



## Mayor and Cabinet

### Permission to Award Contract for Lewisham Dementia Hub services

**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

#### Outline and recommendations

Mayor and Cabinet are recommended to award a contract to the Alzheimer's Society to deliver Lewisham's Dementia Hub, 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 £1.45m.

#### 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

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## 1. Summary

- 1.1 The current contract for the Lewisham Dementia Hub 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 new contract is £290,000 per annum for three years with the option to extend for up to two years, at a total contract cost of £1,450,000.
- 1.3 This contract is managed by Lewisham Council and fully funded through NHS South East London Integrated Care Board (NHS SEL ICB) under the S256 agreement.
- 1.4 A total of four providers submitted tenders and following the evaluation, the successful provider was Alzheimer's Society, who is now recommended for acceptance.
- 1.5 This report summaries the work undertaken and procurement approach implemented to recommend the contract award.

## 2. Recommendations

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

**ALZHEIMERS SOCIETY** to deliver Dementia Hub 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 £1.45m.

## 3. Policy Context

- 3.1 The Prime Minister's Dementia Challenge 2020 aims to deliver major improvements on dementia care and research. The Lewisham Dementia Hub is an important part of the work towards meeting this challenge, and the Dementia Services are an integral part of this care pathway
- 3.2 Other national statutes and policy guidance related to the council and ICBs duty to commissioned and/or provide the service are 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
- National Dementia Strategy
- Prime Minister's Challenge on Dementia
- Improving Access to Mental Health Services by 2020

### Local

- Lewisham Health and Wellbeing Strategy 2013/23
- Lewisham Dementia Strategy (2023-2026)
- Lewisham Corporate Strategy 2022-2026

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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 Dementia Hub.
- 4.2 Lewisham Dementia Hub 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 Garden and Carers Lewisham.
- 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 us to engage on the service specification.
- 4.4 The service offers a range of support including guidance, advice and support to those living with Dementia and their carers from diagnosis to end of life in order to help them maintain wellbeing and independence.
- 4.5 The Dementia Hub will deliver a range of activities including:
- Information and advice via telephone and email 7 days a week.
  - Person centred interventions with service users
  - 1:1 Coaching for people living with Dementia and their carers
  - Group Activities in conjunction with Age UK.
  - Carers Information and Support Programme (CrISP) - time limited support for carers including emotional support, financial benefits and planning for the future
  - Training both online, virtual and in person for staff, community and businesses in Lewisham
  - Deliver the Lewisham Dementia Action Group to help Lewisham to become a Dementia Friendly borough.
- 4.6 The Lewisham Dementia Hub contract will be managed by LBL and 100% funded by NHS SEL ICB under the Section 256 agreement.

## 5. Procurement Arrangements

- 5.1 An open tender process was undertaken in order to identify the most appropriate provider via Pro-contract system to advertise the following contract:
- 1) Lewisham Dementia Hub
- 5.2 The tender for the Lewisham Dementia Hub went live on 3<sup>rd</sup> August 2022. Four bids were received. All four organisations submitted full tender documentation. Therefore, four organisations went through to the evaluation process. A synopsis of the bids is set out in Part 2 of the 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 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 21 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	<b>Alzheimer's Society</b>	<b>2</b>	<b>1</b>	<b>Valid</b>
2	Company A	1	3	Valid
3	Company B	3	2	Valid
4	Company C	N/A	N/A	Invalid

6.2 Full synopsis of the bids received are set out in section 6 of the Part 2 report.

6.3 The evaluation panel agreed that Alzheimer's Society submitted a tender with an affordable price, along with the highest quality submission. Overall, Alzheimer's Society

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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 dementia hub service demonstrating experience of delivering similar contracts and an organisational infrastructure to enhance delivery. Alzheimer's Society finished in first place overall and are recommended for the award of this contract.

- 6.4 A credit check was run on Alzheimer's Society by the Council's Procurement team in September 2022, which demonstrated the company was considered low risk.

## 7. Financial implications

- 7.1 The Dementia Hub contract will continue to be managed by LBL and 100% funded by NHS SEL Integrated Care Board (ICB) via the S256 agreement.
- 7.2 The CreditSafe report Alzheimer's Society is set out in section 14.1 in Part 2 report.
- 7.3 The Lewisham Dementia Hub will be funded from within the current NHS budget envelope as follows:

	<b>Max Annual Value Published</b>	<b>Tendered Annual Contract value</b>	<b>Contributions</b>	<b>Length of Contract</b>	<b>Total contract Value</b>
Alzheimer's Society	£290,000	£282,311	NHS SEL ICB (100%)	Yr. 1	
Alzheimer's Society	£290,000	£285,022	NHS SEL ICB (100%)	Yr. 2	
Alzheimer's Society	£290,000	£290,134	NHS SEL ICB (100%)	Yr. 3	<b>£857,467</b>

## 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.
- 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

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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 Lewisham Dementia hub contract provides services for Lewisham residents. The service is required to abide by equality legislation. The service specifications for the new services will focus on reducing barriers to community services and support for all underrepresented groups in line with the Equality Act 2010, and have considered the potential impact on all of the nine protected characteristics.
- 9.2 The Council's Equalities objectives are addressed in the contract documentation and were part of the tender evaluation criteria.

## **10. Climate change and environmental implications**

- 10.1 The Council has made a commitment to making the borough carbon neutral by 2030.
- 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.

## **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 Alzheimer's Society demonstrated commitments applying the Lewisham SV monitoring tool where tangible goals and values had been set.

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Define targets have been made to use local volunteers, businesses, employed staff and work placements. Internal environmental awareness training encourages staff be environmentally friendly and provides a forum to discuss environmental issues  
 A dedicated Apprenticeship and Development Team will deliver career talks in local schools and promote the benefits of volunteering in their community. Many of the fundraising events that Alzheimer’s Society already participate in provide health benefits as well as aiding social inclusion.

- 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 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 contracts have been awarded the Social value delivery and monitoring be formally reported on the KPI Performance report.

## 14. Contract Management

- 14.1 In accordance with the Council’s contract management framework this contract is a Tier 1.
- 14.2 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 Report for Mayor and Cabinet  
<https://councilmeetings.lewisham.gov.uk/documents/s101785/Lewisham%20Dementia%20Hub%20-%20Permission%20to%20Procure.pdf>

## 16. Glossary

- 16.1 Description of terms below.

Term	Definition
NHS SEL ICB	NHS South East London Integrated Care Board
CrISP	Carers Information and Support Programme
NHS	National Health Service

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ICB	Integrated Care Board
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