

## Cabinet Contracts Forward Plan – Appendix 1

|                       |                                                       |                                 |                                                                                                                                                                                                                                                                 |
|-----------------------|-------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | CS5978 CYP Befriending Short Breaks recommission      |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Health & Care                                         | Contract Duration & Extensions: | *New Procurement Details<br>3+1 = 4 Years                                                                                                                                                                                                                       |
| One-Time / Recurrent  | Recurrent                                             | Funding Source:                 | <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | 84705                                                 |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | £980,809<br>(Over the entire maximum contract period) | Statutory / Non-Statutory       | Statutory                                                                                                                                                                                                                                                       |
| Value Per Annum:      | £245,206.25 per annum                                 | Budget                          | £245,206.25 per annum                                                                                                                                                                                                                                           |
| Current annual value  | £245,206.25 per annum                                 | Revised Annual Contract         | £245,206.25 per annum                                                                                                                                                                                                                                           |
| Savings Annual Value  | Not Applicable – see below                            |                                 |                                                                                                                                                                                                                                                                 |

### Summary of how savings will be achieved

Reduction to the budget would put the quality and delivery of service provision at risk.

The service is already highly oversubscribed and has been operating with additional funds sourced from other areas to meet demand. We therefore do not foresee any savings.

The local authority has a legal duty to provide this service to vulnerable children and young people in the borough.

### **Background**

The Befriending Short Breaks contract is a mandated/ statutory service and is delivered to some of the most vulnerable, high-risk children in Tower Hamlets. The commissioning of this service enables the Council to meet its statutory duty under the Children & Families Care Act 2014.

The current contract is delivered through a framework agreement consisting of four service providers and will expire on 31<sup>st</sup> March 2025. The request to Cabinet is to approve the commencement of a procurement exercise to replace the existing framework agreement that is due to expire, to ensure service continuity.

The new framework agreement will be for a period of 4 years (initial term 3 years, plus1) and will be awarded to multiple suitably qualified providers. Forecasts indicate that total expenditure in this area over the four-year period will be approximately under £1m, although this could increase based on demand as we are seeing a significant rise in the number of children identified as having Autistic Spectrum Condition (ASC) in the Borough, as well as an increase in children accessing two or more short breaks due to expanding needs.

The service is a vital support for children with disabilities and their families and is part of a range of short breaks offered by Tower Hamlets Council for children and families that fulfil the eligibility criteria.

### **Scope of Contract**

The contract is for the provision of a high-quality Befriending Short Breaks service eligible to children and young people (CYP) with special educational needs or disability. It contains essential services that enable and support children and young people with a disability to live ordinary family lives, to have fun, try new activities, gain independence, and make friends. The service also provides parents and carers with a much-needed respite from their caring responsibilities and can reduce the risk of family breakdown.

The service is eligible to children and young people (CYP) aged 5 to 18 who live in Tower Hamlets with either Autistic Spectrum Condition (ASC) and severe learning difficulties and/or have complex health needs (including those with physical and/or learning disabilities).

Providers are expected to deliver services through a range of innovative and targeted interventions aimed at building resilience and reducing inequalities as well as demonstrating the following:

- Sound understanding of the needs of children and young people with ASC and complex health needs.
- Develop innovative and/or tried and tested approaches to supporting the delivery of improved outcomes.
- Deliver person-centred services in collaboration with children, young people and/or their families.
- Support increase partnership working between primary and secondary schools.
- Meet the individual needs of children and young people.

The current service is however significantly oversubscribed, and year-on-year more families are requesting daytime short breaks such as the Befriending Service which is putting considerable pressure on the current budget. The service has been operating with a waiting list and in year 23/24 additional budget was sourced to support growth, as well as to accommodate the children on the waiting list. Going forward an expansion to the budget will need to be considered, as the current budget is not able to sustain demand and could potentially lead to longer waiting periods for services.

### **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**

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.

|                       |                                                                                         |                                 |                                                                                                                                                                                                                                                                 |
|-----------------------|-----------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>AHS5036: Mental Health Supported Living Services: Huddleston Close</b>               |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Health & Care                                                                           | Contract Duration & Extensions: | New Procurement Details<br>3 + 2 = 5 Years<br>Contract Extension Details<br>6 months (01/07/2024 – 31/12/2024)                                                                                                                                                  |
| One-Time / Recurrent  | Recurrent                                                                               | Funding Source:                 | <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | 33201-R5600-A2559                                                                       |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | £186,994 for the 6-month extension period and £2,120,428 over the total contract period | Statutory / Non-Statutory       | Non Statutory                                                                                                                                                                                                                                                   |
| Value Per Annum:      | £393,195 per Year with inflationary uplifts-built in.                                   | Budget                          | £393,195 per Year                                                                                                                                                                                                                                               |
| Current annual value  | £370,939 per Year                                                                       | Revised Annual Contract         | £393,195 per Year                                                                                                                                                                                                                                               |
| Savings Annual Value  | Not Applicable                                                                          |                                 |                                                                                                                                                                                                                                                                 |

#### Summary of how savings will be achieved

No direct savings are achieved from this contract however, this contract supports the MTFs Mental Health Accommodation Pathway savings of £571,28 delivered in 2021/22 through repatriation of out of Borough placements. A further savings target of £174k has been identified for 2022/23. These placements will be supported under this contract.

#### **Background**

This Appendix 1 was originally presented and approved at Cabinet on 25/01/2023 whereby authority to undertake a competitive procurement exercise was granted. [Appendix. 1 for Contracts Forward Plan 202223 - Quarter 3.pdf \(towerhamlets.gov.uk\)](#)

This exercise has since commenced and is in the advanced stages of completion. A contract extension is being sought due to the volume of concurrent procurements requiring competitive public tenders during this period, to facilitate the conclusion of the procurement exercise.

A 6-month contract extension is requested (01/07/24-31/12/24) at a cost of £186,994 based on 2023/2024 contract values to enable this procurement process to take place allowing for a minimum necessary transition and mobilisation period. Whilst a 3- month extension period is being sought, **the contract award will take place as soon as is possible and only the required extension period will be utilised for the minimum period necessary.**

#### **Scope of Contract**

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

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

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

- Service three comprises 32 units of high support accommodation.

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

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

### **Spend**

The calculated total contract value over the life of the new contract period, will be the maximum amount that may be considered following a decision to procure. The figures provided represent the maximum final value in 2024-25.

Any decision to uplift the contracts will be determined through a process of negotiation and in full understanding of evidence-based cost pressures prior to any agreement, and confirmation of annual increases to LLW and inflationary pressures.

### **Contracting Approach**

The contracts have been tendered through a Single Stage Open Procedure and issued via London Tender Portal, compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020). The procurement timeframe is as follows.

| <b>Tender phase</b>    | <b>Expected completion</b> |
|------------------------|----------------------------|
| Design and preparation | November 2023              |
| Contract award         | July 2024                  |
| New contract start     | December 2024              |

The final contract value will be based on submission (within budget) from the winning bidder and will be determined through a weighted score as part of the procurement process.

### **Community Benefits**

Social Value will have 10% overall weighting in the tender evaluation process. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract. An indication of the benefits that may be requested within the procurement process are listed below:

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

|                       |                                                                                                         |                                 |                                                                                                                                                                            |
|-----------------------|---------------------------------------------------------------------------------------------------------|---------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>AHS5037 Mental Health Supported Living Services: Independent Living and Community Support (ILCS)</b> |                                 |                                                                                                                                                                            |
| Procurement Category: | Health & Care                                                                                           | Contract Duration & Extensions: | New Procurement Details<br>3 + 2 = 5 Years<br>Contract Extension Details<br>3 months, (1/07/2024 – 30/09/2024)                                                             |
| One-Time / Recurrent  | Recurrent                                                                                               | Funding Source:                 | <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital                                                                                          |
| Cost Code             | R5600-33201-A2559                                                                                       |                                 | <input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Value Total:          | £162,510 for the 3-month extension period and £3,795,722 over the total contract period (maximum)       | Statutory / Non-Statutory       | Non Statutory                                                                                                                                                              |
| Value Per Annum:      | £703,849 per Year.                                                                                      | Budget                          | £703,849 per Year                                                                                                                                                          |
| Current annual value  | £651,825 per Year                                                                                       | Revised Annual Contract         | £703,849 per Year                                                                                                                                                          |
| Savings Annual Value  | Not Applicable                                                                                          |                                 |                                                                                                                                                                            |

#### Summary of how savings will be achieved

No direct savings are achieved from this contract as this is a statutory adult social care service where we have committed to meet the LLW commitments. However, this contract supports the MTFs Mental Health Accommodation Pathway savings target of £571,286

#### Background

This Appendix 1 was originally presented and approved at Cabinet on 25/01/2023 whereby authority to undertake a competitive procurement exercise was granted. [Appendix. 1 for Contracts Forward Plan 202223 - Quarter 3.pdf \(towerhamlets.gov.uk\)](#).

This exercise has since commenced and is in the advanced stages of completion. A contract extension is being sought due to the volume of concurrent procurements requiring competitive public tenders during this period, to facilitate the conclusion of the procurement exercise.

A 3-month contract extension is requested (01/07/24-30/09/24) at a cost of £162,510 based on 2023/2024 contract values to enable this procurement process to take place allowing for a minimum necessary transition and mobilisation period. Whilst a 3-month extension period is being sought, **the contract award will take place as soon as is possible and only the required extension period will be utilised for the minimum period necessary for completion of mobilisation.**

#### Scope of Contract

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

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

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

These objectives are achieved by;

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

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

- More people will have good mental health
- More people with mental health problems will recover
- More people with mental health problem will have good physical health
- More people will have a positive experience of care and support
- Fewer people will suffer avoidable harm
- Fewer people will experience stigma and discrimination.

### **Spend**

The calculated total contract value over the life of the new contract period, will be the maximum amount that may be considered following a decision to procure. The figures provided represent the maximum final value in 2024-25.

Any decision to uplift the contracts will be determined through a process of negotiation and in full understanding of evidence-based cost pressures prior to any agreement, and confirmation of annual increases to LLW and inflationary pressures.

### **Contracting Approach**

The contracts have been tendered through a Single Stage Open Procedure and issued via London Tender Portal, compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

The procurement timeframe is as follows.

| <b>Tender phase</b>    | <b>Expected completion</b> |
|------------------------|----------------------------|
| Design and preparation | November 2023              |
| Contract award         | March 2024                 |
| New contract start     | September 2024             |

The final contract value will be based on submission within the budget from the winning bidder and will be determined through a weighted score as part of the procurement process.

### **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.

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

|                       |                                                                                            |                                 |                                                                                                                                                                                                                                                                 |
|-----------------------|--------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>AHS5252 : Mental Health Supported Living Services:<br/>Teresa House and Hamlets Way</b> |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Health & Care                                                                              | Contract Duration & Extensions: | New Procurement Details<br>3 + 2 = 5 Years<br>Contract Extension Details<br>months (1/07/2024 – 31/12/2024)                                                                                                                                                     |
| One-Time / Recurrent  | Recurrent                                                                                  | Funding Source:                 | <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | 33201-R5600-A2559                                                                          |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | £330,867 for the 6-month extension period and £3,751,888 over the total contract period    | Statutory / Non-Statutory       | Non Statutory                                                                                                                                                                                                                                                   |
| Value Per Annum:      | £695,721 per Year with inflationary uplifts-built in.                                      | Budget                          | £695,721 per Year                                                                                                                                                                                                                                               |
| Current annual value  | £656,340 per Year                                                                          | Revised Annual Contract         | £695,721 per Year                                                                                                                                                                                                                                               |
| Savings Annual Value  | Not Applicable                                                                             |                                 |                                                                                                                                                                                                                                                                 |

#### Summary of how savings will be achieved

No direct savings are achieved from this contract however, this contract supports the MTFs Mental Health Accommodation Pathway savings of £571,28 delivered in 2021/22 through repatriation of out of Borough placements. A further savings target of £174k has been identified for 2022/23. These placements will be supported under this contract.

#### **Background**

This Appendix 1 was originally presented and approved at Cabinet on 25/01/2023 whereby authority to undertake a competitive procurement exercise was granted. [Appendix. 1 for Contracts Forward Plan 202223 - Quarter 3.pdf \(towerhamlets.gov.uk\)](#)

This exercise has since commenced and is in the advanced stages of completion. A contract extension is being sought due to the volume of concurrent procurements requiring competitive public tenders during this period, to facilitate the conclusion of the procurement exercise.

A 6-month contract extension is requested (1/07/24-31/12/24) at a cost of £330,867.29 based on 2023/2024 contract values to enable this procurement process to take place allowing for a minimum necessary transition and mobilisation period. Whilst a 6-month extension period is being sought, the contract award will take place as soon as is possible and only the required extension period will be utilised for the minimum period necessary.

#### **Scope of Contract**

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

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

- Service one comprises 39 units of supported accommodation, 20 high support and 19 step down.

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

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

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

### **Spend**

The calculated total contract value over the life of the new contract period, will be the maximum amount that may be considered following a decision to procure. The figures provided represent the maximum final value in 2024-25.

Any decision to uplift the contracts will be determined through a process of negotiation and in full understanding of evidence-based cost pressures prior to any agreement, and confirmation of annual increases to LLW and inflationary pressures.

### **Contracting Approach**

The contracts have been tendered through a Single Stage Open Procedure and issued via London Tender Portal, compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

The procurement timeframe is as follows.

| <b>Tender phase</b>    | <b>Expected completion</b> |
|------------------------|----------------------------|
| Design and preparation | November 2023              |
| Contract award         | July 2024                  |
| New contract starts    | December 2024              |

The final contract value will be based on submission within the budget from the winning bidder and will be determined through a weighted score as part of the procurement process.

### **Community Benefits**

Social Value will have 10% overall weighting in the tender evaluation process. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract. An indication of the benefits that may be requested within the procurement process are listed below:

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

|                       |                                                                                           |                                 |                                                                                                                                                                                                                                                                 |
|-----------------------|-------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>AHS5040(B): Mental Health Supported Living Services:<br/>Cannon Street Road</b>        |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Health & Care                                                                             | Contract Duration & Extensions: | New Procurement Details<br>3 + 2 = 5 Years<br>Contract Extension Details<br>6 months (1/07/2024 – 31/12/2024)                                                                                                                                                   |
| One-Time / Recurrent  | Recurrent                                                                                 | Funding Source:                 | <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | 33201-R5600-A2559                                                                         |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | £239,351 for the 6-month extension period and £2,314,133.6 over the total contract period | Statutory / Non-Statutory       | Non Statutory                                                                                                                                                                                                                                                   |
| Value Per Annum:      | £423,288 per Year with inflationary uplifts-built in.                                     | Budget                          | £423,288 per Year                                                                                                                                                                                                                                               |
| Current annual value  | £474,800 per Year                                                                         | Revised Annual Contract         | £423,288 per Year                                                                                                                                                                                                                                               |
| Savings Annual Value  | Not Applicable                                                                            |                                 |                                                                                                                                                                                                                                                                 |

#### Summary of how savings will be achieved

No direct savings are achieved from this contract however, this contract supports the MTFs Mental Health Accommodation Pathway savings of £571,28 delivered in 2021/22 through repatriation of out of Borough placements. A further savings target of £174k has been identified for 2022/23. These placements will be supported under this contract.

#### Background

This Appendix 1 was originally presented and approved at Cabinet on 25/01/2023 whereby authority to undertake a competitive procurement exercise was granted. [Appendix. 1 for Contracts Forward Plan 202223 - Quarter 3.pdf \(towerhamlets.gov.uk\)](#)

This exercise has since commenced and is in the advanced stages of completion. A contract extension is being sought due to the volume of concurrent procurements requiring competitive public tenders during this period, to facilitate the conclusion of the procurement exercise.

A 6-month contract extension is requested (1/07/24-31/12/24) at a cost of £239,351 based on 2023/2024 contract values to enable this procurement process to take place allowing for a minimum necessary transition and mobilisation period. Whilst a 6-month extension period is being sought, the contract award will take place as soon as is possible and only the required extension period will be utilised for the minimum necessary period

#### Scope of Contract

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

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

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

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

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

### **Spend**

The calculated total contract value over the life of the new contract period, will be the maximum amount that may be considered following a decision to procure. The figures provided represent the maximum final value in 2024-25.

Any decision to uplift the contracts will be determined through a process of negotiation and in full understanding of evidence-based cost pressures prior to any agreement, and confirmation of annual increases to LLW and inflationary pressures.

### **Contracting Approach**

The contracts have been tendered through a Single Stage Open Procedure and issued via London Tender Portal, compliant with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (as amended by the EU Exit Regulations 2020).

The procurement timeframe is as follows:

| <b>Tender phase</b>    | <b>Expected completion</b> |
|------------------------|----------------------------|
| Design and preparation | November 2023              |
| Contract award         | July 2024                  |
| New contract start     | December 2024              |

The final contract value will be based on submission within the budget from the winning bidder and will be determined through a weighted score as part of the procurement process.

### **Community Benefits**

Social Value will have 10% overall weighting in the tender evaluation process. This will include consideration of Social Value benefits that can reasonably be delivered within the proposed contract. An indication of the benefits that may be requested within the procurement process are listed below:

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

|                       |                                                                                                |                                 |                                                                                                                                                                                                                                                                 |
|-----------------------|------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>HAC5382 Mental Health Recovery, Wellbeing and Employment Service (Lot 4 Employment Hub)</b> |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Health & Care                                                                                  | Contract Duration & Extensions: | New Procurement Details<br>3 + 1 = 4 Years<br>Contract Extension Details<br>4 months 8 days (24/08/24 – 31/12/24)                                                                                                                                               |
| One-Time / Recurrent  | Recurrent                                                                                      | Funding Source:                 | <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | 33201-R5600-A2395                                                                              |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | £837,108 (across 4-year term)<br>£123,948 (value for extension period)                         | Statutory / Non-Statutory       | Statutory                                                                                                                                                                                                                                                       |
| Value Per Annum:      | £349,308 per Year                                                                              | Budget                          | 23/24 budget £349,308<br>(£265,609 LBTH funding)<br>(£83,699 ICB funding)                                                                                                                                                                                       |
| Current annual value  | £349,308 per Year                                                                              | Revised Annual Contract         | £209,277 per Year (for the new contract)<br>(£153,037 LBTH funding)<br>(£56,240 ICB funding)                                                                                                                                                                    |
| Savings Annual Value  | £140,031 per annum                                                                             |                                 |                                                                                                                                                                                                                                                                 |

#### Summary of how savings will be achieved

A total cashable annual saving of £140,031 is being delivered through the re-procurement of the Employment service with a reduction in contract value from £349,308 to £209,277.

#### **Background**

This Appendix 1 was originally presented and approved at Cabinet on 26th July 2023 [Appendix. 1 for Contracts Forward Plan 2023/24 - Quarter 1](#) - providing authority to commence a procurement exercise for the provision of a Specialist Employment Hub service for people with lived experience of mental health.

A contract extension is now being sought due to the volume of concurrent procurements requiring competitive public tenders during this period. This Appendix 1 is being presented in the Quarter 4 Contracts Forward Plan for Cabinet consideration and approval.

There is work ongoing to procure a new contract through an open process. A 4 month and 8 day contract extension is requested (from 24/08/24 to 31/12/24) to enable this procurement process to take place allowing for a minimum necessary transition and mobilisation period. Whilst a 4-month 8 day extension period is being sought, **the contract award will take place as soon as is possible and only the required extension period will be utilised** for the minimum necessary period

#### **Scope of Contract**

The Employment Hub service aims to increase the number of people with lived experience of mental health into employment in Tower Hamlets through one-to-one support, signposting, support to enter work experience and self-employment opportunities.

The current service also delivers an employed peer support model, allowing local residents to utilise their lived experience to support others to meet their employment goals, as well as building a culturally competent approach to mental health employment support.

It also aims to increase the numbers of people able to sustain employment despite mental health challenges and increase the ability of borough employers to support their employees and retain them in the workforce. This has a positive impact for individuals and the wider health and social care economy by reducing avoidable and prolonged reliance on statutory social care and health systems, and reduction of negative health and social outcomes associated with poor mental health.

The procurement of this contract is aligned with several strategies and commitments and will perform as a deliverable to achieve key outcomes within those strategies:

- Council's Strategic Plan priorities to increase business and jobs in the community and invest in public services by providing early support for adults at risk of poor mental health and loneliness.
- The Adult Mental Health Strategy sets out outcomes related to mental health and employment which people with mental health said were important to them. It identifies employment as the most strongly evidenced determinant of mental health.
- The commitment to improving the health and wellbeing of residents and tackling inequality through improving access to employment opportunities is further articulated in the Tower Hamlets Community Plan (2018-23) and the TH Health and Wellbeing Strategy (2021-25).
- Creating paid employment opportunities for people with mental health needs is one of the key priorities for the TH Mental Health Partnership Board.
- Nationally, the NHS Long Term plan identifies health and employment as an area of focus recognising that 'Stable employment is a major factor in maintaining good mental health and is an important outcome for recovery for people with a mental health problem.'

The service is currently delivered by a long-standing local Tower Hamlets VCSE provider - Working Well Trust. It is co-located and co-delivered alongside the LCF grant funded employment service Upskill, and the NHS / ICB funded employment Individual Placement Support (IPS) service. All three mental health employment services are delivered by Working Well Trust and whilst co-located within a Council building, staff work across the borough delivering a community based integrated service – the three contracts utilise different approaches based on the needs of the individual and also offer different points of connection for the service-user. The Employment Hub benefits from the expertise of a team with specialist skills, knowledge and experience of mental health and employment.

The Employment Hub also works in partnership with the other commissioned Tower Hamlets Mental Health Recovery and Wellbeing Services, including Mind Connecting Communities (Information, Advice, Navigation and Day service), Hestia 1-2-1 Recovery Support Service and the ELFT Recovery College. The Recovery and Wellbeing partnership has a joint governance and delivery approach aiming to ensure local services are better connected to support the holistic needs of our local residents with lived experience in the community.

The co-location and integration of the local employment services alongside the co-delivery and collaboration of the voluntary sector services that make up the recovery and wellbeing services has created an agile, knowledgeable and intrinsically motivated existing workforce within the borough working across established networks for the benefit of our residents. A competitive open tender therefore remains the optimal option for delivering high quality specialist mental health employment support provision.

The provision of its services supports the implementation of Care Plans and enables the local authority to meet its statutory duty under the Care Act to provide prevention services, with a link to the principle of promoting wellbeing. The Authority must ensure that people who live in its area:

- can get the information and advice they need to make good decisions about care and support (including finances, health, housing, employment)
- have a range of provision of high quality, appropriate services to choose from.

## **Spend**

The calculated total contract value over the life of the new contract period, will be the maximum amount that may be considered following a decision to procure. The figures provided represent the maximum final value and do not include any assumed inflationary uplifts.

Any decision to uplift the contracts will be determined through a process of negotiation and in full understanding of evidence-based cost pressures prior to any agreement, and confirmation of annual increases to LLW and inflationary pressures.

The 23/24 ICB contribution for the contract is £83,699 and future NHS uplift contributions will be determined by the annually set NHS net inflator.

### **Contracting Approach**

The Employment Hub will be procured as a stand-alone contract.

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**

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.

Examples which Suppliers may be asked to meet targets around the areas are listed below.

- Number of new contract related roles that are filled in by Tower Hamlets residents.
- Two-week paid work experience placement for Tower Hamlets residents.
- Attendance at local SME forums
- Number of Contracts let to businesses located within the geographical boundaries of Tower Hamlets.
- Commitment to provide Management time (4 - 7 years' experience) - bid writing, marketing, project management, data collection.

For the period of the contract extension, Social Value will be delivered as originally specified within the contract.

|                       |                                                                                                                                                                  |                                 |                                                                                                                                                                                                                                                                 |
|-----------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>HAC5382 Mental Health Recovery, Wellbeing and Employment Service</b><br><b>- Lot 1 Connecting Communities</b><br><b>- Lot 2: One to One Community Support</b> |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Health & Care                                                                                                                                                    | Contract Duration & Extensions: | New Procurement Details<br>3 + 1 = 4 Years<br>Contract Extension Details<br>4 months 8 days (24/08/24 – 31/12/24)                                                                                                                                               |
| One-Time / Recurrent  | Recurrent                                                                                                                                                        | Funding Source:                 | <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | 33201-R5600-A2395                                                                                                                                                |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | £3,771,564 (across 4-year term)<br>£334,574 (value for extension period)                                                                                         | Statutory / Non-Statutory       | Statutory                                                                                                                                                                                                                                                       |
| Value Per Annum:      | £942,891 per Year                                                                                                                                                | Budget                          | 23/24 budget<br>£942,891<br>(£716,961 LBTH funding)<br>(£225,930 ICB funding)                                                                                                                                                                                   |
| Current annual value  | £942,891 per Year                                                                                                                                                | Revised Annual Contract         | £942,891 per Year                                                                                                                                                                                                                                               |
| Savings Annual Value  | Not Applicable                                                                                                                                                   |                                 |                                                                                                                                                                                                                                                                 |

#### Summary of how savings will be achieved

A total cashable annual saving of £140,031 is being delivered across the HAC5382 Mental Health Recovery, Wellbeing and Employment Service as a whole. This will be delivered through the re-procurement of the Employment service with a reduction in contract value.

#### Background

This Appendix 1 was originally presented and approved at Cabinet on 26th July 2023

[Appendix 1 for Contracts Forward Plan 2023/24 - Quarter 1](#) - to commence a procurement exercise for the provision of a Mental Health Adult Recovery and Wellbeing Service to include an Information, Advice and Navigation service, Day Opportunity service and One to One Community Support for people with lived experience of mental health.

A contract extension is now being sought due to the volume of concurrent procurements requiring competitive public tenders during this period. This Appendix 1 is being presented in the Quarter 4 Contracts Forward Plan for Cabinet consideration and approval.

There is work ongoing to procure a new contract through an open process. A 4 month and 8 day contract extension is requested (from 24/08/24 to 31/12/24) to enable this procurement process to take place allowing for a minimum necessary transition and mobilisation period. Whilst a 4-month 8 day extension period is being sought, the **contract award will take place as soon as is possible and only the required extension period will be utilised for the minimum period necessary.**

#### Scope of Contract

The proposed tender and extension for a Community Recovery and Wellbeing service will enable the continuation of an integrated, coordinated, outcomes focused, community-based system of recovery focused mental health provision based around the service user. The service aims to provide the right support at the right time, according to personal wellbeing goals. This will have a positive impact for individuals and the wider health and social care economy by reducing avoidable and prolonged reliance on statutory social care and health systems, and reduction of negative health and social outcomes associated with poor mental health and will provide meaningful opportunities for individuals with mental health needs for whom the local authority has a statutory duty under the Care Act. The service is currently delivered as below:

Hestia - One-to-One Community support offering:

- Personalised one to one medium term confidential support virtually and face to face in the community.
- Assessments and co-produced support planning
- Support includes both mental health and non-mental health issues which positively impact on recovery such as support with accommodation, increased social contacts and physical health linked to healthy eating, smoking cessation, and alcohol awareness etc.
- Access to wider services to increase social-inclusion

MIND - Connecting Communities -with staff and volunteers working across the borough delivering a community based integrated service, working closely with carers, primary care and secondary statutory health and social care services. The service offers:

- Advice and information and a specialist support service) both on the phone and face to face which facilitates access and connection to the correct community, health or social care resources.
- Specialist welfare advice support
- Access to a range of recovery-based groups and activities
- Delivery of service user co-produced programme of classes and sessions
- Provision of a community 'place of safety' in the form of a drop in bi-monthly café in their premises.

The Community Recovery and Wellbeing Services also works in partnership with other commissioned services, including the Working Well Trust Employment Hub and the ELFT Recovery College. The Recovery and Wellbeing partnership has a joint governance and delivery approach aiming to ensure local services are better connected to support the holistic needs of our local residents with lived experience in the community.

The procurement and extension of this contract is aligned with several strategies and commitments and will perform as a deliverable to achieve key outcomes within those strategies:

- The Council's Strategic Plan priority to provide early support for adults at risk of poor mental health and loneliness.
- It addresses the main themes highlighted by residents, service users and professionals in the TH Adult Mental Health Strategy around the need to tackle stigma, increased focus on prevention and holistic flexible support for people with their mental health.
- The service is essential to the borough's wider strategic plans enabling delivery against three of the four themes of the Tower Hamlets Community Plan (2018-23) and TH Health and Wellbeing Strategy

The services support the local authority to meet its statutory duty under the Care Act to provide prevention services, promote wellbeing, support meaningful day opportunities and keep people out of hospital where possible.

The co-delivery and collaboration of these voluntary sector services that make up the recovery and wellbeing service has created an agile, knowledgeable and intrinsically motivated existing workforce within the borough. This includes peer support workers with lived experience who support the delivery of community-based interventions for people with severe and enduring mental health needs. A competitive open tender therefore remains the optimal option for delivering a high-quality community-based specialist Mental Health Recovery and Wellbeing service.

### **Spend**

The calculated total contract value over the life of the new contract period, will be the maximum amount that may be considered following a decision to procure. The figures provided represent the maximum final value and do not include any assumed inflationary uplifts.

Any decision to uplift the contracts will be determined through a process of negotiation and in full understanding of evidence-based cost pressures prior to any agreement, and confirmation of annual increases to LLW and inflationary pressures.

The 23/24 ICB contribution for the contract is £225,930 and future NHS uplift contributions will be determined by the annually set NHS net inflator.

### **Contracting Approach**

The Community Recovery and Wellbeing Service will be procured as a stand-alone contract and we will look for opportunities to work with the VCSE to deliver the contract to ensure we are working together to support local residents and ensure a culturally competent model is developed by community providers.

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**

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.

Examples which Suppliers may be asked to meet targets around the areas are listed below.

- Number of new contract related roles that are filled in by Tower Hamlets residents.
- Two-week paid work experience placement for Tower Hamlets residents.
- Attendance at local SME forums
- Number of Contracts let to businesses located within the geographical boundaries of Tower Hamlets.
- Commitment to provide Management time (4 - 7 years' experience) - bid writing, marketing, project management, data collection.

For the period of the contract extension, Social Value will be delivered as originally specified within the contract.

|                       |                                                              |                                 |                                                                                                                                                                                       |
|-----------------------|--------------------------------------------------------------|---------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>HAC5983 Culturally Sensitive Substance Misuse Service</b> |                                 |                                                                                                                                                                                       |
| Procurement Category: | Health & Care                                                | Contract Duration & Extensions: | 3 + 1 = 4 Years                                                                                                                                                                       |
| One-Time / Recurrent  | Recurrent                                                    | Funding Source:                 | <input type="checkbox"/> General Fund <input type="checkbox"/> Capital                                                                                                                |
| Cost Code             | 21533                                                        |                                 | <input type="checkbox"/> HRA <input checked="" type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Value Total:          | £1,250,000<br>(Over the entire maximum contract period)      | Statutory / Non-Statutory       | Non Statutory                                                                                                                                                                         |
| Value Per Annum:      | £250,000 per Year                                            | Budget                          | £250,000 per year                                                                                                                                                                     |
| Current annual value  | £0 per Year                                                  | Revised Annual Contract         | £250,000 per Year                                                                                                                                                                     |
| Savings Annual Value  | Not Applicable                                               |                                 |                                                                                                                                                                                       |

### Summary of how savings will be achieved

Nil savings as a new contract funded through ring fenced Substance Misuse Supplementary Grant Funding

### Background

According to data from the last census, the Bangladeshi community make up over a third of the population of Tower Hamlets at 34.6% (Census 21). This is a significant population; therefore, we must provide a space for the treatment of substance using Bangladeshi and BAME individuals taking their cultural and social needs into consideration. These groups are also statistically, among the most disadvantaged in the borough. Tower Hamlets has the largest Muslim population in England and Wales, and with that, there will be a level of cultural appropriateness that we need to consider when catering to Bangladeshi and Muslim communities in the borough. The borough's current Equality Assessment identifies several inequalities facing BAME communities including employment, health inequalities, housing, and safety.

In March 2023, the Mayor identified six priority projects, one of which was to provide a culturally sensitive misuse treatment centre, as set out in our Strategic Plan 2022-2026, where inequalities, particularly those faced by Bangladeshi and Somali communities are key priority areas for the council. This project aims to support this commitment and deliver a range of services to help mitigate these inequalities .

Following on from the Mayors Priority Projects Update on the 29 March 2023, the Public Health Substance Misuse Needs Assessment identified certain areas for improvement:

- 1) Need to increase capacity in treatment
- 2) A range of culturally appropriate recovery options for the Muslim and Bangladeshi communities
- 3) A need to simplify pathways and referrals between different parts of the system that support people

### Scope of Contract

This centre will provide a range of culturally sensitive services and interventions for adults at risk or in need of substance misuse treatment and recovery services in the borough.

This new provision will be delivered to compliment those currently commissioned through existing core substance misuse treatment and recovery services currently delivered via Change Grow Live, providing an alternative access and intervention offer. Services will be delivered in a culturally sensitive manner, prioritising the Muslim and Bangladeshi communities as part of the Mayors Priority Projects.

This centre will aim to provide the following core services:

### **Addressing stigma and promoting services**

- Deliver and facilitate awareness-raising about the service and alternative treatment options in the borough to attract more users into treatment
- Deliver training as part of a borough wide schedule to share good practice within the borough and work in partnership with other treatment providers

### **Recovery and Treatment Interventions**

- Flexible access including evening and weekend services
- Screening and assessments including screening using Audit C
- Harm reduction advice and information, including Naloxone, to both injecting users and their significant other/s
- Drop-in advice and information services
- Brief Interventions and advice around alcohol and if appropriate referral on to the alcohol service
- Groupwork programmes and 1:1 keywork sessions
- Access to Blood Borne Virus (BBV) screening and vaccination via BBV nurses
- Facilitate access to inpatient and residential services
- Women only space
- Services for partners, friends, and significant others with a focus on improving the lives of those who use substances and those affected by someone else's substance use

### **Sustained recovery**

- Peer mentors, service user groups and co-production
- Culturally sensitive fellowship meetings
- Services to concerned family members, friends, and significant others
- Life skills kitchen

### **Spend**

The calculated total contract value over the life of the new contract period, will be the maximum amount that may be considered following a decision to procure. The figures provided represent the maximum final value and do not include any assumed inflationary uplifts.

Any decision to uplift the contracts will be determined through a process of negotiation and in full understanding of evidence-based cost pressures prior to any agreement, and confirmation of annual increases to LLW and inflationary pressures.

### **Contracting Approach**

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

The procurement timeframe is as follows.

| <b>Tender phase</b>    | <b>Expected completion</b> |
|------------------------|----------------------------|
| Design and preparation | May 2024                   |
| Tender Open            | July 2024                  |
| Contract award         | August 2024                |
| New contract start     | October - November 2024    |

The final contract value will be based on submission within the budget from the winning bidder and will be determined through a weighted score as part of the procurement process.

### **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 requested within the procurement process are listed below:

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

|                       |                                                                                              |                                 |                                                                                                                                                                                                                                                                 |
|-----------------------|----------------------------------------------------------------------------------------------|---------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>HAR5984: SHAP Housing First</b>                                                           |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Construction & FM                                                                            | Contract Duration & Extensions: | *New Procurement Details<br>36 months (plus 2 months mobilisation costs)<br><br>*Contract Extension Details<br>1 + 1 Subject to Funding                                                                                                                         |
| One-Time / Recurrent  | One-Time                                                                                     | Funding Source:                 | <input type="checkbox"/> General Fund <input type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input checked="" type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | 10166                                                                                        |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | £ 1,237,653.16                                                                               | Statutory / Non-Statutory       | Non Statutory                                                                                                                                                                                                                                                   |
| Value Per Annum:      | £ 247,364.53 2024/25<br>£ 396,455.89 2025/26<br>£ 393,759.96 2026/27<br>£ 200,072.78 2027/28 | Budget                          | £____,____m per Year *From Finance                                                                                                                                                                                                                              |
| Current annual value  | N/A                                                                                          | Revised Annual Contract         | N/A                                                                                                                                                                                                                                                             |
| Savings Annual Value  | Not Applicable                                                                               |                                 |                                                                                                                                                                                                                                                                 |

#### Summary of how savings will be achieved

Achieving savings should not be required – this is a new contract full funded by grant from central government.

#### **Background**

This project aims to provide housing outcomes for some of the most multiply disadvantaged and excluded LBTH residents. Specifically, this is a Housing First project which will provide 24 homes and intensive support to people rough sleeping. The primary target group are those within the T1000 cohort (i.e. the people with the longest histories of rough sleeping) and 50% provision is targeted for women. This project will have a significant impact on reducing numbers on the streets, removing pressure on existing rough sleeping, homelessness and hostel services, and improving housing and health outcomes for those accommodated.

#### **Scope of Contract**

The aims and outcomes of the contracted service align with the Tower Hamlets Strategic Priority 2: Homes for the Future and the specific aim to “house the homeless (including, as a priority, to house street sleepers)”. Delivery will also form a part of the action plan underpinning the strategic objectives of the forthcoming Homelessness and Rough Sleeping Strategy 2024-29. Finally, the programme also aligns with the aims of the Tower Hamlets “Ending Rough Sleeping Action Plan”, generated as DLUHC to support the delivery of our Rough Sleeping Initiative grant funding.

#### **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 contract will be procured via an open market tender for a total of 36 months plus two months mobilisation costs. The service is expected to be fully operational by October 14<sup>th</sup> 2024.

#### **Proposed timeline**

|                         |                       |
|-------------------------|-----------------------|
| Cabinet Approval        | May 2024              |
| Design and preparation  | May to June 2024      |
| Tollgate approval       | June 2024             |
| Tender Period           | July – August 2024    |
| Contract award          | August 2024           |
| Mobilisation            | August – October 2024 |
| New Contract start date | 14/10/2024            |

**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.

|                       |                                                        |                                 |                                                                                                                                                                                                                                                                  |
|-----------------------|--------------------------------------------------------|---------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contract Ref & Title  | <b>Co5980 Specialised Vehicle Maintenance Contract</b> |                                 |                                                                                                                                                                                                                                                                  |
| Procurement Category: | Corporate Services                                     | Contract Duration & Extensions: | 3 Years + 2 Years<br>= 5 Years Total                                                                                                                                                                                                                             |
| One-Time / Recurrent  | Recurrent                                              | Funding Source:                 | <input type="checkbox"/> Capital <input checked="" type="checkbox"/> On Going <input type="checkbox"/> HRA<br><input type="checkbox"/> Grant <input checked="" type="checkbox"/> General Fund<br><input type="checkbox"/> S106 <input type="checkbox"/> Reserves |
| Value Total:          | £9m                                                    |                                 |                                                                                                                                                                                                                                                                  |
| Value Per Annum:      | £1.8m                                                  | Statutory / Non-Statutory       | Non Statutory                                                                                                                                                                                                                                                    |
| Cost Code             | 53150/R3022                                            | Budget                          | £2 m                                                                                                                                                                                                                                                             |
| Current annual value  | £1.6m per Year                                         | Revised Annual Contract         | £1.6m per Year                                                                                                                                                                                                                                                   |
| Savings Annual Value  | Not Applicable                                         |                                 |                                                                                                                                                                                                                                                                  |

### Summary of how savings will be achieved

Subcontracting the specialised aspects of waste vehicle maintenance to expert service providers brings savings through discounted rates on specialised parts, reduced vehicle downtime and the potential for extended vehicle lifespans, thanks to expert refurbishment of vehicle bodies. This strategy ensures our vehicles get the best care, improving their efficiency and lifespan. Furthermore, this approach reduces operational costs and improves service quality for residents.

The contract will account for projected non-scheduled repairs, which will be closely managed in conjunction with the waste services management team to ensure a constant focus on and reduction of these costs where possible.

### **Background**

The contract due for renewal is a service maintenance contract for our specialised waste vehicles, including refuse collection vehicles and mechanical road sweepers. We are currently within a 5-year contract that began in April 2020 with Dennis Eagle, initiated as waste services were brought in-house. Our existing in-house maintenance capabilities are insufficient, primarily due to the limitations of our facilities and the specialised nature of waste collection vehicle equipment, which requires expert knowledge. This situation highlights the need for a supplier with the necessary skills and facilities to meet our specialised requirements and ensure compliance with Operator's Licence requirements.

### **Scope of Contract**

The scope of the contract involves providing service maintenance for our fleet of specialised waste vehicles. This includes maintenance for refuse collection vehicles and mechanical road sweepers. The contract, set to be renewed, requires a supplier capable of addressing the unique maintenance needs of this specialised equipment. The supplier must possess the expertise and facilities necessary to ensure that our fleet operates efficiently, meets all regulatory compliance standards, including Operator's Licence requirements, and supports our internal waste management operations effectively.

Opting for a 5-year contract is advantageous, as frequent changes in suppliers will not result in financial savings and long-term agreement encourage suppliers to provide more competitive rates due to the continuity of service and deep familiarity with our vehicles. Additionally, aligning the contract term with the expected lifespan of the vehicles incentivises suppliers to ensure superior care, reflecting a commitment over an extended period. This strategy is expected to enhance the quality of maintenance significantly, ensuring that our vehicles remain in optimal condition.

Despite the contract being specifically for vehicles utilised by waste services, its oversight and financial management fall under the purview of the Fleet department. This arrangement ensures monitoring of Operator Licensing compliance, which is one of the primary functions of the Council's Fleet Department. It will also enable effective cost management and the integration of technical expertise. The Fleet Department's close monitoring and management of the contract, along with all associated expenditures, are critical for maintaining financial discipline and ensuring that the contract delivers value for money while adapting to the evolving needs of the waste management services.

The anticipated price of the new contract is expected to be higher than the price of the current one, primarily due to overall economic inflation and age profile of our vehicles. Additionally, the price will reflect the contract's built-in flexibility for future expansion, including the anticipated addition of vehicles for borough-wide food waste collection, URS and other service expansion and other growth initiatives. It is also important to highlight that the annual costs associated with this contract are expected to progressively increase with the age of the vehicles. This is a standard industry practice that accounts for the increased maintenance needs of older vehicles.

### **Contracting Approach**

The contracting approach will involve either using an established and trustworthy framework, or if no suitable frameworks are available an advertised, open tender process, ensuring compliance with the Council's Procurement Procedures and The Public Contracts Regulations 2015 (amended by the EU Exit Regulations 2020).

### **Community Benefits**

As part of this procurement, a Social Value requirement will be included. 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  | <b>Co5982 Purchase of URS vehicles for Waste services</b> |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Corporate Services                                        | Contract Duration & Extensions: | New Procurement                                                                                                                                                                                                                                                 |
| One-Time / Recurrent  | One-Time                                                  | Funding Source:                 | <input type="checkbox"/> General Fund <input checked="" type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | 53150                                                     |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | £1,460,000                                                | Statutory / Non-Statutory       | Statutory                                                                                                                                                                                                                                                       |
| Value Per Annum:      | n/a                                                       | Budget                          | £1,460,000 CIL                                                                                                                                                                                                                                                  |
| Current annual value  | n/a                                                       | Revised Annual Contract         | n/a                                                                                                                                                                                                                                                             |
| Savings Annual Value  | n/a                                                       |                                 |                                                                                                                                                                                                                                                                 |

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

The financial savings will be realised through reduced maintenance costs, which typically accompany older equipment. Additionally, the service provided to the public will become more reliable owing to decreased downtime resulting from fewer breakdowns. This improvement will not only offer significant environmental benefits to the local community but may also lead to indirect financial advantages by avoiding potential fines or claims.

#### **Background**

Our goal is to acquire four Underground Refuse Storage (URS) vehicles to enhance our service. These specialised vehicles are used by Council Waste Services for collecting domestic waste and recycling material from underground refuse storage systems, a modern solution that has been installed at numerous communal properties throughout the borough. This innovative system replaces standard wheelie bins and is recommended to developers as a viable waste management option during the planning phase.

#### **Scope of Contract**

This procurement is designed to modernise and expand our fleet with Capital-approved funding, in response to service demands and industry standards. We aim to replace three vehicles—one that is now 12 years old and two that are 5 years old—with modern equivalents and to add a fourth vehicle as a reserve. This necessity arises from the vehicles' surpassing their typical seven-year operational lifespan, leading to increased maintenance issues and reduced reliability, which can interrupt services.

Additionally, the acquisition of an extra vehicle is critical to address the growing need created by new properties with Underground Refuse Collection systems. This will not only ensure service continuity and reliability but also support the sustainability of future services. Ultimately, this initiative will allow the Waste Services department to operate a fleet of three to four modern URS vehicles, crucial for regular preventative maintenance, MOTs, and the enhancement of safety and reliability.

The procurement and subsequent delivery of these new vehicles, executed through a 'build on-demand' model, are anticipated to take over a year due to governance and production times. This timeline highlights the urgency of replacing our aging fleet to prevent service disruptions, exacerbated by wear and tear.

**Contracting Approach**

The procurement process will adhere to the Council's Procurement Procedures and comply with The Public Contracts Regulations 2015, as amended by the EU Exit Regulations 2020.

**Community Benefits**

The vehicle provider will be expected to supply new, environmentally friendly models. This initiative aims to improve local air quality, reduce pollution, and align with the Council's commitment to zero-emission operations.

As part of this procurement, a Social Value requirement will be included. 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  | <b>HAC5815 Extra Care Supported Housing</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                 |                                                                                                                                                                                                                                                                 |
| Procurement Category: | Health & Care                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Contract Duration & Extensions: | 4 months from 1 <sup>st</sup> June to 1 <sup>st</sup> September                                                                                                                                                                                                 |
| One-Time / Recurrent  | One-Time                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Funding Source:                 | <input checked="" type="checkbox"/> General Fund <input type="checkbox"/> Capital<br><input type="checkbox"/> HRA <input type="checkbox"/> Grant <input type="checkbox"/> Reserves<br><input type="checkbox"/> S106 <input type="checkbox"/> Revenue Generating |
| Cost Code             | R5600.10242.A0559                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                 |                                                                                                                                                                                                                                                                 |
| Value Total:          | Extension value:<br>£1,332,000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Statutory / Non-Statutory       | Statutory                                                                                                                                                                                                                                                       |
| Value Per Annum:      | £3,997,000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Budget                          | £3,512,853 plus uplift of £484,147 through MSIF                                                                                                                                                                                                                 |
| Current annual value  | £3,997,000                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Revised Annual Contract         | £3,997,000                                                                                                                                                                                                                                                      |
| Savings Annual Value  | No savings will be achieved through the contract extension period. The budget is required to deliver the current level of service, guarantee service quality and adhere to the Ethical Care Charter during the extension period. The expectation of the new contract is that the successful provider will be able to manage and sustain the care and support needs of service users with greater complexity and consequently reduce the circumstances in which users are moved from extra care sheltered housing into care homes. |                                 |                                                                                                                                                                                                                                                                 |

#### Summary of how savings will be achieved

#### **Background**

The incumbent provider of the service is Creative Support. They have been the provider since the contract was previously tendered and have consistently met the KPIs set out in the contract.

The contract has been monitored through the duration of the service and has performed, well; service users and their families have generally feedback that they are satisfied with the service provided.

CQC inspected the services in 2019 and rated them as 'good' overall.

#### **Scope of Contract**

The contract is to provide a single service that covers 6 schemes dispersed across the borough comprising 214 units. These are at Duncan Court (40 units), Donnybrook Court (40 units), Coopers Court (41 units), Sonali Gardens (40 units), Sue Starkey House (40 units) and Shipton House (13 units).

In accordance with the specification this provision provides:

- A core service at each of the 6 extra care schemes comprising 3 hours per person per week; night cover; management cover and an out of hours service.
- To those people living in extra care sheltered who need care and support above the core service they receive a flexible and responsive service based on assessed need from the provider.
- A quality premium through which the provider delivers 105 hours across the 6 schemes specifically to ensure people are engaged in meaningful opportunities both on-site and in the community.

In addition to the current specification a new service was developed during the course of the contract at 4 of the units at Sue Starkey House (included and not extra to the 214 units). This service offers 4 units of accommodation that are used to support people who are clinically able to be discharged from hospital but unable to return to where they were immediately before being admitted to hospital (commonly known as 'step-down' units).

This is a statutory service supporting vulnerable residents in need of care and support living across the Borough, there is a requirement to provide it in the interim whilst the tendering process is concluded, and a new extra care sheltered housing contract is awarded.

### **Contracting Approach**

The current contract ends on 31<sup>st</sup> May 2024 and whilst the recommissioning and tendering process for the extra care sheltered housing services has already started with the following areas having already been finalised, the pre-tender market analysis and engagement, the preparation of revised tender documentation including a service specification, contract schedules and agreed price: quality weighting and scoring mechanism. The remaining tender process, contract award, subsequent transition and contract mobilisation still need to be undertaken. For this reason, an extension is required to accommodate this until 1<sup>st</sup> September 2024.

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**

For the period of the contract extension, Social Value will be delivered as originally specified within the contract. In addition, as of the procurement examples of the Social Value that the Council may seek include local recruitment, apprenticeships, support for schools and young people as well as local small and medium enterprises.