

Finance and Resources Committee

10:00am, Thursday 24 September 2020

Award of Contract for Young Carer Services

Executive/routine
Wards
Council Commitments

1. Recommendations

- 1.1 The Finance and Resources Committee is asked to:
 - 1.1.1 Approve the award of a contract to Broomhouse t/a SPACE (lead), Edinburgh Young Carers and Capital Carers to provide Young Carer Support Services.
 - 1.1.2 Note the contract duration will be for 60 months (with the possible extension of a further 36 months) from 01 October 2020.
 - 1.1.3 Note the approximate maximum total value of the contract is £5,268,518 and the annual value varies throughout the term of the contract to incorporate annual increments based on the Scottish Government Funding.

Alistair Gaw

Executive Director for Communities and Families

Contact: Anna Gray, Quality Improvement Manager for Special Schools and ASLS

E-mail: Anna.gray@edinburgh.gov.uk | Tel: 0131 469 3960

Award of Contract for Young Carer Services

2. Executive Summary

- 2.1 The Carers (Scotland) Act 2016 places new duties on Local Authorities (detailed in Section 3). Additional funding to address these duties has been made available to local authorities.
- 2.2 Communities and Families and the Edinburgh Health and Social Care Partnership have worked in partnership to commission and procure a range of Carer Support Services. Whilst this has been a single procurement process, it was agreed that approval for the award of the Young Carer Support Service would be sought separately. Communities and Families wish to start the contract on 1st October 2020 whereas the Edinburgh Health and Social Care Partnership agreed to delay the start of the other new services to 1st January 2021.

3. Background

- 3.1 The Carers (Scotland) Act 2016 places a number of legal duties on local authorities and the NHS. Communities and Families along with The Edinburgh Health and Social Care Partnership has long recognised the value of Carers and the importance of the support required to ensure that Carers can continue their caring role, should they wish to do so. The Act incorporates the value of Carers into legislative duties.
- 3.2 Duties under the Act include:
 - 3.2.1 Widening of the definition of a Carer, to encompass a greater volume of Carers
 - 3.2.2 Preparation of Adult Carer Support Plans or Young Carer Statements for anyone identified as a Carer, or for any Carer who requests one
 - 3.2.3 Providing support to Carers that meet local eligibility criteria
 - 3.2.4 Involving Carers in Carer's Services
 - 3.2.5 Preparation of a Carers Strategy
 - 3.2.6 Establishing and maintaining information and advice services for Carers

- 3.3 The current landscape of support services to Carers in Edinburgh encompasses a mix of grants, statutory and commissioned services. In light of the increased funding from the Scottish Government, this mix of provision and funding was strategically reviewed by Edinburgh's Health and Social Care Partnership, to assess the impact that additional funding and legislative duties would have on commissioned and statutory services. It was perceived that new pathways and ways of working would be essential to ensure a joined-up approach that would improve the lives and outcomes for Carers and achieve the best value for those services.

4. Main report

- 4.1 On 28 January 2019 a Prior Information Notice (PIN) was published on Public Contracts Scotland (PCS) to invite providers, or those with an interest in Edinburgh Carer Supports, to attend a co-production event.
- 4.2 These events took place on 7 February and 1 March 2019, both of which were well attended by potential providers. The co-production was interactive and encouraged interested parties to discuss and generate ideas for improving supports for Carers. This also allowed for a question and answer session, facilitated discussions and a Power Point presentation, all of which were shared with providers who noted interest after the event.
- 4.3 There was also additional training provided by the Supplier Development Programme, EVOC and Partnership for Procurement. The aim of the training was to ensure that third sector organisations were tender ready and also to encourage partnership bids where possible.
- 4.4 On completion of co-production, and further development of the requirement, a contract opportunity was published via PCS for Edinburgh Carer Supports, under a competitive procedure with negotiation. This process was developed to ensure that providers received support to provide the highest possible quality of service for Edinburgh's Carers. As this is a social care type service, the tender was published in accordance with the Public Contracts (Scotland) Regulations 2015 with the Light Touch Regime applied.
- 4.5 The Contract was divided into 8 Lots according to the type of support and geographical presence required to deliver against [Edinburgh's Joint Carer Strategy](#). The increase in volume within the specification, sees a doubling of investment associated with Carer Support. The lot strategy was chosen to encourage smaller organisations to bid:

Lot	Title	Explanation
1	Identifying Carers,	This will include; working with businesses and employers to raise awareness of Carers, Carer Positive Employers Award, supporting Carers in the workplace and training to various stakeholders within

	Information and Advice	the City of Edinburgh and offering an accessible face to face and digital service of information and advice on topics relevant to Carers.
2	Carer Health and Wellbeing	The service provider will work in partnership with a range of carer organisations to provide and coordinate a range of health and wellbeing supports for adult Carers.
3	Short Breaks Programme	The service will provide a range of overnight, day and evening breaks for adult Carers
4	Short Breaks Fund	The service provider will manage a short breaks fund, providing all Carers, access to funds to be able to arrange flexible and creative breaks from caring.
5A	North East	The service shall provide personalised support for adult carer in the specific locality, who have requested support through one of the EHSCP partnership pathways (via GP or Social Care Direct) or have been identified by EHSCP staff.
5B	North West	
5C	South East	
5D	South West	
6	Young Adult Carers	The service will identify young adult Carers and provide information, advice and support. A young adult carer is someone who is 16 – 25 years old and no longer at school.
7	Young Carers Support	The service will; provide support to school staff across Edinburgh to develop a network of Young Carers Coordinators, ensure that Young Carer Statements are completed and provide appropriate, personalised support to young Carers.
8	Parent Carers	The service will offer specialist information and advice for adult parent Carers, offer and prepare adult carer support plans and support adult parent Carers to maintain their health and wellbeing.

- 4.6 All tenders received were evaluated based on most economically advantageous tender (MEAT), weighted 70:30 for quality and price. Due to the nature of the contract, the quality of the end service is of the utmost importance, as such 70% was allocated to quality and 30% to cost, keeping in line with the Council's requirement to achieve best value for money. Details of the evaluation criteria can be found in Appendix 1.
- 4.7 All providers were assessed as meeting the minimum quality threshold and the price was based on the annual cost of providing the service. Within the specifications

minimum volume thresholds had been set out. A Fair Work Practice statement was required from all providers. A breakdown of scoring can be found in Appendix 2.

- 4.8 Following the completion of the procurement process, the Edinburgh Integration Joint Board asked for the process to be put on hold to examine savings options. The budget for lot 7, Young Carers Support, was not part of this process and therefore Communities and Families seeks to make an award starting on 1st October as was originally envisaged. This will enable the authority to continue to meet its statutory obligations regarding Young Carers Statements.

5. Next Steps

- 5.1 Subject to approval, the services will commence from 01 October 2020, and will allow the Council to continue to meet its statutory obligations with regards to providing support services to Young Carers within the City of Edinburgh.

6. Financial impact

- 6.1 The potential total value of this award is £5,268,518 including the maximum period of extension. The variable annual value reflects the availability of Scottish Government funding which is confirmed for the initial period of contract.

2020-21	£535,648
2021-22	£650,255
2022-23	£670,233
2023-24	£680,578
2024-25	£680,242
2025-26	£680,304
2026-27	£680,432
2027-28	£690,824

- 6.2 The contract term of up to a possible 8 years provides long-term financial security for the providers and ensures the sustainability of support services to Young Carers. The aim of the specifications is for Schools staff and other Communities and Families staff

to work with providers, to ensure continuous improvement which needs to meet the increase in numbers and the requirements of Young Carers throughout the contract term.

- 6.3 The staffing costs associated with procuring this contract along with the other lots are estimated to be between £20,001 and £35,000.

7. Stakeholder/Community Impact

- 7.1 A large-scale market shaping exercise was undertaken to ensure the new funding from the Scottish Government and the current funding would be used to efficiently reach the greatest volume of Carers. Consultation with Carers and partner organisations was undertaken through different mechanisms such as; focus groups, online surveys, paper surveys, follow up meetings with Carers.
- 7.2 An additional co-production event was held on 13th September 2019 to help facilitate networking amongst potential providers, including smaller organisations, to provide organisations with more up to date information and for additional training to be provided. The event was attended by 14 different organisations.
- 7.3 A recurring theme throughout the market shaping exercises was concern from smaller providers in regard to their equity of access to tender. This was taken into consideration and mitigated as far as possible through use of a negotiated procedure and encouraging partnership bids.
- 7.4 The successful organisations have committed to provide Community Benefits throughout the lifetime of the Contract. This will be managed and monitored by the designated Contracts Officer.
- 7.5 No significant environmental impacts are expected to arise from this contract.
- 7.6 This success of these contracts will be measurable against Key Performance Indicators which are detailed within the specifications.
- 7.7 An Integrated Impact Assessment was completed, and all recommendations were addressed throughout the tendering process.
- 7.8 All providers have completed a COVID-19 business continuity plan, confirming how services will continue under new measures provided by the Scottish Government. These measures will continue to be monitored throughout the life time of the contracts, to ensure that Carer supports are continued in other agile formats, when required.
- 7.9 Variation clauses are included in the new service specifications, which not only acknowledges changes and impact of legislation on the services but allows for changes to be made to services (in agreement with providers) which will be of benefit to service users and improves outcomes.

8. Background reading/external references

- 8.1 Edinburgh Joint Carers' Strategy 2019-2022 <https://www.edinburghhsc.scot/wp-content/uploads/2020/06/Edinburgh-Joint-Carers-Strategy-2019-2022-FINAL.pdf>.
- 8.2 IIA Carers Act 2018 <https://www.edinburghhsc.scot/wp-content/uploads/2019/12/IIA-Carers-Act-2018.pdf>
- 8.3 Carers Investment IIA July 2020 <https://www.edinburghhsc.scot/wp-content/uploads/2020/07/15.-Carers-Investment-IIA-Report-20-07-21.pdf>
- 9.4 [Award of Contracts for Edinburgh Carer Supports](#) Policy and Sustainability Committee August 2020

9. Appendices

- 9.1 Appendix 1 Summary of Tendering and Tender Evaluation Processes
- 9.2 Appendix 2 Ranking

Appendix 1 – Summary of Tendering and Tender Evaluation Processes

Contract	CT2484	
Contract Period	96 months	
Estimated Total Contract Value (including extensions)	£5,268,518	
Procurement Route Chosen	Competitive Procedure with Negotiation	
Contracts to be Awarded	1 award to 1 lead provider in partnership with two other organisations.	
Price / Quality Split	Quality 70	Price 30
	Criteria	Weighting (%)
Evaluation Criterion and Weightings – LOT 7	Q1. Core Staff	20%
	Q2. School Support	15%
	Q3. Young Carers Statements	15%
	Q4. Support to Young Carers	10%
	Q5. Information and Advice Provision	10%
	Q6. Young Carers Fund	5%
	Q7. Transitions	10%
Evaluation Criterion and Weightings – ALL LOTS	Data Protection	5%
	Business Continuity	5%
	Community Benefits	5%

Appendix 2 – Ranking

Lot 7 – Young Carer Support

Supplier	Quality Score 70/100	Cost Score 30/100	100% of Tender to Final Score	Rank
Partnership between Broomhouse t/a SPACE (lead), Edinburgh Young Carers and Capital Carers.	58.98	30.00	88.98	1