

Report considered by Cabinet Procurement Committee 3 July 2012

OLDER PEOPLES DAY CARE SERVICE – DECISION TO PROCEED TO TENDER

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Executive Summary:

This report is seeking approval to commence the tender process in accordance with the Council's Contract Procedure Rules and Financial Regulations.

Tenders will be invited using the Council's E-Tendering system for the provision of an Older People's Day Care service. This will utilise the two current day centre buildings, as well as other community settings, in order to provide a personalised day opportunity service for older people who are eligible for support from the Council.

1 Recommendation(s)

- 1.1 That the commencement of the tender process for the procurement of the the Older People's Day Care Service be approved.

2 Issues

- 2.1 The Council's Constitution requires all procurement in excess of £100,000 to be approved by Cabinet Procurement Committee. This includes both the decision to formally award contracts and the decision to authorise officers to commence tender processes.
- 2.2 This report requests approval to obtain tenders for the provision of the Older Peoples Day Care Service. The funding for the requirement will be met by revenue budget allocated within 2013/2016 years.
- 2.3 The value of the proposed contract is in the region of £312, 000 per year. This is the current budget for the all of the current provision so there is some potential for management cost savings if the services are combined.
- 2.4 In addition, the Council pays in the region of £63,000 per year on transport costs for this service. Transport for the re-tendered service will be commissioned by the Integrated Passenger Transport Unit (IPTU) and changes to the delivery model will be reflected in the revised transport arrangements, which could deliver further efficiencies.

2.5 Consultation and Policy

2.5.1 The procurement seeks to progress the Council's Vision, outlined in the Corporate Plan 2012-16, that residents of Milton Keynes will have access to all the services they need and have the support to access opportunities and enjoy a healthy and good quality of life. In terms of outcomes, everyone in Milton Keynes will be able to:

- Achieve their full potential
- Experience choice and control
- Enjoy personal dignity and respect
- Enjoy happy and fulfilled lives
- Be safe from harm and neglect
- Enjoy personal dignity and respect

2.5.2 To help deliver this vision and secure the desired outcomes, the Council has established the following priorities, which are applicable to this tender:

- Develop cost effective models of support and care for vulnerable people that ensure they regain and maintain independence
- Deliver choice and control for individuals requiring support by providing preventative, community based approaches and outcome focused personalised care and support

2.5.3 Re-tendering will also provide the opportunity to develop this preventative service to incorporate community based day opportunities, which will help meet the personalisation agenda, providing people with more choice and control over the day time support and social opportunities they receive.

2.5.4 The draft specification will be developed in partnership with the relevant Cabinet Member and the following key stakeholders:

- Current and potential service users and their families and local voluntary sector organisations representing the interests of older people

2.6 Specification

2.6.1 The Service will provide a flexible range of services based on the needs and wishes of the individual service user and their families in order to meet the personalisation agenda.

2.6.2 The current service comprises of two day centres and a pilot day opportunity service. There is capacity for approximately 250 places per week.

2.6.3 Procurement of a new service will enable the development of a wider range of options and day opportunities, which will contribute to better individual outcomes and also increase the capacity of the service.

2.6.4 The service will be specified to deliver the following service outcomes, which will help meet individuals' identified outcomes and will:

1. Contribute to the reduction of social isolation
2. Help older adults to stay healthy, active and independent, contributing to service user wellbeing through the provision of activities that:
 - help maintain and improve mobility and stability
 - are mentally and intellectually stimulating
 - meet the interests of its service users
 - contribute to self esteem and self worth
 - encourage community participation
 - provide respite for carers and family
 - provide access to information and advice that enable service users to make informed decisions about their lifestyle

2.7 Evaluation Criteria & Panel

2.7.1 The MEAT evaluation of tenders will be as follows:

(a) Price @ 40%

(b) Quality @ 60%

2.7.2 The quality evaluation criteria will also have sub criteria that reflect the relative importance of the experience and expertise of the service provider tendering for the service; a commitment to effective service delivery focused on reablement and social inclusion and the experience and ability to deliver a service to rural and urban localities as required in Milton Keynes.

2.7.3 Tenders submitted will be evaluated by a panel comprising of social care professionals working within adult social care services, commissioners from the Joint Commissioning Team and service users. Colleagues within Finance and Legal and Corporate Procurement will be engaged to support the tender process.

2.8 Contract Terms and Conditions

2.8.1 Tenders will be sought for a contract period starting on 01/04/13 and ending on 31/03/16.

2.8.2 The contract will provide for an extension of 2 years.

2.8.3 The Council's standard Terms and Conditions for contract will be used.

2.8.4 The Council's Senior Client Officer for the procurement is the Head of Contracts, Adult Social Care and for the management of the contract is the Senior Joint Commissioner.

3 Alternative Options

3.1 The following options appraisal has been conducted:

- a) Do nothing (not recommended): This is not an acceptable option as the contracts for the two day centre service provision are due to expire 31st March 2013. The pilot Day Opportunity service also finishes on that date.
- b) Re-tender the two day centre services separately (not recommended): Tendering the two centres and day opportunity service together will provide a more flexible, personalised, Milton Keynes wide service, which will be better placed to offer service users more choice and control of the support offered.
Implications

3.2 Policy

This service will help enable older people to improve their quality of life and promote their independence. It is consistent with health and social care policy as outlined in the NHS Operating Framework 2012-13 and the Adult Social Care Outcomes Framework. The service will also deliver against the following vision of the Council's Corporate Plan 2012-16:

- That our residents have access to all the services they need and have the support to access opportunities and enjoy a healthy and good quality of life.
- All those living in Milton Keynes should enjoy happy and fulfilled lives, and be safe from harm and neglect and achieve their full potential.

3.3 Resources and Risk

3.3.1 The key OPPORTUNITY secured by this contract is the future provision of a modernised day service for Older People that meets the need of the population of Milton Keynes now and in the future. It is assessed that the delivery of this contract provides a HIGH Likelihood that a HIGH Impact will secure the opportunity defined.

3.3.2 The key THREATS for this contract have been assessed as:

- Insufficient range of potential providers delivering this type of service may result in low numbers of tenders submitted.

This threat can be managed by advertising the opportunity to tender widely through the Council's electronic tendering framework In-tend and organising potential provider events to raise awareness of the service and the potential for

innovative service delivery. These measures provide a basis to conclude that these threats, properly managed represent a LOW Likelihood or a MEDIUM Impact.

N	Capital	Y	Revenue	N	Accommodation
N	IT	N	Medium Term Plan	N	Asset Management

3.4 Carbon and Energy Management

As set out in the specification, evaluation criteria and risk assessment.

3.5 Legal

There are no Council statutory obligations to provide a day service for older people although the National Health Services Act 1977 Section 21, Schedule 8, identifies the power for local authorities to provide and maintain day centres or similar facilities.

Older Peoples Day services are highly valued by service users, their families and health and social care professionals and they successfully provide a pivotal role in meeting current policy requirements.

A more flexible, personalised service will continue to provide high level services for those with complex needs, while providing more emphasis on well being, greater choice and control for individuals and improved outcomes through self-directed support.

This recommendation complies with MKC rules, UK and European legislation.

3.6 Other Implications

Y	Equalities/Diversity	N	Sustainability	N	Human Rights
N	E-Government	Y	Stakeholders	N	Crime and Disorder
N	Carbon and Energy Policy				

Background Papers:

Putting People First Concordat (2007): A shared vision and commitment to the transformation of Adult Social Care