putting the customer first

The collection of debt is a complex process, and the service seeks to put the customer at the heart of its approach. Every effort is made to engage with residents before the use of enforcement action for Council Tax debt is considered.

Throughout the process those who fall behind with payments are contacted in a variety of ways to encourage a conversation about payment and provide support to those who are vulnerable. This includes reminders, SMS and email correspondence as well as the availability of the customer call centre and hubs. The service prioritises contact from those who have received reminders or court summons to minimise costs and to prevent cases going to Enforcement. During this year 98% of calls are answered. The service has plans to increase the amount of data analysis it uses to identify residents who might be struggling early in the process. Enforcement agents are only used as the very last resort and generally only when a resident has failed to engage with the process. Over the past 4 years, 35% of the cases where a liability order has been granted were referred to the enforcement agents and this has fallen to 25% in the current financial year. Even when a case is referred to the enforcement agent but is later identified as urgent the case is automatically referred back to the service for support to be provided. Over the past 4 years, 259 vulnerable cases have been automatically returned by the agents for further support. No enforcement fees are charged to the debtors in these cases.

Social Value / Community Benefits

As part of the evaluation criteria for this procurement, Social Value will be worth 10% of the total possible evaluation score.

In order to promote opportunities for local residents and to continue work to deliver a workforce that is reflective of the local community, successful suppliers will need be required to fund 2 apprentices from within the local area. Not only will this deliver 8 new jobs to the area, and it will increase the resilience of the revenues service allowing it to provide a better service to residents. By putting these apprentices on the path to obtaining a professional qualification (The Council has funds available from its apprenticeship levy to fund the appropriate accredited course with the Institute of Revenues, Rating and Valuation.) during the term of the contract not only will this increase employment opportunities it will create skilled individuals for the Council who can fill vacant roles that may arise within the service. Recruiting high calibre candidates for the revenues service has proved difficult in recent years so by developing these individuals it will create a pipeline going forward.

Housing & Regeneration Directorate

Contract Ref & Title	P5917 Grid Electricity Natural Gas		
Procurement Category:	Corporate	Contract Duration & Extensions:	1 + 1 + 1 Years
One-Time / Recurrent	Recurrent	Funding Source:	<input type="checkbox"/> Capital <input checked="" type="checkbox"/> On Going <input checked="" type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> General Fund <input type="checkbox"/> S106 <input type="checkbox"/> Reserves
Value Total:	£69m Please note that exact values are unknown as the final figures will be based on consumption		
Value Per Annum:	£23m Please note that exact values are unknown as the final figures will be based on consumption	Statutory / Non-Statutory	Non Statutory
Cost Code	Assorted Cost Codes across the council	Budget	£23 Million
Current annual value	£19m per Year	Revised Annual Contract	£23m per Year
Savings Annual Value	Not Applicable – see below		

Summary of how savings will be achieved

The only way to achieve savings for grid electricity and natural gas will be to reduce consumption. This will be addressed through the Net Zero Carbon Action Plan which has been previously agreed with cabinet.

Scope of Contract

This is the procurement of grid electricity and natural gas for all the council's sites.

It is recommended that Tower Hamlets utilise the Power Purchase Agreements (PPA's) available within the framework provided by Crown Commercial Services (CCS), Supply of Energy 2 (RM6251). CCS have provided frameworks covering the procurement of energy for some years, they have an experienced energy trading and risk management team, with a track record of provision to a wide range of public bodies. In the longer term energy procurement will fall in line with the Net Zero Carbon Action Plan, looking at carbon neutral generation and offsetting with partners. The reason for taking this approach as opposed to the council tendering on its own behalf is that the council would not be able to secure the kind of pricing for this commodity that is available to a nationwide bulk buyer such as CCS.

Presently all purchased grid electricity is supported by REGO's (Renewable Energy Generation of Origin) providing all our sites with green electricity. Presently there is little or no green gas available and attracts an enormous premium.

With the decarbonisation of the grid in place, gas will not be an option in the future.

East End Homes, along with schools and colleges in the area receive their power and gas via the Council's arrangements. They are not obliged to participate, but they choose to because, the prices are advantageous compared to what they would pay if they procured on their own behalf.

Contracting Approach

The contracting approach as described above, will be in one-year tranches ie: that is one year with two additional options to extend by one year. At present there is not the liquidity in the market to allow for long term contracts. As budget certainty at the beginning of the contract is essential, a one-year fixed term with options to extend is the most appropriate for Tower Hamlets. This means that the contract term will be 1 year plus 1 plus 1. This staggered approach allows the

council flexibility in the current potentially volatile market conditions to opt out and seek alternatives if there is an option to seek less expensive supply.

Continuing the use of a public buying organisation – Crown Commercial Services, ensures the utilisation of experienced traders who purchase collaboratively on behalf of many organisations such as Central Government and the Ministry of Defence. It has a proven track record of providing outstanding value.

CCS provide enhanced protection from cyber security threats through Cyber Essentials Plus which helps with the continued threat.

The council will be calling off from both lots of this framework:

Lot 1: Supply of Energy - Electricity and Additional Services – EDF Customers Limited

Lot 2: Supply of Energy - Natural Gas and Additional Services – Total Energy Gas and Power Limited

Each is a single supplier lot – CCS secure the best possible price through their bulk purchasing power via this framework (£50 Billion in total). This framework is the biggest public sector energy procurement service, with a proven record of providing value for money.

Prior to making this recommendation officers have been engaged in market research and benchmarking to ascertain the best procurement route for energy. The current volatility in energy markets are making long term recommendations very difficult. In the short term the best option for ensuring relative stability is to call off from the CCS Energy Framework. As one of biggest bulk buyers of energy in the country, this is also best prospect for ensuring the best possible prices at the moment.

Community Benefits

Social Value is not directly applicable to the proposed contract due to the nature of supply of gas and electricity, however, as the supplies affect both residents and tenants of the borough through their communal heating and land-lords supply of power, it is essential that the best value is sought through the procurement channels.

Unlike other procurements across the council, energy is a commodity sold solely on price, and evaluated solely on price. Therefore the framework conditions do not allow for the inclusion of social value as a criterion. However, the contracts incorporate the latest government policy requirements such as fighting climate change, tackling economic inequality and Wellbeing, the examples below of provision made by the framework suppliers:

Fighting Climate Change Low-carbon energy generation:

EDF is an active supplier in the zero- and low-carbon power generation industry using both nuclear power and renewable resources.

Carbon offsetting schemes:

Total Energies offer CCS framework customers the opportunity to invest in a range of carbon offsetting certificates to help achieve sustainability targets. These offer customers the ability to offset their carbon emissions in an easy and affordable manner, and Total Energies are able to use the money collected to fund worldwide carbon offset projects.

Inspiring the next generation:

EDF have entered a collaborative partnership with Pembrokeshire College to found the 'Destination Renewables' scheme, a 2-year educational programme aimed at imbuing 16-18 year old students with the skills needed to enter the renewable energy industry. EDF also offers traineeships developed to provide work experience for people aged 16-24 years. Traineeships can last for up to a maximum of 6 months with the content tailored to the needs of the business and the individual. EDF also set up Young HPC, a fast-track programme to support young people aged 16-21 to find their dream career at Hinkley Point C.

Better Energy School Awards:

TotalEnergies work in collaboration with the Young People's Trust for the Environment (YPTE) to promote environmental learning in schools through the Better Energy School Awards.

TEGP investment in renewable power:

Total Energies aims to become carbon net zero by 2050, and since 2015 have been investing in renewable capabilities. This has included numerous investments in wind power generation using offshore floating and grounded wind farms.

On-site solar power generation schemes are also available in the UK through Total Energies collaboration with SunPower

Tackling economic inequality Apprenticeship Programmes:

EDF offers a range of apprenticeship programmes to help create a more sustainable energy future and develop the next generation of UK talent.

Working with local people:

The maintenance and construction of the energy infrastructure involves a significant level of different trades and third-party suppliers and where possible EDF will try to work with local contractors to deliver projects.

Equal opportunities:

EDF have won awards for their approaches to ensuring diversity within their business and supply chain. EDF was awarded a level 4 rating in the 2021 Gender European Equality Standard re-accreditation by NGO Aborus. The same year EDF maintained its status as a Disability Confident Level 2 employer for ensuring that disabled people and those with long term health conditions can fulfil their potential and realise their aspirations.

Wellbeing

EDF works to improve community integration with their projects in the UK. EDF sets up community funds aiming at offsetting negative impacts to communities brought about by EDF infrastructure projects.

Mental Health support services:

TotalEnergies are committed to ensuring the mental wellbeing of their employees and managers are required to complete the IOSH Approved Mental Health Awareness eLearning courses. Further training and support are also offered in the form of the MIND Managing Mental Health at Work classroom courses. TotalEnergies currently have over 30 staff members trained in mental health first aid in their Redhill and Newcastle offices.

Community education:

EDF works with schools to encourage visits for students to solar or wind farms and battery storage sites. EDF also hosts workshops and provides learning resources about renewable energy. Other resources include online videos and education training funds that can help members of a local community to gain academic and professional qualifications.

Local community investment:

TotalEnergies have taken an active involvement in a number of UK-based community projects. Schemes have included planting wildflowers in Preston, clearing areas of invasive Himalayan Balsam, and taking part in charitable events to raise money for the Prince of Wales Hospice.

Contract Ref & Title	P5644 FC018 - Brunton Wharf New Build Infill / estate upgrade works		
Procurement Category:	Construction & FM	Contract Duration & Extensions:	2 Years
One-Time / Recurrent	One-Time	Funding Source:	<input type="checkbox"/> General Fund <input checked="" 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	19140 / 500721		
Value Total:	£14,857,000	Statutory / Non-Statutory	Statutory
Value Per Annum:	N/A	Budget	£16,900,000
Current annual value	N/A	Revised Annual Contract	N/A
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

The Capital Delivery Project Manager will review design portions/ pricing and in discussion with the preferred contractor agree opportunities to reduce the contract sum via value engineering throughout the 24 months build period. Finance have approved the budget to complete this build.

Background

The Council owns the freehold of the site, which was identified as part of a borough wide approach seeking development opportunities on land within existing estates for the provision of affordable high-quality homes. This existing estate is a well-designed 1960's housing estate consisting of two four storey blocks of maisonettes (Cambria & Caledonia Houses), and a 16-storey high rise block of flats (Anglian House). Although the existing estate's buildings have architectural merit, and the estate has a strong sense of community cohesion, the estate suffers with levels of crime and anti-social behaviour problems arising from excessive permeability, poor natural surveillance, and poor building security, notably the under-croft parking area at the foot of Anglian House due to poor security, perception of safety and under-utilised intended use by residents. A part of the under-croft parking area is also blocked off, and in other parts used as a storage depot by the Borough's horticultural section.

The project started in January 2019, and community consultation with existing residents and key stakeholders was central to bringing the project forward, and a planning for real style community led approach was adapted to the proposed design development of the scheme to ensure residents would lead the process. The process was subject of eight consultation events in cooperation with the Tenants Residents Association to progress

the various design development stage following an initial strategy for estate improvements evaluated at an early stage with the Designing out Crime officer, prior to the submission of a planning application in December 2019.

This is the Council's second attempt at procuring a contractor to complete the works. The contractors originally selected did not adhere to tender requirements through a single stage fixed price tender. Due to the increases in price proposed by the contractor, the Council rescinded the award of contract.

Scope of Contract

The project will aim to deliver the following objectives:

- Deliver 32 new affordable high-quality homes (8 x 1 bed, 9x 2 bed, 9x 3 bed and 6 x 4 bed homes).
- Works for estate improvements.
- Bring existing under-croft back into use through new security measures for its original purpose for car parking.
- Re-configure existing outdoor areas to be more efficient and enhance existing and create new amenity areas, including children's play area.
- Include design and security measure to reduce or remove anti-social behaviour.
- Provide one hundred per cent affordable housing to be let at fifty per cent London Affordable Rent and fifty per cent Tower Hamlets Living Rent.
- Optimise the use of Council owned land.

The capital project should take 24 months to deliver from inception to completion.

Contracting Approach

The procurement will be through a compliant LBTH DPS. The tender will be issued in accordance with the DPS rules, based on the council's requirements. It is proposed that the JCT Design & Build 2016 Building Contract with amendments will be used for these works.

Community Benefits

The procurement will seek community benefits from the contractor through a requirement for them to submit a social value proposal. Below are the community benefits that will be sought via this tender and the social value weighting will stand at 10% of the overall weighting/award criteria.

Social Value outcomes to be targeted in this contract:

- **Local Recruitment** - New contract related roles that are filled by Tower Hamlets residents. This will include sub-contractors and apprenticeships.
- **Local Intermediate Apprenticeship** - An apprenticeship placement exclusively for Tower Hamlets residents who has started or completed an apprenticeship within the lifetime of the contract. The apprenticeship placement offered must be of NVQ Level 2.
- **Local Advanced Apprenticeship** - A Tower Hamlets resident who has started or completed an apprenticeship within the lifetime of the contract. The apprenticeship placement offered must be of NVQ Level 3.
- **Local Higher Apprenticeship** - A Tower Hamlets resident who has started or completed an apprenticeship within the lifetime of the contract. The apprenticeship placement offered must be of NVQ Level 4.

- **Local Supply Chain** (Contracts let to businesses located within the geographical boundaries of Tower Hamlets for this contract)
- **Laptop & Mouse** - offer of laptops with Windows 10 or above in good operating condition

Contract Ref & Title	Variation to contract P5343 'Parking Management System		
Procurement Category:	Corporate Services	Contract Duration & Extensions:	Currently in year 5 of 7 years, invoking +2 years contract extension.
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 checked="" type="checkbox"/> Revenue Generating
Cost Code	CC 23899 (recurring cost code). £77,928 to be recharged to CC 10803 (THH) in 2023/24 and £37,888 in each of the remaining years of the contract.		
Value Total:	£1,200,000	Statutory / Non-Statutory	Statutory
Value Per Annum:	£60k per year (re-occurring cost for current contract) £40k per year (additional re-occurring cost for estate parking functionality)	Budget	£40k per year (additional re-occurring cost for estate parking functionality)
Current annual value	£60k per year (re-occurring cost for current contract) £40k per year (additional re-occurring cost for estate parking functionality)	Revised Annual Contract	£100k per year recurring cost
Savings Annual Value	£100,000 approx. pa for Estate Parking functionality		

Summary of how savings will be achieved

If we are unable to implement the online estate parking functionality, we estimate we would have to employ three additional staff to manage the existing manual permits, once all traffic management orders are in place across the borough, at an estimated total cost of employment of £150,000. We estimate the total income from permit sales and penalty charge notices for estate parking across Tower Hamlets at £1.067m per year, but this would be hard to achieve without automation.

Background

It has been proposed that Tower Hamlet's Homes will purchase and implement new estate parking functionality within the Taranto Parking system already used by LBTH Parking Services. This will enable council tenants and leaseholders to purchase and manage annual parking permits and visitor vouchers online through a new estate parking portal. It will also allow for more effective parking enforcement on estates, as we extend the implementation of Traffic Management Orders across all Tower Hamlets' estates. Implementing this functionality within the existing Taranto system used by Tower Hamlets, rather than purchasing a separate parking system, will provide efficiencies in application support, contract management, and parking enforcement as we move towards a shared service.

Scope of Contract

This five-year contract was agreed by Cabinet on 27-Jun-18, and provided for the purchase, hosting and support of software for managing online applications for parking permits and visitor vouchers, and for parking enforcement. Cabinet approved a variation on 28-Jul-21 to £850,000, allowing for the extension of the contract by two years and the implementation of automatic number-plate recognition (ANPR) and estate parking functionality.

However, the council's requirement for individual numbered bays has increased the cost of the estate parking functionality, and further requirements have been identified by LBTH Parking Services, including replacement and

additional mobile devices and functionality for managing Blue Badges, Electronic Document Interchange (EDI), and PCN File Transfers.

The total cost of these increases the total value of the contract to £1,200,000, an increase of £350,000 over the value of £850,000 following the variation agreed by Cabinet on 28-Jul-21 (this includes recurring costs and one-off implementation payments, as well as variations covering the new estate parking and other new functionality and replacement mobile devices).

The current recovery rates for parking enforcement notices (2023/24 year-to-date) are as follows:

- On street: 70%.
- CCTV: 80%.
- Estates with Traffic Management Orders: 35%.

Social Value

This estate parking functionality is seen as essential for the efficient management and control of estate parking, following the rollout of Traffic Management Orders (TMOs) across all Tower Hamlets estates.

Due to legislative changes, the council is unable to effectively enforce parking control on estates where TMOs are not in operation. This has led to considerable inconvenience to our residents, with an increase in illegal parking, and a reduced ability for our tenants and leaseholders to find convenient parking spaces. This is a source of regular dissatisfaction and complaints from residents about their estate environment.

Illegal parking on our estates has also been linked to increased anti-social behaviour and criminality.

The new functionality is key to making our estates safer and new TMO parking arrangements work to the benefit of all our residents.

When the contract was let, the firm's Social Value offer included the following:

- Funding and attendance at local job fair;
- Endeavouring to recruit locally including possibility of one graduate over the life of the contract and one higher apprentice from year 3 onwards;
- Offering work experience placements, 2 per year in the London Office;
- Mentoring of School or college pupils interested in the industry;
- Work Experience places offered via "Working Start" Programme or other - up to 6 months.

Communities Directorate

Contract Ref & Title	P5918 Liquid (HVO & Diesel) Fuel Supply		
Procurement Category:	Corporate Services	Contract Duration & Extensions:	2 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:	£3 million		
Value Per Annum:	£1.5m	Statutory / Non-Statutory	Non Statutory
Cost Code	53150/R3001	Budget	£1.518 million
Current annual value	£1.2m per Year	Revised Annual Contract	£1.5 million per Year
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

Due to the fluctuating nature of fuel prices in the market and varying diesel vehicle usage by different council departments, it is challenging to guarantee cost savings on a fuel contract. However, we will prioritise transparent and competitive procurement practices while focusing on fuel-efficient strategies to manage costs effectively.

Background

The Council needs to renew a two-year contract expiring on 1 April 2024 for the supply of diesel fuel used by front-line Council services. The fuel is bulked at two tanks located at Council's Blackwall and one at Toby Lane Depots.

Scope of Contract

The contract's objective is to secure a reliable supplier for both Diesel Fuel and Hydrotreated Vegetable Oil (HVO) - an eco-friendly alternative to traditional Diesel fuel.

The Council's annual diesel consumption is nearly 900,000 litres, and filling vehicles from Council-owned tanks at Blackwall and Toby Lane depots proves to be the most cost-effective approach. Additionally, bulked fuel availability plays a crucial role in the Council's emergency plan.

For comparison, consumers pay around £1.55 per litre for fuel at the pump, whereas the council pays around £1.23 under the current arrangement. It is anticipated that the council would secure a similar difference in the pricing with this procurement.

The contract value allows for the predominant use of HVO that costs around 10 to 15% more than traditional diesel. However, it offers a significant environmental advantage, delivering about 90% fewer harmful emissions, aligning with the Council's commitment to improve air quality and reduce carbon. The long-term benefits of reduced emissions and improved air quality make the use of HVO a valuable investment for the Council.

HVO usage has already been factored into the current budgets, as there was a plan to start using it in this financial year. However, due to existing contractual terms, implementing HVO is currently not feasible.

Contracting Approach

The contracting approach will involve using established and trustworthy framework, ensuring compliance with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (amended by the EU Exit Regulations 2020). The reasoning is that Fuel is a commodity, most of the opportunity for ensuring value comes from the ability to make purchases in bulk. Organisations such as the Crown Commercial Services can secure supplies in greater quantities than an individual authority and also secure better prices through having greater leverage.

Community Benefits

As part of this procurement, a Social Value requirement will be included. Social Value will comprise 10% of the evaluation criteria under this procurement. Social Value benefits may include using greener methods for bulked delivery vehicles. The social value will be considered in the evaluation criteria for the overall tender as per the Council's procurement procedures. Bidders will be required to offer social value and community benefits based on a pre-populated matrix agreed upon by the service and procurement before the competition is issued.

Contract Ref & Title	HAC5915 Independent Domestic Violence Advocacy Service		
Procurement Category:	Health & Care	Contract Duration & Extensions:	2 + 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	R5602.21007.A1800		
Value Total:	£1,425,000	Statutory / Non-Statutory	Non Statutory
Value Per Annum:	£475,000 per annum	Budget	£475,000 per annum
Current annual value	£475,000 per annum	Revised Annual Contract	£475,000 per annum
Savings Annual Value	Not Applicable		

Summary of how savings will be achieved

Funding needed to be increased to meet demand due to increased levels of domestic abuse and domestic homicides locally and nationally. Ensuring support for victims of domestic abuse is a mayoral priority. A service for three years is based on the years that we have confirmed funding for this service. The contract price is therefore expected to be fixed for the 3year duration.

Background

Tower Hamlets has one of the highest levels of domestic abuse and domestic homicides in London. This is due to multiple factors such as being an inner-city borough and one of the most deprived boroughs in London. A VAWG Needs Assessment is being undertaken and inform the boroughs fourth VAWG Strategy in April 2024 which will explore further service enhancements which can be made. The Council has always committed to ensuring support and protection for victims of Violence against women and girls/domestic abuse. This provision started around 20 years ago and has been awarded to multiple providers over the years through competitive tender processes and provides emotional and practical support, safety planning for victims and is the only front-line service provision for victims in the borough.

In the rolling 12 months from June 2022-23, 4419 domestic abuse offences were reported to the Police and 1078 sexual offences. Tower Hamlets numbers of reports mirror other similar boroughs such as Newham, Croydon, Greenwich and Lewisham. The types of reports of domestic abuse mirror the national picture and often are either or a combination of physical, sexual, emotional and economic abuse. Due to the high levels of domestic abuse, an increased provision is required to mitigate against. This includes targeted provision to cater for the ethnicity of victims. Benchmarking exercise conducted in 2019 found that boroughs with higher levels of IDVA's had less domestic homicides. Tower Hamlets has one of the highest levels of domestic homicide in London and this contract will enable us to match other boroughs level of funding for IDVAs.

How the community will be reached and ensure people know about the service:

Tower Hamlets has a simple single referral pathway for any victim who can call or be signposted to the provider where risk assessments are undertaken, advocacy with criminal justice agencies such as the Police and Courts, support navigating pathways with Housing, health and social care teams.

This service cannot be delivered in-house due to the specialist knowledge required which requires accreditation. The service also needs to be independent so that advocates can challenge and hold services to account, putting the victim at the centre of the work.

Scope of Contract

Mayoral priorities, the Domestic Abuse Act and safeguarding policies all commit to ensuring support for victims. Furthermore the Councils Strategic Plan committed to the outcome of making “people feel safer in their neighbourhoods and anti-social behaviour is tackled”. The boroughs third “Violence Against Women and Girls Strategy 2019-2024” was published in 2019 and within the Strategy we committed to review our current service model for victims. Findings from this, national reviews and Domestic Homicide Reviews were to increase service provision due to high levels of domestic abuse in the borough, demand for support and to increase safeguarding for this vulnerable group.

The contract requires a supplier to provide a service that ensures emotional and practical support for victims of domestic abuse during Monday-Friday 9am-5pm, excluding bank holidays. This includes undertaking risk assessments, safety planning, signposting to other specialist services, advocacy with organisations, advice and information, supporting with applications with any legal orders, accompanying to any required appointments such as Police stations, Court, Homeless Service etc.

The contract length aligns with the funding available and provides stability for the service and victims who will utilise the service. It also enables the Council to measure outcomes over a period of time and allow the service to adapt to meet the needs of the community. This will help inform future VAWG Strategy developments.

VAWG specialist organisations will be encouraged to apply as individuals or as a collaboration of VAWG specialists. The organisations will be required to demonstrate how they will reach out to the community and ensure people know about our services and the Council Communications Team and VAWG Team will continue with ongoing promotion, awareness and outreach to promote the services. We have partnership working arrangements/representation from statutory and voluntary sector organisations with a focus on womens organisations such as Maryam Centre, Women’s Integration Team, Beyond the Streets, Faith Regen Foundation, Women’s Health and Family Service, Account 3, Nour amongst many others.

Contracting Approach

It is anticipated that the new arrangements shall commence in April 2024. 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 provider market is specialised and it is envisaged that the procurement route will be an open process which will be compliant with the Council’s Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

Performance of the Current Contract

Solace are the current providers and outcomes-based accountability KPIs have been reported monthly for the entire length of the 4year contract.

Referrals per year were:

22/23 1643

21/22 1586

20/21 473 (Lower numbers than the other years as the service was only in place for one quarter, Q4).
(Long term) supported victims per year, this does not include one-off advice/advice to professionals:

22/23 723

21/22 702

20/21 148

Outcomes measured included:

- Positive Housing Outcome
- Civil Law Support
- Criminal Justice system support
- Health Outcomes
- Immigration Status Change/application
- Positive impact on support networks
- Improvement in Coping strategies
- Improvement or assistance in financial needs
- Survivors report feeling safer, confident and listened to

We require monthly reporting on many key KPIs and services provided, main ones are outlined below. The delivery is on target where 90% were satisfied with support received above the target set. As with all boroughs, it is impossible that any service will be able to deliver 100% reports of survivors feeling safety due to multiple factors survivors are faced with, such as victims remaining with the perpetrator, remaining within the same area that the perpetrator or their friends/family lives, mistrust of the police or criminal justice system, low sanction detection and prosecution rates or the trauma and ill mental health they are left with due to the abuse.

- 82% Survivors reporting feeling safer after engaging with Solace.
- 90% felt satisfied with the service they received from Solace.
- 82% feel more confident after engaging with Solace.
- 87% feel listened to by Solace.
- 51% Positive Housing Outcome; Housing outcomes include accessing crisis accommodation, finding suitable social or other housing options , the perpetrator being removed from the survivor property and Sanctuary.
- 51% Civil Law Support - includes informing of options, supporting with obtaining injunctions, supporting to obtain legal aid, supporting/providing information on family law proceedings.
- 28% Criminal Justice system support; Criminal justice system support includes information/ support regarding criminal justice proceedings, advising on the criminal justice process, support reporting to the police or support with gathering evidence.
- 60% Health Outcomes; Health outcomes can include support with mental health, physical health and maternity/ pregnancy health amongst others.
- 13% Immigration Status Change/application; this includes advice on options, linking in with appropriate service, support with DDVC application, or support regularising status.
- 30% Positive impact on support networks; Including improved relationships with friends and family, support to access support networks and support in accessing cultural/ leisure activities.
- 11% Improvement in Coping strategies; This also includes reduction in symptoms of trauma and anxiety.

33% Improvement or assistance in financial needs; Includes support and advice on options around debt, benefits, managing finances and accessing support or material aid and ETE outcomes.

Issues with Current Contract Performance

Obtaining feedback from service users once they have left the service and recruitment within the sector has proven to be a challenge. The Council intends to address this through engagement with the sector and ensure that providers can address this in their tender submissions.

Service Users

Data from the current contract suggests that service users are:

- Mainly Tower Hamlets Homes tenants
- Age range predominantly 31-40 year olds
- Sex: ranges from 88 % - 97% women
- Ethnicity majority: 39% - 46% Bangladesh
- Religion majority: 43% - 58% Muslim
- Sexuality: 82% - 92% heterosexual.
- Majority have no disability 66% - 74%
- 25% on average require an interpreter

The service user profile is similar to borough demographics i.e. we have one of the largest Muslim and Bangladeshi communities in England which reflects this. This mirrors the pattern in other areas. To cater for our borough demographics, adaptations have been made to ensure appropriate support i.e. targeted support to meet demand i.e. Sylheti speaking caseworkers, work with muslim communities and organisations and ensuring women's groups and organisations.

Community Benefits

Social Value will have a 10% overall weighting within the tender evaluation process. The requirements will be 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.