



Mayor and Cabinet

Permission to Award Contract for Lewisham Wellbeing Community Service

Date: 11 January 2023

Key decision: Yes.

Class: Part 1

Ward(s) affected: All

Contributors: Integrated Commissioning Officer, Assistant Director Integrated Commissioning, Senior Lawyer and Group Finance Manager

Timeline of Engagement and decision making

6 July 2022	Permission to Procure report to Mayor and Cabinet
11 January 2023	Permission to Award report to Mayor and Cabinet
January 2023	Contract preparation
February – March 2023	Mobilisation Period
1 April 2023	Contract Commencement

Outline and recommendations

Mayor and Cabinet are recommended to award a contract to Together for Mental Health Wellbeing to deliver Lewisham Community Wellbeing Service, in line with approvals obtained at Mayor and Cabinet on 11 January 2023. The contract will be for an initial period of 3 years, commencing on 1 April 2023, with an option to extend for a further 2 years up to a maximum contract value of £2,800,000.

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1. Summary

- 1.1 The current contract for the Lewisham Wellbeing Services began in February 2019 and will come to a close on 31 March 2023, following a one-year extension to address COVID 19 pressures.
- 1.2 The budget allocated to the proposed new contract is £560,000 per annum for three years with the option to extend for up to two years, a total contract cost of £2,800,000.
- 1.3 The contract is managed by Lewisham Council and funded jointly with NHS South East London Integrated Care Board (NHS SEL ICB) under the S256 agreement.
- 1.4 A total of six providers submitted tenders and following the evaluation, the successful provider was Together for Mental Wellbeing, who is now recommended for acceptance.
- 1.5 This report summarises the work undertaken, and procurement approach implemented to recommend the contract award for the new contract.

2. Recommendations

- 2.1 The Mayor and Cabinet are recommended to award a contract to:

Together for Mental Wellbeing to deliver Wellbeing Services for Lewisham. The contract will be for an initial period of 3 years, commencing on 1 April 2023, with an option to extend for up to a further 2 years up to a maximum contract value of £2,800,000.

3. Policy Context

- 3.1 National statutes and policy guidance related to the council and NHS SEL ICB's duty to commissioned and/or provide the service are as follows.
- 3.2 The proposed award of the contracts detailed in this report meets the Corporate Strategy 2022-26 as follows:

National

- Mental Capacity Act 2005
- Mental Health Act 2007
- Care Act 2014
- No Health Without Mental Health
- NHS Long Term Plan
- Mental Health Forward View
- Advancing Mental Health Equalities Strategy
- Improving Access to Mental Health Services by 2020

Local

- Lewisham Council Corporate Plan 2022-26
- Lewisham Health and Wellbeing Strategy 2013/23

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4. Background

- 4.1 The Adult Integrated Commissioning Team, on behalf of Lewisham Council and NHS South East London Integrated Care Board currently commission the Lewisham Community Wellbeing Service.
- 4.2 Lewisham Community Wellbeing incumbent provider is Bromley, Lewisham and Greenwich Mind. Bromley Lewisham and Greenwich Mind deliver the current contract in partnership, as the lead provider, with Sydenham Gardens, Lewisham Refugee Migrant Network (LRMN) and Metro Charity.
- 4.3 A further 50-day extension was approved at Mayor and Cabinet meeting on 6 July 2022 to bring the contract end date to 31 March 2023 to enable officers to engage on the service specification for the new contract.
- 4.4 The service offers a range of support including advice and interventions to those experiencing poor mental health, acting as a point for preventative work and a space for those recovering from a period of mental ill health.
- 4.5 The Lewisham Community Wellbeing will deliver a range of activities via a single point of access including:
 - Information and advice regarding mental health and local services
 - One to one support
 - Wellbeing workshops and courses to support those experiencing mental ill health to explore their experiences and learn more about their condition(s).
 - Income Maximisation Support (groups and 1:1)
 - Peer support groups run by people with their own experiences of mental health difficulties and recovery; and
 - Culturally specific wellbeing support for our BAME residents.
- 4.6 The Lewisham Community Wellbeing contract will be managed by Lewisham Council and jointly funded with NHS SEL ICB under the Section 256 agreement.

5. Procurement Arrangements

- 5.1 A one stage open tender process was undertaken in order to identify the most appropriate provider via Pro-contract (e-tendering) system to advertise the following contract:
 - 1) Lewisham Community Wellbeing Service
- 5.2 The tender for Lewisham Community Wellbeing Service went live on 12 August 2022 and closed on 5 October 2022. Six bids were received. All six organisations submitted full tender documentation. Therefore, six organisations went through to the evaluation process. A synopsis of the bids is set out in section 6 of the Part 2 report.
- 5.3 The following criteria were assessed during the evaluation process:
 - Financial 50%
 - Quality 50%
- 5.4 The qualitative assessment was based on the tendering contractor's responses to the method statements included in the Invitation to Tender. These were used to test tenderers' understanding of service requirements. The following criteria were assessed during the quality evaluation:

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- Service Delivery and Design 10%
- Project Management 10%
- Communication 5%
- Continuous Improvement 5%
- Equality, Diversity & Access 5%
- GDPR and Data handling 5%
- Health, Safety and Safeguarding 5%
- Social Value 5%

5.5 The quality scoring was awarded on a scale of 1-10. 1 being inadequate and 10 being perfect. All of the criteria required a minimum quality score of 5 to be considered valid, and the first two method statements required a minimum score of 7 to be valid. Any Tenders which failed to attain these minimum scores were deemed invalid.

5.6 The evaluation panel comprised of staff from Integrated Commissioning Team and South London and Maudsley NHS Foundation Trust, Lewisham Council and Service User with Lived Experience with support drawn from Legal Services, Procurement and Finance as required. Each member undertook an independent evaluation of the submissions. A moderation meeting supervised by a Senior Procurement Officer from the Council's Procurement Team took place on 18 October 2022 where all evaluators discussed their scores and reasoning and agreed a moderated score.

5.7 In accordance with 'Best Value' the specification produced for the contract was 'output based'. Tenderers were asked to submit a description of their proposals in the form of Method Statements, in order to test tenderers' understanding of service requirements. These included proposals for assisting the Council in delivering continuous improvements.

5.8 The price of each tender was evaluated using the Lowest Price Option, in line with the methodology detailed in the ITT document and the worked example, which were provided to bidders as part of the tender pack as follows:

$$\text{Price score} = 50 \times (\text{lowest valid tender} / \text{Form of Tender price})$$

6. Synopsis and evaluation of the bids received.

6.1 The overall ranking for cost and quality are set out below:

Rank	Bidder	Price Rank	Quality Rank	Valid/Invalid
1	Together for Mental Wellbeing	1	1	Valid
2	Company A	2	2	Valid
3	Company B	3	3	Valid
4	Company C	N/A	N/A	Invalid
5	Company D	N/A	N/A	Invalid
6	Company E	N/A	N/A	Invalid

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- 6.2 Full synopsis of the bids received are set out in section 6 of the Part 2 report.
- 6.3 Three bidders failed to meet the minimum score; therefore, their bids were invalid and were not considered further.
- 6.4 The evaluation panel agreed that Together for Mental Wellbeing submitted a tender with an affordable price, along with the highest quality submission. Overall, Together for Mental Wellbeing provided the most concise and efficient tender application with high scores in quality and price. The proposal provided an excellent approach to delivering a single-point access Community Wellbeing service demonstrating experience of delivering similar contracts and an organisational infrastructure to enhance delivery. Together for Mental Wellbeing finished in first place overall and are recommended for the award of this contract.
- 6.4 A credit check was run on Together for Mental Wellbeing by the Council's Procurement team in September 2022, which demonstrated the company was considered low risk.

7. Financial implications

- 7.1 The Lewisham Community Wellbeing will continue to be managed by LBL and jointly funded by the NHS SEL ICB via the S256 Agreement. The funding is split 34% from Lewisham Council and 66% from NHS SEL ICB.
- 7.2 CreditSafe report is set out in section 14.1 in Part 2 report.
- 7.3 The Lewisham Community Wellbeing will be funded from within agreed joint current budget envelope as follows:

Provider	Max Annual Value Published	Tendered Annual Contract value	Contributions		Length of Contract	Total contract Value (3yrs)
Together for Mental Wellbeing	£560,000	£546,979	LBL (34%)	£185,973	Yr. 1	£1,587,040
			ICB (66%)	£361,006		
Together for Mental Wellbeing	£560,000	£517,680	LBL (34%)	£176,011	Yr. 2	
			ICB (66%)	£341,669		
Together for Mental Wellbeing	£560,000	£522,380	LBL (34%)	£177,609	Yr. 3	
			ICB (66%)	£344,771		

8. Legal implications

- 8.1 The Council's Constitution contains requirements about how to procure and manage contracts. These are in the Contract Procedure Rules (Constitution Part IV). Some of the requirements in those Rules are based on the Public Contracts Regulations 2015 as amended by the Public Procurement (Amendment etc) (EU Exit) Regulations ("the Regulations") with which the Council must comply. Given the value of the contract the Regulations apply.

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- 8.2 The value of the individual contract across its term exceeds £500,000, which means that this is a Category A contract for the purposes of the Council's Contract Procedure Rules. The Contract falls under the Light Touch Regime under the Regulations being a Schedule 3 service: (health, social and related services or supply services of domestic help and nursing personnel).
- 8.3 Procedures for tendering are to be determined by contracting authorities in accordance with regulation 76 PCR 2015. These require procedures to be transparent and ensure equal treatment of suppliers. Time limits must also be reasonable and proportionate.
- 8.4 This contract has been externally and openly advertised as required by the Regulations and the Council's Constitution. If the proposal to award the contract is approved, award notices must be published in the prescribed form.
- 8.5 The report explains the evaluation approach and process applied to the bids and the reasons for recommending the successful bid for approval. The Invitation to Tender set out that tenderers had to reach specified scores. The process followed, including exclusion of tenderers who did not reach the minimum score, was in compliance with the advertised and required procedures.
- 8.6 This decision is a Key Decision therefore it is required to be contained in the current Key Decision Plan.

9. Equalities implications

- 9.1 The Council's Comprehensive Equality Scheme for 2016-20 will provide an overarching framework and focus for the Council's work on equalities and help ensure compliance with the Equality Act 2010.
- 9.2. Our coproduction approach, which will be embedded within the procurement process and represent a significant role the new service provider will undertake, supports the removal of barriers to participation and engagement and enable lesser heard voices to be heard.
- 9.3. The culturally specific support available within the service has enabled the provider to develop strong participation rates among our Black African and Black Caribbean communities and maintain these during COVID19. Specific support for vulnerable groups (e.g., migrants) also ensures underrepresented groups are able to benefit from the service.
- 9.4 Service delivery in community spaces improves accessibility for all. Continuing to deliver such services outside of traditional healthcare settings also helps ensure those who remain on the periphery of statutory services, or those with a distrust of the health system can receive support for their wellbeing.
- 9.5 One of the key quality criteria measured during any commissioning process is "Processes for addressing equality and diversity". All the services contained in this report will be subject to robust contract monitoring processes which include evaluating fair access to services for all.

10. Climate change and environmental implications

- 10.1 The Council's Environmental objectives are addressed in the contract documentation and are part of the tender evaluation criteria.
- 10.2 The contracts set out in this report will not have any negative impact on the rate of energy consumption or increase of carbon admissions.

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11. Crime and disorder implications

11.1 There are no crime or disorder implications.

12. Health and wellbeing implications

12.1 The services detailed in this report will have a positive impact on health, mental health, and wellbeing by providing post diagnosis support and interventions to those with Dementia and their carers, from diagnosis to end of life, in order to help them maintain wellbeing and independence.

12.2 The services will have a positive impact on social, economic, environmental and living conditions that indirectly affect health by providing good quality advice, guidance, and support to address issues related to Dementia early on and to ensure wrap around services are in place.

12.3 The services in this report will also have a positive impact on the quality of life of unpaid carers and prevent deterioration of carers' wellbeing.

13. Social Value

13.1 The Public Services (Social Value) Act 2012 requires that the council considers, before commencing a procurement process, how wider social, economic and environmental benefits that may improve the wellbeing of the local area can be secured.

13.2 Bidders were therefore asked to submit a method statement that has a weighted score of 5% Bidders needed to demonstrate how the service will contribute to the key social value outcomes, including how the organisation works with local employers and training organisations to remove stigma and barriers to support individuals in returning to employment, training and/or education.

13.3 Together for Mental Wellbeing service demonstrated a commitment to the Councils four key objectives using the social value Monitoring Tool and providing numerate values to achieve over the contracted period.

- This included a 2.5% reduction per annum in waste sent to landfill, a blended approach to providing all services virtually and in person.
- A variety of initiatives to support staff physical and mental health wellbeing and schemes such as cycle to work are on offer.
- Health themed workshops are delivered in partnerships with community services and will be provided for Lewisham within this contract.
- A pledge to deliver presentations in schools and securing work experience placements for 14-16 olds provides the basis for Lewisham's future training.

13.4 The council is an officially accredited London Living Wage (LLW) Employer and is committed to ensuring that, where appropriate, contractors and subcontractors engaged by the council to provide works or services within Lewisham pay their staff at a minimum rate equivalent to the LLW rate. Successful contractors will be expected to meet LLW requirements and contract conditions requiring the payment of LLW will be included in the tender documents.

13.5 The incorporation of Social Value into the Lewisham contracts will significantly help the Council to deliver on its strategic corporate and Mayoral priorities and deliver added value for the borough as a whole.

13.6 Once a contract has been awarded the Social value delivery and monitoring be formally reported on the KPI Performance report.

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14. Contract Management

- 14.1 In accordance with the Council’s contract management framework this contract is a tier 1 contract. Contract Management meetings will be held on a monthly basis and the key performance indicators (KPIs) on the contract management dashboard will be monitored and reported on accordingly.

15. Background papers

- 15.1 The following background documents were referenced in this document

- Permission to Procure Part 1 Report for Mayor and Cabinet
(<https://councilmeetings.lewisham.gov.uk/documents/s101784/Permission%20to%20Procure%20Lewisham%20Wellbeing%20Service.pdf>)

16. Glossary

- 16.1 Description of terms below.

Term	Definition
NHS SEL ICB	NHS South East London Integrated Care Board
NHS	National Health Service
ICB	Integrated Care Board
BAME	Black, Asian and Minority Ethnic

17. Report author (s) and contact

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