

North Lanarkshire Council

Report

Adult Health and Social Care Committee

Agenda item _____ approval noting Ref ... Date 14/02/2019

Contract Award for North Lanarkshire Adult Carer and Young Carer Support Services

From Morag Dendy, Interim Head of Planning, Performance and Quality Assurance

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Executive Summary

Committee is asked to note the decision taken to award the contract for North Lanarkshire Adult Carer and Young Carer Support Services to Lanarkshire Carers Centre Ltd (Lot 1: Direct Support for Adult Carers), Action for Children Services Ltd (Lot 2: Young Carer Support Services) and North Lanarkshire Carers Together (Lot 3: Adult Carers Campaigning, Information and Representation Services)

The Contract has an initial period of 4 years (1 March 2019 to 28 February 2023) with the option at the council's sole discretion of up to two periods of extension, the first for up to two years (to 28 February 2025) and a further period of up to one year (to 28 February 2026), a maximum extension of up to three years.

The estimated total value of the contract is £9,037,629 including the options to extend.

The procurement complied fully with the Council Contract Standing Orders and contract award procedure and the successful tenderer provided the most economically advantageous tender in terms of quality and price.

Recommendations

Social Work Sub Committee is asked to note that in accordance with the delegated authority given to the Interim Chief Officer, Health and Social Care and following approval by the Interim Head of Planning, Performance and Quality Assurance, the contract for North Lanarkshire Adult Carer and Young Carer Support Services has been awarded as follows:

Lot 1: Direct Support for Adult Carers to Lanarkshire Carers Centre Ltd

Lot 2: Young Carer Support Services to Action for Children Services Ltd

Lot 3: Adult Carers Campaigning, Information and Representation Services to North Lanarkshire Carers Together

Supporting Documents

- Council business plan to 2020**
- **Improve the health and care of communities**
 - **Support all children to realise their full potential**
 - **Improve relationships with communities and the third sector**
 - **Reducing inequalities**
 - **Prevention and early intervention**
 - **Targeting resources to those most in need**
 - **Enhancing self-help abilities**
 - **The use of creative and innovative solutions**

Appendix 1 ... **Summary of Evaluation Process**

Appendix 2 ... **Summary of Procurement and Evaluation Process**

Appendix 3 ... **Service Outcomes, Outputs and Measures**

1. Background

- 1.1 Health and Social Care North Lanarkshire has a legal responsibility under the Carers (Scotland) Act 2016 to arrange support to unpaid carers.
- 1.2 Carers are recognised as equal partners in the delivery of support and care and North Lanarkshire has developed and benefitted from a long term relationship with the people who care for the most vulnerable individuals in North Lanarkshire and the organisations who support them.
- 1.3 The Carers (Scotland) Act 2016 came into effect on 1 April 2018 and introduced new statutory requirements for planning and arranging support for unpaid adult carers and unpaid young carers. The Act is designed to support carers' health and wellbeing within each Health and Social Care Partnership area. Requirements include:-
 - A duty to provide support to carers, based on their assessed needs in line with a locally developed eligibility criteria;
 - Ensure that adult carers and young carers will be at the centre of decision making on how services are designed, delivered and evaluated
 - Development of a specific Adult Carer Support Plan (ACSP) and Young Carer Statement (YCS) to identify carers' needs and personal outcomes including a break from caring ; and
 - A requirement to have an information and advice service for carers on, amongst other things, emergency and future care planning, advocacy, income maximisation and carers' rights
- 1.4 Support to carers in North Lanarkshire has included contracts with three third sector organisations (Lanarkshire Carers Centre Ltd, Action for Children Services Ltd and North Lanarkshire Carers Together) which expired in 2017 and 2018 and were subsequently extended to allow an extensive review and procurement processes to be completed. A multi-agency review was undertaken to scope and redesign support including independent assessment of carers' views, and consultation with third sector organisations, resulting in revised service structures and service specifications.
- 1.5 Health & Social Care North Lanarkshire instructed North Lanarkshire Council to establish contracts to meet its requirements in respect of supports and resources for unpaid carers in response to the Carers (Scotland) Act 2016. The requirements are divided into 3 Lots as follows:

Lot 1: Direct Support for Adult Carers
Lot 2: Young Carer Support Services
Lot 3: Adult Carers Campaigning, Information and Representation Services
- 1.6 Carers' support is centrally funded by the Scottish Government, and the proposed contract will form part of Health and Social Care North Lanarkshire's programme of support to carers.
- 1.7 Through these contracts the Authority is seeking to work in partnership with Providers experienced in providing high quality, innovative and responsive support to carers. Providers must work with carers and key stakeholders including local and national organisations to ensure that the design and delivery

of supports are complementary, maximise all existing resources and ensure there is collective learning and promotion of good practices.

- 1.8 The Service will enhance and sustain the quality of life of carers referred to the Provider. The core principles underpinning the Service will include:
- Dignity –carers will be treated with dignity at all times.
 - Privacy - carers will be free from unnecessary intrusion and have the right to confidentiality at all times.
 - Choice - carers will, as far as possible, make informed choices, while recognising the rights of other people to do the same and be informed of choices.
 - Safety - carers will feel safe and secure and be free from exploitation and abuse.
 - Equality and Diversity - carers will be valued for their ethnic background, language, culture and faith, be treated equally and receive a Service which is free from bullying, harassment and discrimination and be able to complain effectively without fear of victimisation.
 - Realising Potential - carers will be encouraged to achieve all he or she can and make full use of resources that are available from the Service.
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2. Report

- 2.1 A procurement strategy was developed by care group, quality assurance and procurement representatives. This took cognisance of existing knowledge and service provision, market conditions, community benefits and North Lanarkshire's strategic approach to provision of equipment and adaptations to people in their own homes.
- 2.2 The forecast annual spend for this contract has been estimated based on available Scottish Government funding and historical spend on existing contracts. The total value of the contract including any extension has been advertised as £4,315,264 for Lot 1: Direct Support for Adult Carers, £2,931,123 for Lot 2: Young Carer Support Services and £1,791,242 for Lot 3: Adult Carers Campaigning, Information and Representation Services (Overall Total for Duration of Contract including any extension - £9,037,629).
- 2.3 The value of the contract dictates that the procurement be undertaken pursuant to the Procurement (Scotland) Regulations 2016.
- 2.4 The contract opportunity was published on the Official Journal of the European Union and the Public Contracts Scotland national procurement portal on 22 October 2018.
- 2.5 A single stage (open procedure) contract award procedure was adopted.
- 2.6 Based on the criteria and scoring methodology set out in the procurement documents, a full evaluation of the Tenders received was completed by members of the evaluation panel.
- 2.7 Appendix 1 confirms the scoring achieved by each Tenderer, and further detail of the procurement process is provided in Appendix 2.

- 2.8 The contract award recommendation is made on the basis of the Tenderers who submitted the most economically advantageous tender, (quality score and financial score combined).
- 2.9 The designated Contract Manager within Health and Social Care will be responsible for contract and provider management which will be undertaken in accordance with Social Work's agreed approach.
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3. Equality and Diversity

3.1 Fairer Scotland

The establishment of these contracts supports the Fairer Scotland Duty under Part 1 of the Equality Act 2010 by delivering services to residents of North Lanarkshire living in their own homes regardless of income or socioeconomic status. Providers have also committed to provision of community benefits within their tenders which include use of offering employment to people in the local community, youth training and training for people from disadvantaged groups, traineeships and apprenticeships, volunteering opportunities, supporting local supply chain and local community resources, working with third sector and supported businesses. All of the providers have also indicated they are either already accredited as or are willing to become Living Wage employers.

3.2 Equality Impact Assessment

The service covered by the contracts established is a development of existing services and there are no changes in implications for service users.

4. Implications

4.1 Financial Impact

The contract has an estimated advertised total value of £9,037,629, over the maximum period of the contract including any extension.

The costs associated with contract delivery will be contained within the Health and Social Care budget

4.2 HR/Policy/Legislative Impact

The contracted providers have demonstrated commitment to delivering community benefits including offering employment to people in the local community and work experience and apprenticeships and supporting training and development.

4.3 Environmental Impact

The contracted providers have demonstrated commitment to delivering community benefits including use of local supply chains, working with local companies, and use of local facilities, including sharing buildings.

4.4 Risk Impact

No significant risks have been identified.

5. Measures of success

- 5.1 The service will be subject to robust monitoring as part of social work's contract management framework and service improvement process.
- 5.2 A number of Service Outcomes, Outputs and Measures have been identified for each Lot and form part of the monitoring framework against which each provider's performance will be measured, these are listed within Appendix 3.
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Morag Dendy
Interim Head of Planning, Performance and Quality Assurance
Health & Social Care North Lanarkshire

Appendix 1 - Summary of Evaluation Process

Stage 1 - Selection Stage Evaluation

Tenderer Name	Meets criteria (Yes/No)
Action for Children Services Ltd	Yes
Lanarkshire Carers Centre Ltd	Yes – Lot 1 No- Lot 3
North Lanarkshire Carers Together	Yes
PAMIS	No
The Richmond Fellowship Scotland Limited	No

Stage 2 - Award Stage Evaluation

Lot 1: Direct Support for Adult Carers

Tenderer Name	Financial Score	Quality Score	Total Score	Rank	Recommended for contract award (Yes/No)
Lanarkshire Carers Centre Ltd	20.00%	63.06%	83.06%	1	Yes
PAMIS	NOT EVALUATED			n/a	No
The Richmond Fellowship Scotland Limited	NOT EVALUATED			n/a	No

Lot 2: Young Carer Support Services

Tenderer Name	Financial Score	Quality Score	Total Score	Rank	Recommended for contract award (Yes/No)
Action for Children Services Ltd	20.00%	66.14%	86.14%	1	Yes

Lot 3: Adult Carers Campaigning, Information and Representation Services

Tenderer Name	Financial Score	Quality Score	Total Score	Rank	Recommended for contract award (Yes/No)
Lanarkshire Carers Centre Ltd	NOT EVALUATED			n/a	No
North Lanarkshire Carers Together	20.00%	62.66%	82.66%	1	Yes

Appendix 2 - Summary of Procurement and Evaluation Process

Contract Title	North Lanarkshire Adult Carer and Young Carer Support Services
Contract period adopted by the Council	An initial period of 4 years (1 March 2019 to 28 February 2023) with the option at the council's sole discretion of up to two periods of extension, the first for up to two years (to 28 February 2025) and a further period of up to one year (to 28 February 2026), a maximum extension of up to three years.
Estimated total contract value	£9,037,629
Governing UK Procurement Regulation	Procurement (Scotland) Regulations 2016
Contract award procedure adopted	Single stage (open procedure)
Interest List – number of organisations that downloaded the procurement documents from the procurement portal	18
Number of Tenders received by response deadline	5
Number of non-compliant Tenders	None
Number of compliant Tenders	5
Number of Tenderers recommended for contract award	3 (1 for Lot 1; 1 for Lot 2, 1 for Lot 3)
Basis of contract award	Most Economically Advantageous Tender
Evaluation criteria and weightings	Quality 80% and Financial 20%.
Evaluation team	Representatives from adult services, quality assurance, and finance teams.
Consideration of procurement methodology and processes to ensure SME friendly process	The tender was open to all interested providers, with a single stage methodology to simplify the process as far as possible. 4 of the organisations which tendered were SMEs.

Appendix 3 – Service Outcomes, Outputs and Measures

(Extracts from the contract for North Lanarkshire Adult Carer and Young Carer Support Services)

Lot 1 - Direct Support for Adult Carers

B. 3 SERVICE OUTCOMES, OUTPUTS AND MEASURES

OUTCOMES	OUTPUTS	MEASURES (These will be extracted from a number of sources including monitoring returns and meetings, adult Carer feedback, information from individual reviews, and stakeholder feedback and complaints, compliments and suggestions).
<p>Existing and new adult Carers are identified and recognised as Equal Partners in Care.</p> <p>Adult Carers are well informed and supported to make meaningful contributions and decisions in their lives.</p> <p>Adult Carers are supported to have real lives and are full members of society- with opportunities available to enable equal choice and control as any other citizen.</p> <p>Adult Carers enjoy improved lives, reduced isolation and feel more able to continue in their caring role.</p>	<p>Proactive work with partners and individuals to identify, inform and support adult Carers.</p> <p>Promotion and completion of ACSP.</p> <p>Ensuring adult Carers are aware of their statutory rights.</p> <p>Adult Carers are supported by consistent, dynamic, well trained and supported staff.</p> <p>Adult Carers participate in community and citizen interest areas, leisure and employment opportunities based on their unique interests and talents.</p> <p>Adult Carers spend time and have relationships and connections with people who are not paid to be in their lives or the lives of the person they care for.</p> <p>Universal and preventative service engagement is promoted by staff.</p> <p>Adult Carers have access to training and development opportunities.</p> <p>Support is delivered by staff, sensitive to the emotional and physical changes caused through ageing, illness and disability and the effect that this may have on an adult Carer's identity and wellbeing.</p>	

OUTCOMES	OUTPUTS	MEASURES (These will be extracted from a number of sources including monitoring returns and meetings, adult Carer feedback, information from individual reviews, and stakeholder feedback and complaints, compliments and suggestions).
	<p>Adult Carers experience opportunities that will improve their health and wellbeing and help establish their own community connections.</p> <p>Adult Carers are encouraged to be involved in national and local health initiatives and community based activities e.g. food cooperatives, local cooking classes.</p> <p>Support promotes mental, emotional and physical wellbeing.</p> <p>Support is delivered in a way that demonstrates dignity and respect across age, gender, disability, culture, race, nationality, religion, language and sexual orientation.</p> <p>Adult Carers have information, access and use of a range of safety measures and approaches. Engagement with community safety group, e.g. local Crime Prevention Panel, neighbourhood watch</p> <p>Adult Carers are involved in community activities based on their unique interests, skills and abilities e.g. attend college courses, access leisure activities.</p> <p>Provide support and training to help adult Carers adjust when a caring role ends.</p>	

Lot 2 - Young Carer Support Services

B. 3 SERVICE OUTCOMES, OUTPUTS AND MEASURES

OUTCOMES	OUTPUTS	MEASURES (These will be extracted from a number of sources including monitoring returns and meetings, Young Carer feedback, information from individual reviews, and stakeholder feedback and complaints, compliments and suggestions).
<p>SAFE</p> <p>Young Carers feel safe and listened to and that their wellbeing needs are being met</p>	<p>Delivery of awareness training to key staff who can recognise and support Young Carers.</p> <p>Staff delivering Services to Young Carers should have relevant skills and experience in assessing needs and supporting Young Carers.</p> <p>Promotion of EPiC e-learning module</p> <p>Develop and maintain on line resources for staff, Young Carers and parents</p> <p>Availability of promotional leaflets and information for staff and Young Carers in all key settings</p> <p>Project staff are confident, skilled and competent in responding to the needs of Young Carers</p>	

OUTCOMES	OUTPUTS	MEASURES (These will be extracted from a number of sources including monitoring returns and meetings, Young Carer feedback, information from individual reviews, and stakeholder feedback and complaints, compliments and suggestions).
<p>HEALTHY</p> <p>Young Carers have improved health and physical wellbeing and their emotional wellbeing is improved</p>	<p>Delivery of appropriate training and opportunities to improve health and physical wellbeing.</p> <p>A range of support offered including groupwork, one to one, short breaks and in school support. This will be delivered within the framework of outcomes focussed assessment and care planning</p> <p>Young Carers Project will lead on the development, preparation and implementation of the Young Carers Statements</p>	<p>Young Carers access additional opportunities through the Service being able to secure other short-term funding streams.</p>
<p>ACHIEVING</p> <p>Young Carers have improved educational attainment and are able to engage in further learning and employment opportunities</p>	<p>Delivery and facilitation of school based programmes of support. Education staff supported to identify an in school Young Carers' champion who will promote identification of and support to Young Carers</p> <p>Promotion of peer mentoring where appropriate</p> <p>Provide support during key transitions for Young Carers including ongoing support to Young Carers until they move to adult services</p>	

OUTCOMES	OUTPUTS	MEASURES (These will be extracted from a number of sources including monitoring returns and meetings, Young Carer feedback, information from individual reviews, and stakeholder feedback and complaints, compliments and suggestions).
<p>NURTURED</p> <p>Young Carers get appropriate supports to meet their needs and have improved self-esteem and opportunities to fulfil their potential and participate in a normal social, educational and emotional life</p>	<p>Assessment, planning and reviewing procedures are established and used for all Young Carers accessing support from the project</p> <p>A wide range of methods of support are developed and ongoing</p> <p>Increased engagement in local community universal youth provision</p>	
<p>ACTIVE</p> <p>Young Carers are offered a wide range of activities and opportunities including respite trips, holidays and participation in the Young Carers Festival</p>	<p>Young Carers have the opportunity to access short breaks, activities and where available the Young Carers Festival</p>	
<p>RESPECTED</p> <p>Young Carers feel confident that their views are sought, heard and that they contribute to decision making</p>	<p>Young Carers' views are sought using a range of tools and methods</p> <p>Young Carers have opportunities for participation in their assessments, reviews and in service developments and that this is part of the annual report to the monitoring officer</p> <p>Young Carers are supported in hospital discharge planning for the cared for where appropriate</p> <p>Project staff have a good understanding of children's and young people's rights and are able to promote and respect these rights</p>	

OUTCOMES	OUTPUTS	MEASURES (These will be extracted from a number of sources including monitoring returns and meetings, Young Carer feedback, information from individual reviews, and stakeholder feedback and complaints, compliments and suggestions).
<p>RESPONSIBLE</p> <p>Young Carers are supported into positive destinations and supported with the steps they need to take to achieve their goals</p>	<p>Young Carers are supported with the transition from school to a positive destination</p> <p>Support offered to ensure Young Carers Statements are transitioned to young adult Carer support services</p>	
<p>INCLUDED</p> <p>Young Carers experience less stress and isolation, there is an improvement in the living conditions for Young Carers and family income is maximised</p>	<p>A range of information and materials about existing resources and services are available and accessible to Young Carers</p> <p>Short breaks, groupwork and school support is regularly provided</p> <p>Support is given to engage with services including social work, health and education</p>	

Lot 3 - Adult Carers Campaigning, Information and Representation Services

B. 3 SERVICE OUTCOMES, OUTPUTS AND MEASURES

OUTCOMES	OUTPUTS	MEASURES (These will be extracted from a number of sources including monitoring returns and meetings, adult Carer feedback, information from individual reviews, and stakeholder feedback and complaints, compliments and suggestions).
<p>Adult Carers have access to information that allows them to establish connections and supports to enhance their lives.</p> <p>Adult Carers enjoy improved lives, reduced isolation and are more able to continue in their caring role.</p> <p>Primary and community health staff are resourced to identify and support identification of and onward signposting for adult Carers.</p> <p>Adult Carers contribute to and represent adult Carers at local and national levels.</p>	<p>Oversee the provision of accessible, quality and comprehensive information.</p> <p>Work with relevant organisations to ensure consistency and accuracy of information.</p> <p>General and tailored information re local approaches and supports in respect of S.D.S and direct support. Enabling preventative and community organisations and opportunities.</p> <p>Provider to proactively link and support all statutory and voluntary stakeholders, local businesses and all other relevant organisations to raise awareness of adult Carers' right and promote buy in.</p> <p>Close working between Provider and health, social work and voluntary sector colleagues.</p>	

OUTCOMES	OUTPUTS	MEASURES (These will be extracted from a number of sources including monitoring returns and meetings, adult Carer feedback, information from individual reviews, and stakeholder feedback and complaints, compliments and suggestions).
<p>Adult Carers' views are represented and promoted by professionals with full involvement and direction of adult Carers.</p> <p>Adult Carers have increased presence, contribution and involvement in planning and decision making processes.</p>	<p>Training and awareness raising of adult Carers' issues within GP practices and community health settings e.g. EPiC modules.</p> <p>Training and support for adult Carers and relevant organisations who support adult Carers to promote involvement.</p> <p>Work with organisations to develop Carer friendly approaches and practice.</p> <p>Training for Carer, staff and organisations around adult Carer issue, rights and involvement.</p> <p>Work with adult Carers and organisations to support their involvement in relevant groups. Carer friendly approaches.</p>	