



Mayor and Cabinet

Report title: Learning Disability Framework Agreement - Mayow Road Supported Living – Award of Contract

Date: 12 January 2022

Key decision: Yes.

Class: Part 1

Ward(s) affected: All wards

Contributors: Executive Director, Community Services
Director of Law
Director of Finance

Outline and recommendations

This report sets out the process and outcome for procuring a supported living service for 6 adults with learning disabilities and / or autism to be delivered within specialist accommodation as part of the new social housing development in Mayow Road. It includes the background and history to the development of this service.

Mayor and Cabinet are recommended to:

Agree the award of contract for the supported living service at Mayow Road to PLUS (Providence Linc United Services) for a contract period of four years.

This contract is a call off under Lot 1: Supported Living of the Framework Agreement for the Provision of Services to Adults with Learning Disabilities.

The cost of this contract is approximated at £3.5 million. Actual contract values will be determined on confirmation of the individuals placed in the service.

Timeline of engagement and decision-making

On 13th February 2019 Lewisham's Mayor and Cabinet approved that the Council should pursue the development of new high-quality Supported Living and temporary accommodation homes at the Mayow Road Warehouse site.

On 7th August 2019 Lewisham's Mayor and Cabinet authorised the scheme be submitted for Planning Approval

On 1st November 2019 Planning Permission was granted

A capital grant agreement between NHSE and Lewisham Council was finalised and signed in February 2020 to confirm the NHS funding contribution towards the cost of the build of the 6 supported living flats that would form the supported housing element of the Mayow Road development.

Approval to procure a provider for the delivery of the supported living service at Mayow Road was given by Mayor & Cabinet on 10th March 2021 (report entitled *Learning Disability Framework - Request for permission to procure a contract for Supported Living through call off from the Framework (Mayow Road Supported Living units)*)

Two organisations bid and were shortlisted for interviews which were held on 17th November 2021. The evaluation panel for the interview comprised Council officers, Health professionals plus a person with lived experience supported by an Advocacy worker from Lewisham Speaking Up within the interview.

1. Summary

- 1.1. The purpose of this report is to seek agreement from Mayor and Cabinet to award the contract for the new Mayow Road supported living service to PLUS (Providence Linc United Services) following a procurement process carried out as a call off under the Framework Agreement for the Provision of Services to Adults with Learning Disabilities. The contract will start in February 2022.
- 1.2. The service will be delivered to the 6 new Supported Living homes for residents with learning disabilities which is part of the new Mayow Road social housing development.
- 1.3. The development of this new supported living scheme is strategically supported by the Council and the CCG. NHS England have made grant funding available for the development of the Supported Living element of the Mayow Road scheme as a part of the 'Transforming Care' programme (now the Learning Disability & Autism programme). A grant of c. £900k has been made available following the award of planning approval for the scheme in November 2019.
- 1.4. The Joint Commissioning Teams for Adults and Children Services (CCG and LBL) have agreed the approach to delivering the supported living scheme which will provide an alternative to residential care locally for people with a learning disability and/or autism with challenging behaviour in Lewisham, and is an important new service which will expand the local offer to meet the needs of young people coming through transition from Children and Young People's services and reduce the need for out of borough placements.

2. Recommendations

2.1. Mayor and Cabinet are recommended to:

Agree the award of contract for the supported living service at Mayow Road to PLUS (Providence Linc United Services) for a contract period of 4 years, at a total value of approximately £3,453,561 following a mini-competition carried out under Lot 1: Supported Living of the Framework Agreement for Adults with Learning Disabilities 2019-2023.

3. Policy Context

3.1. In line with other councils, Lewisham Council became the lead agency for commissioning services for adults with a learning disability on 1st April 2009. The Joint Commissioning Section 75 signed in 2014 means that it leads on commissioning in respect of adult services for Mental Health, Learning Disabilities, Older Adults, Physical Disabilities and Carers.

3.2. The Care Act 2014 is the most substantial piece of legislation relating to adult social care to be implemented since 1948. It consolidated previous legislation, common law decisions and other good practice guidance. The Care Act places a wide emphasis on prevention, the provision of advice and information, changes to eligibility, funding reform and market shaping and commissioning.

3.3. The Council requires that contracts continue to be delivered in accordance with the principles laid out in Transforming Care, the Government's Concordat Programme of Action (2012) and the national plan "Building the right support" (2015) to develop community services for people with a learning disability and/or autism. These principles are:

- 1) People should be supported to have a good and meaningful everyday life
- 2) Care and support should be person-centred, planned, proactive and coordinated
- 3) People should have choice and control over how their health and care needs are met
- 4) People should be supported to live in the community
- 5) People should have a choice about where and with whom they live
- 6) People should get good care and support from mainstream NHS services
- 7) People should be able to access specialist health and social care support in the community
- 8) People should be able to get support to stay out of trouble
- 9) When health needs cannot be met in the community people should be able to access high quality assessment and treatment in a hospital setting

3.4. The Framework Agreement established in 2019 links with the Council's Corporate Strategy (2018 – 2022). The Framework operates in line with the Council's commitments:

- to ensure all health and social care services are robust, responsive and working collectively to support communities and individuals:
- to defend and deliver health and social care services that protect the most vulnerable in our borough:
- to ensure everyone receives the health, mental health, social care and support services they need

3.5. The contract being commissioned is being procured under the Framework Agreement and in line with these Council commitments.

- 3.6. There has been increased recognition of the need to develop local accommodation-based services for people with learning disabilities and autism, in particular for those young people in Transition from Children to Adults Services. This is reflected in the Council's Corporate Strategy 2018-22 with building more housing for adults with learning disabilities listed as a commitment. Commissioners have confirmed that there is sufficient need for the flats to be fully occupied.
- 3.7. The recommendations within this report also relates directly to other commitments in the Council's Corporate Strategy 2018 – 2022:
- Delivering and defending health and social care services that protect the most vulnerable in our borough
 - Working with our partners to ensure that young people transitioning into adulthood achieve the best possible outcomes in relation to education, work, healthy lives and strong community connections.

4. Background

- 4.1. On the 13th February 2019 Lewisham's Mayor and Cabinet approved that the Council should pursue the development of new high-quality Supported Living and temporary accommodation homes at the Mayow Road Warehouse site. This scheme is part of a wider emerging programme of development and refurbishment for people with learning disabilities in Lewisham whose behaviour challenges. The project is based on the success of an existing in borough challenging needs service at Holmbury Dene, which was refurbished into self-contained flats in 2018 to provide personalised support to meet individual's needs. The service has received positive feedback from service users and families and has been able to support people with challenging behaviour successfully. Social work have been an integral part of the team working on this project and have influenced the design development. Social work will continue to be involved in the development of the service and identification of service users for the scheme.
- 4.2. This scheme is part funded by NHS England through the 'Transforming Care Programme' capital fund. The NHS England Transforming Care Programme, now the Learning Disability & Autism programme, seeks to improve health and care services for people with a Learning Disability and/or autism who display challenging behaviour, including those with a mental health condition. The aim of the programme is to enable more people to live in the local community, with the right support, and close to home.
- 4.3. LB Lewisham secured c £900,000 in NHS Capital Grant to fund the development of 6 1-bedroom flats that are being specially designed and developed to meet the housing needs of people with a learning disability and/or autism who have behaviour that challenges. The flats will also provide communal space for use by staff and for meetings with professionals/families etc. LB of Lewisham is funding the balance for any additional requirements people housed in these flats will need.
- 4.4. The new supported living scheme will provide much-needed supported housing to enable young people with Learning Disabilities and/or autism with challenging behaviour to live independently in Lewisham, reducing the need for expensive out-of-borough placements for this group of service users, which could save the Council in the region of £145k per annum.
- 4.5. Lewisham has a high prevalence of young people diagnosed with autism in comparison to other local authorities. Every year approximately 6 young adults with LD and/or autism 'in transition' are at risk of hospital admission as adults. Some of these young people are admitted to hospital and some are placed in out of borough schools or colleges. They are often placed in crisis as their behaviour becomes increasingly

impossible for families to manage at home.

- 4.6. There are insufficient numbers of specialist accommodation in Lewisham for young people whose behaviour challenges, which means that they are not currently able to return to the borough post-19 and remain long-term in unsuitable placements or accommodation far from their families and support networks. There is also a lack suitable accommodation for young people at risk of admission to move into, triggering a move to hospital or an out of area placement.
- 4.7. The Mayow Road supported living development will deliver these benefits for individuals:
- 6 new self-contained units of settled accommodation will enable 6 young adults with learning disabilities and/or autism who display behaviour which challenges to return from out of borough placements/ be discharged from hospital/ leave family home
 - Clients/ patients to receive care closer to home
 - Individuals will be able to better maintain contact with family friends and support networks
 - The Council will be able to provide closer quality assurance and monitoring of service provision in the borough, compared to out of borough services, thus ensuring both safety of care and quality of life
 - Improved continuity of care and treatment
 - Improved self-determination and citizenship
 - Improved opportunity to follow education and employment plans (EHCPs) uninterrupted and locally
- 4.8. The service is welcomed locally by LD Specialist Therapy Services. Lead professionals have been involved in developing the design approach to date and will continue to be involved in the development of the service, and through the start-up and delivery of the new service.
- 4.9. The Council's Strategic Housing Team and Lewisham Homes, who are managing the scheme, have developed a partnership approach to deliver the scheme and have allocated project management resources to drive the project forward. They have worked closely with Lewisham Social Care and Health to develop the scheme, which will form part of the Council's 1000 new home programme and help to achieve a key housing commitment to build more new homes for people with learning disabilities in the borough. The new flats are being built to enable specialist care and support services to be provided onsite 24/7, without an institutional feel.
- 4.10 To develop the Supported Living designs the Strategic Housing team have taken specialist advice from best practice guidance to inform key principles and promote a well thought out approach to the development. This includes Supported Housing Guidance and lessons learnt from other successful projects in the UK, as well as holding consultation events with service providers and design workshops with the Adults with Learning Disabilities (AWLD) social work team and multidisciplinary staff from the AWLD Community Health Team.
- 4.11 The supported living service specification issued through this procurement process is based on current best practice and learning and comprises a general specification detailing the values and standards required of providers delivering supported living services in the borough and additional service requirements specific to the needs of people with a learning disability and / or autism who challenge services through their behaviour who are the target group for this service. In addition, individualised

specifications will be drawn up detailing commissioners' expectations and requirements for the service and key outcomes expected for each service user. The contract specification and pricing schedule reflect the need for providers to deliver personalised services for individuals in accordance with assessed needs and specified financial modelling.

- 4.12 Providers on the Lewisham Learning Disability Framework for the category of Supported Living were invited to a design development workshop, which enabled the scheme design to benefit from a wealth of local knowledge and experience.
- 4.13 Providers were invited to bid to provide the care and support services into the service through this procurement. The provider for the supported living service is being procured at this time to enable a minimum 6 month period before the service starts to establish the service, recruit staff and work with the Council to identify service users.
- 4.14 The successful provider will be required to work with local advocacy groups and Learning Disability and Autism Spectrum Disorder professional teams to identify individuals who may be eligible to move into the service at the time it becomes available and to work with them and the potential future service users to personalise the scheme and service to meet their needs and preferences. The specification has been informed by the work that Lewisham Speaking Up have already done about Housing at their People's Parliament meetings.
- 4.15 The supported living service has been procured through the Learning Disability Framework Agreement for adult learning disability services under the category of Supported Living (Lot 1). The Framework was implemented on 1 September 2019 with a term of 4 years.
- 4.16 The Framework Agreement allows the Council to both call off contracts using the prices and quality information submitted on appointment to the Framework Agreement or through a mini competition amongst Framework Providers.
- 4.17 The Framework Agreement is an overarching contract under which services are procured using service specifications that are particular to the service and service category concerned. Procuring this service through the Framework Agreement enables commissioners to continue to ensure the contract delivers best value. The new contractual agreement will give the flexibility to commissioners to review the service and costs to reflect changing needs and support requirements and strategic priorities.

5 Tender Process and Evaluation

- 5.1 The service was tendered through an e-procurement process carried out using the London Tenders Portal.
- 5.2 The procurement was carried out as a call off through mini-competition from the Lewisham Learning Disability Framework Agreement: Lot 1 – Supported Living. Notification of the tender was sent to the twenty-one (21) organisations appointed to the Framework Agreement for Lot 1.
- 5.3 The tender period ran from 18th August 2021 through to 18th October with interviews of shortlisted providers held on 17th November 2021.
- 5.4 Criteria were weighted 60% for the quality submission, and 40% for the financial submission price in line with the evaluation criteria for securing a place on the Framework. This approach was adopted and approved as all of the potential bidders had already competed on price when they were appointed to the Framework. Supported living rates are set within the Framework Agreement and in this procurement exercise bidders were required to price the service based on the Council's rates. Bidders were

advised they could not submit prices above the Council's maximum rates.

5.5 The following criteria were assessed during the tender evaluation process:

Financial detail including price	40%
MS1 Service Delivery	10%
MS2 Service Mobilisation	8%
MS3 Multi-Agency Working	5%
MS4 Person Focussed Support	7%
MS5 Staffing	5%
MS6 Safeguarding	5%
MS7 Performance Management	5%
MS8 Social Value	5%
MS9 Climate Change (For information only)	0%
MS10 GDPR & Data Handling (Information only)	0%
P1 Ability to Deliver the service – interview	10%

5.6 The full detail of Quality Method Statements for the above are shown in Appendix 1.

5.7 A quality threshold of 7 out of 10 (Good) was set by the Evaluation Team as the required minimum score for the following criteria for the written tender:

- Service Delivery
- Service Mobilisation
- Person Focussed Support
- Safeguarding

Any organisation not achieving this score was deemed not to have the experience or capacity to deliver to the standard required. For all other criteria the quality threshold was set at a Pass Mark of 5 out of 10 (Barely Adequate)

5.8 The service specification was 'outcome based'. Tenderers were asked to submit a description of their proposals to deliver these outcomes in the form of Method Statements. These were used to test tenderers' understanding of service requirements and approaches within each of the criteria detailed in 5.6

5.9 The method statement around social value was weighted at 5% of the total evaluation. This required tenderers to detail targets around social value across the four council objectives:

- Employment, skills and economy
- Creating a greener Lewisham
- Making Lewisham Healthier
- Training Lewisham's future

5.10 Tenderers were asked to detail their KPI social value targets for each contract in areas including:

- the employment of LBL residents,
- work experience for residents
- use of local businesses

- commitment to broader improvements
- volunteering
- Digital Inclusion
- reducing carbon footprint
- promotion of healthier lifestyles for LBL residents
- commitment to healthy work practices

5.11 In the Invitation to Tender suppliers were advised that a maximum of three organisations who met the qualifying criteria, when the quality and financial scores were combined for each service, would be invited to interview.

5.12 Two organisations tendered for this service. An evaluation panel comprising of council officers and health professionals evaluated the written quality and financial submissions

5.13 Both submissions were compliant with the requirements of the tender and, therefore, both organisations were invited to interview. The interview panel consisted of two officers from the Joint Commissioning Team; the Head of Service for Adults with Learning Disabilities and Transitions; the Lead Occupational Therapist, Lewisham, Southwark and Lambeth Teams for Adults with Learning Disabilities (GSTT) plus a person with lived experience of autism supported by an advocate from Lewisham Speaking Up.

5.14 The interview was used to further explore the quality criteria as specifically applied to this service. In addition to a range of prepared questions posed on the day, those suppliers being interviewed also had to deliver a prepared presentation. The presentation had to be easy to understand and accessible for all panel members. The presentation needed to cover:

Why would good communication be so important in this service? Outline your approach to ensure effective communication in all aspects of service delivery

5.15 The full detail of the questions asked of the shortlisted providers at interview can be found at Appendix 2.

5.16 The total scores for the quality and finance submissions are shown at Appendix 3.

6 Synopsis of the Bids Received

6.1 Full synopsis of the bids received is set out in in section six of the Part 1 report.

7 Financial implications

7.1 This report recommends the award of a supported living contract for adults with learning disabilities and / or autism who require specialist in borough support. The contract will be for a period of four years. The contract will be funded through the Package & Placement Budget.

7.2 Bidders for this contract were required to submit prices for two phases of this contract.

- Phase 1 is the initial development of the service lasting approximately 6 months from the 1st February 2022. This period is to cover mobilisation of the service; recruitment and induction of management and staff and undertaking the initial work of getting to know the service users and planning and supporting their transition into the service.
- Phase 2 is the implementation of the full contract with a full complement of staff in

place to support 6 service users within their own flats following the scheme's planned opening in August 2022. Bidders were required to submit a weekly cost for this phase broken down to show a cost per service user.

- 7.3 At this stage the actual users of this service are yet to be identified but will come from the cohort of young people coming through transition from children's into adult services in 2022 or who may already be adult services responsibility. These young people are likely to be already placed in high cost out of borough placement, funded through children's or adult services in the local authority or NHS funded, for whom in-borough provision would be a preferable and more cost effective service model.
- 7.4 In order to submit individual service user prices for this service bidders were provided with 6 anonymised care act assessments of individuals whose behaviours and presentations were representative of young people with learning disabilities and / or autism who would be the likely recipients of this service.
- 7.5 The winning provider submitted lower prices for both Phase 1 and Phase 2 of the contract. The costs submitted by each provider were as follows:

Provider	PLUS - Winning Provider	Provider B
Phase1	£143,865	£265,065
Phase 2 (weekly cost)	£15,912	£16,348
Phase 2 (annual cost)	£827,444	£850,096
Total cost*	£3,453,561	£ 3,665,942

*Total cost comprises: Cost of Phase 1 + Phase 2 weekly cost x contract duration of 4 years.

- 7.6 The anticipated cost of this contract at point of procurement was £1.2 million per annum. This was based on the actual cost of 6 young people with learning disabilities with comparable needs presentation to those targeted for this service who were currently in hospital settings or in high cost out of borough placement. The new service, as costed by the winning provider, is therefore likely to achieve significant savings against the cost of 6 current placements of this nature (3 residential and 3 hospital placements). However, the actual level of cost savings will only be determined on the confirmation of service users and the comparison of costs against their current or anticipated provision. A fuller breakdown of the costing of this service and potential savings is provided in the Part 2 report.
- 7.7 The expectation is that a proportion of cost will be recharged to the NHS as it is anticipated that a number of places in this service will be taken by health funded service users. This is reflected in the cost modelling for the service which is based on 50% (3 of 6) places being health funded. However, actual apportioning of funding for the service will be determined on identification of service users through the development of the service.
- 7.8 In submitting bids suppliers had to confirm they would adhere to the Council's Framework supported living hourly and overnight rates throughout the lifetime of the contract. The Council's hourly rate is inclusive of the London Living Wage as at 1st April 2021 (£10.85 per hour). However, it has been announced (November 2021) that the London Living Wage for 22/23 will increase to £11.05 per hour. At the point the contract comes into effect the Council is likely to have made a decision on any fee uplifts for 2022/23 taking into

account the uplift in LLW. If Framework rates are amended the successful bidder will have to conform to the new rates agreed.

- 7.9 The provider awarded the contract through this procurement process will be required to provide evidence that all staff are remunerated at rates equal to or above the London Living Wage as standard terms and conditions of employment. The Contract will require providers to maintain the London Living Wage for the lifetime of the Contract.
- 7.10 Any changes in contract price, following award of contract, will be as a result of Council agreed uplifts or due to changing service user need which could lead to either an increase or decrease in price. Any changes agreed by the Council during the period of the contract will be applied in line with the Council's standard terms and conditions of the Framework Agreement.
- 7.11 Use of the Framework Agreement will continue to help the Council achieve savings and control costs. The risk of cost pressure if contract prices are not contained is high.
- 7.12 The Framework Agreement has been commissioned on the basis of a 60% Quality and 40% Price weighting. This weighting reflects the need to appoint providers to the Learning Disability Framework Agreement who are committed to delivering economically efficient services, which are also of a high quality in the respect of the support provided and outcomes achieved. Local authorities have a duty under the Local Government Act 2003 to obtain best value in the procurement of works, services and supplies and to secure continuous improvement in the way they carry out their functions, having regard to a combination of economy, efficiency and effectiveness.

8 Legal implications

- 8.1 The contract referred to in the body of the report is a social/health contract above the Light Touch limit to which the "Find a Tender" (formerly OJEU) limits would apply. The value of the services means that it is a Category A contract for the purposes of the Council's Contract Procedure Rules, as the estimated total value over 4 years exceeds £500,000.
- 8.2 A Category A contract must be subject to a formal tender exercise and bidders must be invited to tender by either a public advertisement, alternatively by a compliant public consortium Framework, or by a dynamic purchasing system. The Council may use a Framework Agreement provided it complies with the requirements in section 33 of the Public Contract Regulations. The report explains officers have used the existing compliant framework to obtain suitable bids. The award of the contract must be published in accordance with legal requirements.
- 8.3 The rationale for the proposed award is set out in the body of the report at section 5 and Appendix 3. The award decision is a key decision and should go in the forward plan.
- 8.4 The Equality Act 2010 (the Act) brings together all previous equality legislation in England, Scotland and Wales. The Act includes a new public sector equality duty (the equality duty or the duty), replacing the separate duties relating to race, disability and gender equality. The duty came into force on 6th April 2011. The new duty covers the following nine protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex and sexual orientation.
- 8.5 In summary, the Council must, in the exercise of its functions, have due regard to the need to:
- eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
 - advance equality of opportunity between people who share a protected

- Characteristic and those who do not.
 - foster good relations between people who share a protected characteristic and those who do not.
- 8.6 As was the case for the original separate duties, the new duty continues to be a “have regard duty”, and the weight to be attached to it is a matter for the Mayor, bearing in mind the issues of relevance and proportionality. It is not an absolute requirement to eliminate unlawful discrimination, advance equality of opportunity or foster good relations.
- 8.7 The Equality and Human Rights Commission issued guides in January 2011 providing an overview of the new equality duty, including the general equality duty, the specific duties and who they apply to. The guides cover what public authorities should do to meet the duty. This includes steps that are legally required, as well as recommended actions. The guides were based on the then draft specific duties so are no longer fully up-to-date, although regard may still be had to them until the revised guides are produced. The guides do not have legal standing unlike the statutory Code of Practice on the public sector equality duty, the guides can be found at:
<http://www.equalityhumanrights.com/advice-and-guidance/public-sector-duties/new-public-sector-equality-duty-guidance/>

9 Equalities implications

- 9.1 The Council has a public sector equality duty covering nine protected characteristics. These contracts concern the protected characteristic of Disability as the recommendations made in this report relate to one specific group of people with disabilities, people with a learning disability. Implementing these recommendations will not compromise the quality of support delivered to those affected as they will continue to be monitored through commissioning’s contract monitoring arrangements. The Council will ensure that as individual contracts are re-let it will comply with the Equality Act 2010 and will not allow any unlawful discrimination.
- 9.2 The Council requires that contracts continue to be delivered in accordance with the principles laid out in the national plan “Building the right support” (2015) to develop community services and inpatient facilities for people with a learning disability and/or autism.
- 9.3 People with learning disabilities from black and minority ethnic communities often suffer from a double discrimination. In order to combat this, service specifications include specific sections on meeting the cultural and religious needs of users in the service. These standards and requirements are monitored as part of the overall contract monitoring arrangements.
- 9.4 Government reports such as ‘Death by Indifference’ have highlighted the risk to people with learning disabilities of being discriminated against in how their health and wellbeing is supported. The service specifications require providers to recognise their specific responsibilities for supporting people with their health through Health Action Plans, and working in partnership with generic primary and secondary health providers to meet these needs.

10 Climate change and environmental implications

- 10.1 There are no specific environmental implications arising from this procurement process. However, procurement of the Framework Agreement contracts require tenderers to demonstrate sound environmental, and sustainability practice, supported by robust policies and procedures. The Council’s environmental objectives are further addressed in tenderers’ Social Value submission and the targets set will be monitored within the Council’s contract monitoring process for Learning Disability Framework contracts.

11 Crime and disorder implications

11.1 There are no specific crime and disorder implications arising from this piece of procurement. However, contract compliance measures include safeguarding, assertiveness and anti-bullying initiatives. These will also be built into the service specification. Crime and security considerations have been built into the housing design specification including securing the ground floor lobby of the supported living block.

12 Health and wellbeing implications

12.1 The health and well-being implications relate to a necessary change in housing for service users. Early award of contract will enable service staff to support the transition of service users to the new scheme. This will help provide reassurance to families, maintain stability for the service user and provide continuity of staff support around the maintenance of activities and support for health and well-being during the transition process.

12.2 The service has been designed to meet the health needs of this population, particularly those relating to adverse responses to over stimulating environments, and the risks to mental health and wellbeing.

12.3 The service model is based on providing Positive Behaviour Support (PBS) to people with a learning disability, and/or autism, including those with mental health conditions, who have, or may be at risk of developing, behaviours that challenge. PBS promotes pro-active and preventive strategies and includes teaching new skills. It includes strategies to avert crisis and keep people safe. If this involves using restrictive interventions then these must be the least restrictive and there must be a plan about how to reduce reliance on restrictive practices.

12.4 It will be a requirement of the appointed provider to work together with service users and their families to manage any anxiety or worries they have around life changes and the move into a new home.

13 Social Value implications

13.1 The Public Services (Social Value) Act 2012 came into force on 31st January 2013. It is now a legal obligation in certain circumstances for local authorities and other public bodies to consider the social good that could come from the procurement of services before they embark upon it.

13.2 Social Value is defined as the additional economic, social and environmental benefits that can be created when Lewisham Council purchases services outside of the organisation.

13.3 Lewisham aims to agree social value through commissioning and procurement activities through four objectives:

- Employment, skills and economy
- Creating a greener Lewisham
- Training Lewisham's future
- Making Lewisham Healthier

13.4 This procurement required providers to detail how they would ensure social value across their contracts and provide the Council with targets covering the 4 objectives listed in 13.3.

13.5 The provider awarded the contract for this service will therefore need to ensure that the Borough receives a strong added value offer from performance of this contract.

13.6 Section 5.10. above details the specific social value targets set for the contract being

tendered through this procurement exercise.

- 13.7 Progress against the submission will be monitored in line with the Council's Social Value Policy (2019), and will be built into the formal contract management and monitoring processes.
- 13.8 The Council has a stated commitment in its Corporate Strategy (2018-2022) to fair pay as a Living Wage employer and to increasing the number of Living Wage employers in Lewisham. This contract requires that staff are paid at the London Living Wage as a minimum. This will also be monitored through the Council's contract management and monitoring processes.

14 Contract Management

- 14.1 A Contract Classification is determined by a combination of the level of contract risk, criticality and financial value. The classification for this contract is Tier 1, requiring a minimum of monthly contract management meetings with the provider and quarterly meetings for output monitoring.

15 Background papers

- 15.1 Credit Safe Report



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- 15.2 The table below sets out the main papers presented to Mayor and Cabinet regarding this proposal.
- 15.3 If you have any queries regarding the content of these reports please contact Tom Bird on 020 8314 6085

Title	Date	File Location	Contact Officer
Authorisation to Submit for Planning Approval: Temporary Accommodation and Supported Living Accommodation at Mayow Road Warehouse and 118 Canonbie Road – Delegated Authority Report'	7th August 2019		Tom Bird
'Demolition of Mayow Road Warehouse & 118 Canonbie Rd to build new Council Homes'	13th February 2019		Tom Bird

Framework Agreement for the Provision Of Services To Adults With Learning Disabilities – Stage Two: Appointment to Framework’	26th June 2019		Tom Bird
Learning Disability Framework - Request for permission to procure a contract for Supported Living through call off from the Framework (Mayow Road Supported Living units)	10th March 2021		Tom Bird

16 Glossary

16.1

Term	Definition
Framework Agreement	A Framework Agreement provides an overarching agreement with potential suppliers to establish general terms and conditions governing contracts that may be awarded during the life of the Framework. It operates essentially as a list of preferred providers, who have evidenced competence and financial sustainability against a generic service specification at a competitive price.
London Living Wage	means the hourly rate of pay as calculated and published annually by the Greater London Authority taking into account the higher cost of living in London and the rate of inflation
Social Value	is defined as the additional economic, social and environmental benefits that can be created when Lewisham Council purchases services outside of the organisation.
Commissioning/Commissioner	A person or organisation that plans, buys and monitors the services that are needed by the people who live in the local area. The local council is the commissioner for Adult Social Care. NHS care is commissioned separately by local clinical commissioning groups (CCG). In many areas health and social care Commissioners work together to make sure that the right services are in place for the local population.
NHS Fully Funded Continuing Healthcare	Ongoing care outside hospital for someone who is ill or disabled, health care arranged and funded by the NHS. This type of care can be provided anywhere, and can include the full cost of a place in a nursing home. It is provided when your need for day to day support is mostly due to your need for health care, rather than social care. The Government has issued guidance to the NHS on how people should be assessed for continuing health care, and who is entitled to receive it.

Term	Definition
Contract Award	When an organisation or a provider is selected to deliver a service and asked to enter into a Contract.

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18 Appendices

18.1 Please attach appendices as separate documents and list them below.

Appendix 1 – Quality Method Statements

Appendix 2 – Detail of Interview Presentations & Questions

Appendix 3 – Quality and Financial Scores

Appendix 1

Quality Method Statements

Main Criteria (& Weighting)	Sub-criteria Weighting	Sub-criteria	Evidence	Method Statement
Service Delivery (10%)	10%	Please provide a detailed and clear proposal as to how you will deliver the service outlined in the Specification, paying particular attention to the specific considerations you need to be mindful of when establishing and delivering a service of this nature. Please provide an example of a project where you have delivered a similar service.		MS 1*
Service Mobilisation (8%)	8%	Please provide your proposed programme for developing this service and how this will directly meet the timetable and the stages outlined in Section 1.8 of the Specification. You should describe clearly the process you will undertake and how you will mobilise and manage the project from award.	✓	MS 2*
Multi-Agency working (5%)	5%	Please outline how will you ensure that the service works effectively with local social care and clinical teams (and with other partners) to achieve desired outcomes for service users? Your answer should include any challenges that you envision experiencing and your plans for mitigating these.		MS 3
Person Focussed Support (7%)	7%	Please describe how you will deliver innovative and flexible outcome focused care and support within this service. Your answer should include detail on how you will: <ul style="list-style-type: none"> • Work with service users and others in the co-production and implementation of a unique positive behavioural support plan • Identify and meet service users' aspirations and care and support needs • Work with service users to develop measures to evaluate whether or not outcomes are being met. 		MS 4*
Staffing (5%)	5%	Please describe your approach to staff recruitment, training, development, supervision and retention for this service. Please also describe how you will ensure your staff members' well-being whilst avoiding potential 'burn out'. Your answer should describe how you will deploy staff in this service bearing in mind that the service is composed of 6 separate flats and communal spaces. Please separately provide an outline rota with your submission.	✓	MS 5

Safeguarding (5%)	5%	Please outline how your organisation proactively safeguards service users. How do you address issues of equality and diversity in your approach to safeguarding? How will you ensure this is a safe service and what do you identify as the challenges and risks in the delivery of this service. What measures will you put into place to minimise identified risks?		MS 6*
Performance Management (5%)	5%	What systems will you put in place to demonstrate that you have delivered the key performance indicators stated in the service specification? Your answer should outline: <ul style="list-style-type: none"> • How you propose to communicate with and gather feedback on the service from the people you will be supporting • How you propose to communicate with and gather feedback on the service from the families of the people you will be supporting • How you propose to communicate with and gather feedback on the service from other key stakeholders (and who they are) • How you will use this feedback to further develop the service. 		MS7
Social Value (5%)	5%	Please detail how you propose to deliver Social Value as part of this project and how you will meet the following proposed Social Value targets over the life of the contract. <p>A) Employment, Skills and Economy (2%) B) Greener Lewisham (1%) C) Healthier Lewisham (1%) D) Training Lewisham's Future (1%)</p>	✓	MS 8
Climate Change (For information only)	0%	Bidders are required to report on their corporate carbon emissions as an organisation using an accredited method; <ul style="list-style-type: none"> • Please disclose what those emissions are • Please identify what actions or modifications they have included (if any) in relation to the goods or services tenderers are proposing that will reduce carbon intensity 		MS9
GDPR & Data Handling (For information only)	0%	Please provide a clear description of how you will store and manage data in relation to the proposed services - and how you will comply with GDPR regulations.		MS10
Interview (10%)	10%	Interview providing experts by experience, and key stakeholders the opportunity for input into, and involvement in, the tender evaluation process.		

Appendix 2

Detail of the Interview Presentation & Questions

No.	Criteria	Question
Presentation (15 minutes)	<i>Service Delivery</i>	Topic: <i>Why would good communication be so important in this service? Please outline your approach to ensure effective communication in all aspects of service delivery</i>
1	Service Delivery	What additional factors do you need to consider in delivering this service to a person with autism rather than a learning disability
2	Person Focused Support	What does a strength based approach mean for how you support people? What influence does that have on your approach to staff training?
3	Service Delivery	What part do you envisage assistive technology playing in this service?
4	Multi Agency Working	How would you ensure you accessed local knowledge and expertise in delivering this service
5	Person Focused Support	How in practice would you work with a person you are supporting to set and review outcomes? Who else would you involve in this?
6	Safeguarding	How do you make sure safeguarding is person centred?
7	Safeguarding	What is your approach to monitoring and reviewing this service to ensure it is being delivered safely for both the people you support and staff? How frequently would you carry out these reviews?
8	Staffing / Performance Management	Please describe the supervision framework you will need to have in place in delivering this service?

9	Service Mobilisation	You have provided mobilisation plans but what action would you take if anything happened to disrupt these plans?
10	Performance Management	What would be the key performance indicators you would use to assess you were delivering this service successfully to each person you will be supporting and how would you evidence this to commissioners?

Appendix 3

Summary of Finance and Quality Score

Tenderer	Quality Score	Financial Score	Total Score	Rank
PLUS	49.30	40.00	89.30	1
Provider B	40.70	37.68	78.38	2