

From: **Graham Gibbens, Cabinet Member for Adult Social Care and Public Health**

Penny Southern, Corporate Director of Adult Social Care and Health

To: **Adult Social Care Cabinet Committee – 30 November 2018**

Subject: Update on Kent Integrated Homelessness Support Services

Classification: Unrestricted

Previous Pathway of Paper: Adult Social Care and Health Directorate Management Team Meeting – 7 November 2018

Future Pathway of Paper: None

Electoral Divisions: All

Summary: This report provides information on the outcome of the recent procurement, undertaken as a result of the implementation of decision number 17/00074, to recommission support services for vulnerable homeless people. The Council does not hold the statutory responsibility for homelessness but provides services for those over 18 under the discretionary powers of the Care Act 2014.

Recommendations: The Adult Social Care Cabinet Committee is asked to **CONSIDER** and **COMMENT** on the update and outcome of the recent commissioning and procurement exercise for the homelessness support service for vulnerable people

1. Introduction

- 1.1 Following the Key Decision taken on the 12 June 2018 and the associated delegation of authority, the County Council embarked upon a procurement exercise that would reconfigure the support services for vulnerable homeless adults in line with its discretionary powers under the Care Act 2014.
- 1.2 A parallel process was undertaken by Children, Young People and Education Directorate (CYPE) to procure a revised Young Person's Supported Accommodation and Floating Support Service, following a policy change in the eligibility for these services.
- 1.3 The procurement activities were managed through one tendering exercise in order that the timetabling of the commissioning for both elements could be aligned, enabling a smooth transfer to the new arrangements.

1.4 Offering a four-year Framework contract, the Council sought to appoint

- A single Prime Contractor in each of eight lots (four Adult lots and four Children and Young People lots)
- A framework of Secondary Contractors to deliver services for Homeless Adults and Homeless Young People
- A framework of Secondary Contractors to deliver services for Offenders.

2. Kent Integrated Homelessness Support Service (KIHSS)

2.1 The new integrated model will be led by a Prime Contractor in each of the four Adult lots, working in collaboration with one other, with KCC, the CYPE Prime Contractors and all Secondary Contractors to co-design and implement the Service.

2.2 The available budget per lot is given below: -

Lot and Area	Max Value per annum
Lot 1 (East Kent) – Canterbury, Dover, Thanet, Folkestone & Hythe	£1,802,330
Lot 2 (Mid Kent) – Ashford, Maidstone	£977,000
Lot 3 (North Kent) – Dartford, Gravesham, Swale	£1,369,900
Lot 4 (West Kent) – Sevenoaks, Tonbridge & Malling, Tunbridge Wells	£927,000
Total Maximum Annual Value	£5,076,230
Total Contract Value over four-year term	£20,304,920

2.3 Overseen by the Council, the role of each Prime Contractor is to reconfigure resources within the Lot, develop new and innovative solutions and deliver a more integrated, timely model, that best serves the needs of vulnerable adults, over the lifetime of the contract.

2.4 Prime Contractors will use mini competitions within the Framework to appoint suitable Secondary Contractors to deliver the newly-designed service.

2.5 The Framework allows the Council's partners in the districts and boroughs, Clinical Commissioning Groups, Acute Hospital Trusts, the Police and Crime Commissioner, Kent Fire and Rescue Service and Criminal Justice Agencies to access the contract that the Council holds with Prime Contractors to make further investment in similar services via call offs throughout the term of the contract.

2.6 To ensure continuity and smooth transition during co-design phase, the Council is contracting directly with secondary contractors in the first instance until such time as the Prime Contractor in each lot re-sets the market.

3. Process

3.1 The Council embarked upon a competition with negotiation in order to ensure that it could secure the most competitive and suitable bids.

- 3.2 All bids and questions were submitted via the portal. After preliminary review, Tenderers for Prime Contracts were invited for negotiations and subsequently permitted to submit revised bids.
- 3.3 Following evaluation of capability and quality, the Council measured each bid for Prime Contractors using a Price per Quality Point (PQP) methodology to establish, fairly compare and assess the level of quality that is being achieved for the price stated.
- 3.4 The Council considered the Most Economically Advantageous Tenders (MEAT) for KCC across both areas of the opportunity (Children and Young people and Adults), taking into account the requirement that a maximum of six lots may be awarded to any single bidder across Lots 1 - 10 with a maximum of two in each of Lots 1-4 and 5-8.

4. Financial Implications

- 4.1 Following the agreement of the Corporate Director, and the successful passing of a standstill period, contracts were awarded to Prime Contractors as given below:

Lot	Area	Prime Contractor	Annual Contract Price*
			Total 4-Year cost
Lot 1	East Kent (Canterbury, Thanet, Dover, Folkestone & Hythe)	Porchlight	£1,800,330
			£7,197,759
Lot 2	Mid Kent (Ashford, Maidstone)	Porchlight	£974,028
			£3,897,187
Lot 3	North Kent (Dartford, Gravesham, Swale)	Look Ahead Care and Support	£1,369,852
			£5,479,408
Lot 4	West Kent, (Sevenoaks, Tonbridge and Malling, Tunbridge Wells)	Look Ahead Care and Support	£926,895
			£3,707,529
Annual Contract Cost			£5,072,180
Contract value over 4-year term			£20,281,883

*based on Year 1

- 4.2 A list of the successful secondary contractors is provided in Appendix 1.

5. Legal implications

- 5.1 The County Council does not hold the statutory responsibility for homelessness. That responsibility lies with Kent's district and borough councils under the Homelessness Act 2002 and latterly the Homelessness Reduction Act (HRA), which came into effect from 3 April 2018.

- 5.2 Every resident over the age of 18 and or their representative can contact the local authority and where there is an appearance of need (as defined in the Care Act 2014) can have access to an assessment of need.

6. Next Steps

- 6.1 The Council is working across both Adults and Children's commissioning to deliver a smooth transition to the new eligibility arrangements.
- 6.2 The Council will oversee and agree the new design with Prime Contractors and will ensure close liaison with stakeholders, such districts and boroughs, to plan any change in provision.
- 6.3 The initial stages of this contract require more intensive Contract Management in mobilisation than usual, particularly during the first year of the contract. Commissioners will monitor that the Key Performance Indicators and performance monitoring terms, to which all providers have committed, are being delivered and will also bring Prime Contractors together to ensure effective sharing of learning and good practice.
- 6.4 The Council continues to work with the Kent based Community Rehabilitation Company, Kent Probation Service and the providers of these services to ensure that the needs of this cohort are provided in the best setting

7. Conclusions

- 7.1 The Council has successfully appointed lead providers following its recent commissioning and procurement exercise to reshape support services for vulnerable homeless people.
- 7.2 Work is now underway to manage the transition to the new arrangements which will see Prime Contractors lead the reconfiguration of services within each Lots to provide clear pathways for vulnerable people and ensure that relevant timely interventions are in place.

8. Recommendations:

8.1 Recommendations: The Adult Social Care Cabinet Committee is asked to **CONSIDER** and **COMMENT** on the update and outcome of the recent commissioning and procurement exercise for support services for vulnerable homeless people.

9. Background Documents

Record of Decision

<https://democracy.kent.gov.uk/ieDecisionDetails.aspx?ID=2177>

Adult Social Care and Health Committee Meeting 18 May 2018

<https://democracy.kent.gov.uk/ielssueDetails.aspx?Ild=48325&PlanId=0&Opt=3#AI47637>

10. Contact Details

Report Author

Melanie Anthony
Senior Commissioner
03000 471208

Melanie.Anthony@kent.gov.uk

Responsible Officer

Clare Maynard
Head of Commissioning Portfolio– Communities, Older and Vulnerable People
03000 416449

Clare.Maynard@kent.gov.uk

Appendix 1 – Results for Secondary Contractors

Lot 9 - Vulnerable Homeless Adults	Final Result
Centra Care and Support	Pass
House of Mercy	Pass
Lifeways (West Kent Housing Association)	Pass
Lookahead Care and Support	Pass
Pathways to Independence	Pass
Peabody South East	Pass
Porchlight	Pass
Rethink	Pass
Riverside	Pass
Sanctuary Supported Living	Pass
Thames Reach	Pass
The Bridge Trust	Pass
West Kent YMCA	Pass
YMCA Thames Gateway	Pass

Lot 10 - Offenders/those at risk of offending	Final Result
Home Group	Pass
Pathways to Independence	Pass