

Decision Maker: EXECUTIVE

With pre-decision scrutiny from Adult Care & Health Policy and Development Scrutiny Committee on 24th March 2020

Date: 1st April 2020

Decision Type: Non-Urgent Executive Key

Title: CONTRACT AWARD: DEMENTIA POST DIAGNOSIS SUPPORT SERVICE

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Chief Officer: Kim Carey, Director of Adult Social Care

Ward: All

1. Reason for report

- 1.1 On 18th September 2019, Executive approved the re-tender of the Dementia Post Diagnosis Support Service to enable the commencement of a new contract from 1st July 2020. The current contract is delivered through Bromley & Lewisham Mind with an estimated annual value of £451k.
- 1.2 This report sets out the results of the tendering process for the provision of the Dementia Post Diagnosis Support Service and seeks Executive approval to award the contract. The report should be read in conjunction with the accompanying Part 2 Report.

2. **RECOMMENDATION(S)**

2.1 Adult Care and Health PDS is asked to note and comment on the contents of the report.

2.2 Executive is recommended to:

- i) Award the Contract for the provision of the Dementia Post Diagnosis Support Service as detailed in the accompanying Part 2 Report. The proposed contract will commence on 1st July 2020 for a five year period with the option to extend for up to a further two years.
- ii) Delegate to the Director of Adult Services, in consultation with the Portfolio Holder for Adult Care & Health Services, the Assistant Director Governance & Contracts, the Director of Finance and the Director of Corporate Services, authorisation to exercise the extension period of up to 2 years.

Impact on Vulnerable Adults and Children

1. Summary of Impact: To ensure people with a diagnosis of dementia and their carers are supported to remain living in the community and are able to avoid the need for intensive, high cost services.
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Corporate Policy

1. Policy Status: Existing Policy
 2. BBB Priority: Supporting Independence
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Financial

1. Cost of proposal: Detailed in Part 2 Report
 2. Ongoing costs: Detailed in Part 2 Report
 3. Budget head/performance centre: Better Care Fund
 4. Total current budget for this head: £530k
 5. Source of funding: Better Care Fund (within existing budget envelope)
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Personnel

1. Number of staff (current and additional): N/A
 2. If from existing staff resources, number of staff hours: Approximately 0.1FTE Contract Compliance Officer time to monitor the contract
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Legal

1. Legal Requirement: Non-Statutory - Government Guidance
 2. Call-in: Applicable:
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Procurement

1. Summary of Procurement Implications: The procurement was undertaken in compliance with the requirements of the Public Contracts Regulations 2015.
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Customer Impact

1. Estimated number of users/beneficiaries (current and projected): 4,146 people with dementia and their carers, projected to rise to 6,034 by 2030.
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Ward Councillor Views

1. Have Ward Councillors been asked for comments? N/A
2. Summary of Ward Councillors comments: N/A

3. COMMENTARY

- 3.1 The existing Dementia Post Diagnosis Support Service (hereafter referred to as the Dementia Hub) contract has been in place with Bromley, Lewisham and Greenwich Mind since July 2016. There were no further options to extend the contract and a procurement exercise has been undertaken following Executive approval of the recommendations set out in the Gateway Report No. ACH19001 on 18th September 2019.
- 3.2 A procurement process has taken place over the last 6 months in accordance with the timescales set out in the Gateway Report. This report details the outcome of the tender process.
- 3.3 The service specification that formed part of the tender reflects Priority 4 in Bromley's Health and Wellbeing Strategy 2019 to 2023 that is focused on Dementia. The contract will enable delivery of the objectives set out in the Strategy.

4. DESCRIPTION OF SERVICE AND SUMMARY OF THE BUSINESS CASE

- i) The Dementia Hub is a specialist service for adults with a diagnosis of dementia, their families and carers as well as the professionals who support them. It aims to reduce and delay the need for more costly or intensive interventions by delivering personalised community based post diagnosis dementia support, relevant to people's circumstances and the stage of their condition. Maintaining the independence of people with Dementia is a key aim as they move along the Dementia Pathway.
- ii) Bromley Council and Bromley Clinical Commissioning Group (CCG) jointly commission the service and are committed to ensuring that people in Bromley live independent and healthy lives for as long as possible.
- iii) The Dementia Hub provides an established pathway from the point of diagnosis to the point when a person becomes eligible for statutory services. Service users are provided with information, advice and support allowing them to better manage their conditions or medication, retain their independence and remain at home longer; this minimises the risk of people being left in vulnerable situations leading to crisis, reduces presentation at hospital and lessens impact upon social care and GP services. Carers are supported to better understand dementia and to manage their own wellbeing. Professionals are provided with skills training and support to ensure Bromley residents are treated with respect and dignity, and their lifestyle is maintained as much as possible.
- iv) The Dementia Hub ensures the Council meets its duties under the Care Act 2014 and supports national and local priorities including the National Dementia Strategy (2009) and the Prime Minister's Challenge (2015).
- v) The current contractor, Bromley, Lewisham and Greenwich Mind, has provided services to a high standard over the past 4 years. The contract was originally let on a fixed price basis and the new tender has been undertaken on the same basis. Bidders were required to submit a pricing schedule that detailed the annual costs of delivering the service. No inflationary uplifts will be provided over the life time of the contract, therefore, bidders were asked to factor in inflationary increases into their bids as well as the forecast increased demand for the service.

5. CONTRACT AWARD RECOMMENDATION

- 5.1 **Recommended Provider: Please see Part 2 Report**
- 5.2 **Estimated Contract Value: Please see Part 2 Report**
- 5.3 **Proposed Contract Period – 5 years with the option to extend for a further 2 years (5+2)**
- 5.4 The tender process was undertaken in accordance with the recommendations set out in the Gateway Report approved by Executive on 18th September 2019. The consultation and engagement process informed the Dementia Hub Commissioning Intentions 2020 to 2027.

- 5.5 The tender was undertaken electronically using the Pro-Contract portal with bidders being required to submit both Stage 1 (SQ) and Stage 2 responses together, in accordance with the Public Contracts Regulations 2015 (Light Touch Regime).
- 5.6 Evaluation of the bid was undertaken using the Council's standard 40% quality and 60% price split. The results were then fed into the evaluation matrix based on the Chartered Institute of Public Finance & Accountancy (CIPFA) Evaluation Model.
- 5.7 The evaluation of the bidder's response to the quality questions (40%) was undertaken against the following criteria and weightings:

Question	Criteria	Weightings
1	Financial Resources & Contract Affordability	10%
2	General Data Protection Regulations (GDPR) & Information Governance	10%
3	Service Outcomes	20%
4	Implementation	20%
5	Resource Management	10%
6	Service Development & Accessibility	20%
7	Innovation and Added Value	10%
TOTAL:		100%

- 5.8 The tender was evaluated on the response to questions in accordance with the Public Contract Regulations 2015. The results of the evaluation process are detailed in Appendix 2 in the Part 2 Report.
- 5.9 The contract specification set out the requirements upon providers and the intended outcomes for users of the service. Contract performance and service user outcomes will be robustly measured by the Contract Compliance Team in conjunction with Commissioners through a combination of inspections, Key Performance Indicators (KPIs) and Outcome returns from the Provider. The draft KPIs outlined in Appendix 1 will be finalised in negotiation with the Provider and will be used as part of contract management.
- 5.10 The specification explained how the provision of community based post diagnosis dementia support is seen as a key element in helping to reduce and delay the need for more expensive statutory health and social care services, relieving pressure on long term support budgets.

6. MARKET CONSIDERATIONS

- 6.1 Bromley, Lewisham and Greenwich Mind has been responsible for the provision of the Dementia Hub during the past 4 years. The market within Bromley for universal and specialist dementia provision has developed and grown since July 2016. In order to gain feedback from the market on the commissioning proposals and to develop competition, a market engagement event was held in October 2019.
- 6.2 The event was advertised via Pro-Contract and Eventbrite and was attended by 30 people. The event contained a mix of presentations by key staff from the Council and Bromley Clinical Commissioning Group to help providers understand Bromley's direction of travel and the tender opportunity. The event also included group discussions that were used to help finalise the service specification and tender documents.
- 6.3 Professionals and Providers who attended the event confirmed the importance of 'making every contact count' when meeting people with Dementia. Commissioners have made provision in the service specification for all staff in Bromley to be able to access basic training in understanding dementia. An Integrated Dementia Pathway (please refer to Appendix 2) has been developed to

ensure as many people as possible understand the signs and symptoms of Dementia and where to go for help.

- 6.4 The information from the market engagement was shared with Chief Officers and Members and influenced the model of service. The new service is structured so that people at various stages of the condition receive the right level of specialist provision.

7. STAKEHOLDER ENGAGEMENT

- 7.1 Stakeholders were contacted during June and July 2019 as part of the tender process. Service users, social workers and healthcare professionals were advised of the requirement to retender the service and were invited to answer a questionnaire that was used to inform the stakeholder engagement event and the tender process.
- 7.2 The stakeholder engagement event took place in October 2019 and, as with the market engagement event, was structured with a mix of information giving and data gathering via group sessions. A number of service users and carers attended the event and there was also representation from Healthwatch.
- 7.3 The responses from attendees, who included current service users, were collated. The service users thought highly of the support they receive from the current Provider, in particular the knowledge and understanding of staff, having someone to contact for advice and support and the friendliness and welcoming approach of staff and volunteers. Areas for improvement were incorporated into the new model of service; these included: improving waiting times, increasing the befriending offer, developing a provision for Young Onset Dementia and providing clear information about the referral routes into and out of the service.
- 7.4 The feedback from the stakeholder engagement event highlighted that people with Dementia, their families, carers and the professionals who support them need different services at different times, from initial diagnosis through to end of life care. The majority of people with Dementia live at home, supported by family, friends, communities and mainstream services.
- 7.5 The Dementia Hub will continue to be operated by an external organisation; there will be minimal impact upon internal Council systems or stakeholders. The Council's Contract Compliance Team will be required to monitor the service and attend quarterly contract management meetings with the Provider and the responsible commissioner.
- 7.6 The Provider will be required to communicate the new delivery model to existing and new service users, professionals and partners. Commissioners will engage during the contract mobilisation period to help facilitate a seamless transition for service users.

8. SUSTAINABILITY AND IMPACT ASSESSMENTS

- 8.1 There are no sustainability or impact related issues that would result from the recommendations contained within the report.

9. POLICY CONSIDERATIONS

- 9.1 The provision of the Dementia Hub is in accordance with the Care Act 2014. The delivery of post diagnosis dementia support services within the community is a fundamental element of community based services detailed within the Care Act.
- 9.2 The Building Better Bromley principles underpin the strategy and look to enable people within their communities. Community based specialist post diagnosis support provision is in alignment with this goal.

10. IT AND GDPR CONSIDERATIONS

- 11.1 The tender has been evaluated and undertaken in accordance with current GDPR considerations. There are no internal IT considerations as the service is contracted with external organisations.

11. PROCUREMENT RULES

- 11.1 This report seeks to award the Contract for the Dementia Post Diagnosis Support Service to the Provider detailed in the Part 2 Report for a period of five years with the option to extend for a further period of up to two years. The estimated whole life cost of the proposed contract award is set out in the Part 2 Report.
- 11.2 The Service is covered by Schedule 3 of the Public Contract Regulations 2015 and thus, the procurement was undertaken in accordance with the 'Light Touch' Regime (LTR) of those Regulations.
- 11.3 The tender process has been carried out in line with the requirements of the Public Contracts Regulations 2015 and the Council's Contract Procedure Rule 8.2.1.
- 11.4 The Council's requirements for authorising an award of contract are covered in Contract Procedure Rule 16. For a contract of this value, the Approval of Executive following Agreement by the Portfolio Holder, Chief Officer, the Assistant Director of Governance & Contracts, Director of Corporate Services and the Director of Finance must be obtained. In accordance with Contract Procedure Rule 2.1.2, Officers must take all necessary advice.
- 11.5 Following the decision, an OJEU Award Notice will be issued and, as the Contract value is over £25,000, an award notice will be published on Contracts Finder. A mandatory Standstill Period will be observed in accordance with the Regulations.
- 11.6 The actions identified in this report are provided for within the Council's Contract Procedure Rules, and the proposed actions can be completed in compliance with their current content.

12. FINANCIAL CONSIDERATIONS

- 12.1 The budget for this service is funded from an allocation of £530k from the Better Care Fund for dementia universal support.
- 12.2 Financial implications of the proposed contract award are contained in the Part 2 Report.

13. PERSONNEL CONSIDERATIONS

- 13.1 There are no internal staffing implications resulting from this tender as it is fully contracted with external organisations.

14. LEGAL CONSIDERATIONS

- 14.1 This report seeks to award the Contract for the Dementia Post Diagnosis Support Service for a period of five years with the option to extend for a further period of up to two years. The estimated whole life cost of the proposed contract award is set out in the Part 2 Report 'Dementia Post Diagnosis Support Service'. The estimated cost is fixed for the whole life of the Contract.
- 14.2 The Contract can be awarded in accordance with the Council Contract procedure Rules and the Public Procurement Regulations 2015.

Non-Applicable Sections:	[List non-applicable sections here]
Background Documents: (Access via Contact Officer)	ACH19001 PROCEEDING TO PROCUREMENT (GATWAY 1): DEMENTIA POST DIAGNOSIS SUPPORT SERVICE