

Finance and Resources Committee

10:00am, Thursday, 26 January 2023

Award of Contract: Independent Advocacy Services

Routine	
Wards	All
Council Commitments	12,13 and 14

1. Recommendations

- 1.1 It is recommended that the Finance and Resources Committee:
- 1.1.1 Approves the award of Independent Advocacy Services contracts to
 - 1.1.1.1 Lot 1: people with mental health issues to AdvoCard Ltd
 - 1.1.1.2 Lot 2: people with problematic substance use issues to AdvoCard Ltd
 - 1.1.1.3 Lot 3: people with a learning/intellectual disability, autistic people, older people, people with dementia and people with a physical disability to Partners In Advocacy Ltd
 - 1.1.1.4 Lot 4: adult unpaid carers to Voiceability Ltd
 - 1.1.2 Approves the commencement of the contract on 1 July 2023 for an initial period of five years with the option to extend for a further 12 months plus 12 months, with a total estimated value of £7,378,942.

Judith Proctor

Chief Officer, Edinburgh Health and Social Care Partnership

Contact: Cathy O'Mahony, Strategic Planning and Commissioning Officer Mental Health

E-mail: Cathy.OMahony@edinburgh.gov.uk | Tel: 0131 553 8321



Award of Contract: Independent Advocacy Services

2. Executive Summary

- 2.1 This report seeks approval to award contracts to AdvoCard Ltd (Lots 1 and 2), Partners in Advocacy Ltd (Lot 3) and Voiceability Ltd (Lot 4) to deliver independent advocacy services. The service is to commence on 1 July 2023 for an initial period of five years with the option to extend for a further two 12 months, at an estimated total cost of £7,378,942.

3. Background

- 3.1 The City of Edinburgh Council (the Council) and NHS Lothian, through the Edinburgh Health and Social Care Partnership (EHSCP), have a statutory duty to provide access to independent advocacy services to people who meet the requirement of the Mental Health (Care and Treatment) (Scotland) Act 2003, the Adults with Incapacity (Scotland) Act 2000, the Adult Support and Protection (Scotland) Act 2007, the Carers (Scotland) Act 2016 and the Children (Scotland) Act 1995.
- 3.2 The current contracts for this requirement have been extended until 30 June 2023, the replacement contracts are required from 1 July 2023. A three-month extension was executed in order to allow sufficient time for implementation of this contract.
- 3.3 Currently, this requirement is met through two contracts (CT0173):
- 3.3.1 Lot 1: Independent Advocacy for People with Mental Health Support Needs and Unpaid Carers
 - 3.3.1.1 Service Provider(s): AdvoCard in partnership with Edinburgh Carers Council and the Royal Edinburgh Hospital Patients Council
 - 3.3.2 Lot 2: Independent Advocacy for People with Learning Disabilities, Adults with Autistic Spectrum Condition, Older People and Adults with Physical Disabilities.
 - 3.3.2.1 Service Provider(s): Partners in Advocacy subcontracting part of their Contract to People First Scotland

- 3.4 The Council undertook extensive consultation on this project, which started in September 2020. First, internal consultation across the EHSCP staff. Next, formal public consultation was held between 5th January 2021 to 15th March 2021 via the Councils Consultation hub. The independent advocacy organisations provided collective responses from their members and collated individual responses to the consultation. In addition, AdvoCard and Partners in Advocacy provided responses from their own staff. In total 186 people provided responses to the consultation.
- 3.5 The consultation looked at what was working well, what wasn't working so well and if there were any gaps or areas for improvement. There were several key insights from the consultation, and this gave rise to a series of recommendations to be taken forward by the co-production group.
- 3.6 Following consultation and co-production, it was proposed that going forward the Contract would be divided into four services.
 - 3.6.1 Lot 1: Independent advocacy services for people with mental health issues.
 - 3.6.2 Lot 2: Independent advocacy service for people with problematic substance use issues.
 - 3.6.3 Lot 3: Independent advocacy services for people with a learning/intellectual disability, autistic people, older people, people with dementia and people with a physical disability.
 - 3.6.4 Lot 4: Independent advocacy services for adult unpaid carers.
- 3.7 The co-production outcomes also recommended that longer-term Contracts of up to seven years (five plus one plus one) were created. This would create stability for providers and service continuity for service users. It should also be noted any changes come with a need for extensive consultation and co-production with Service Providers and Service Users which is costly and time intensive.

4. Main report

- 4.1 The Council and NHS Lothian, through the EHSCP, have a statutory duty to provide access to independent advocacy services. Independent advocacy services should be delivered in line with the requirements of the Scottish Independent Advocacy Alliance (SIAA) principles.
- 4.2 This is a social care service the tender was published in accordance with the Public Contracts (Scotland) Regulations 2015 with the Light Touch Regime applied, allowing additional flexibility to the procurement approach.
- 4.3 A Prior Information Notice as a call for competition was issued on the 23 May 2022. 13 organisations noted interest in the opportunity and received a notification of Expressions of Interest. Five organisations submitted a response to the Expressions of Interest.

- 4.4 The five organisations completed a submission to ensure they met the mandatory requirements, two organisations did not meet the minimum requirements. The remaining three organisations were invited to submit an Invitation to Tender.
- 4.5 The Invitation to Tender included a set of standard or common questions relating to how tenderers would deliver the requirement followed by a further case study evaluation. Each Lot received two submissions.
- 4.6 The Evaluation was based on the Most Economically Advantageous Tender (MEAT) with a weighting of 20% Price / 80% Quality. Details of the evaluation can be found in Appendix 1.
- 4.7 The following tenderers are recommended as the respective Lot award for this contract:
 - 4.7.1 Lot 1: AdvoCard in consortium with CAPS Independence Advocacy and Royal Edinburgh Hospital Patients Council achieved overall score of 95.15%,
 - 4.7.2 Lot 2: AdvoCard in consortium with CAPS Independent Advocacy and Royal Edinburgh Hospital Patients Council achieved overall score of 91.15%
 - 4.7.3 Lot 3: Partners in Advocacy in consortium with People First Scotland and Edinburgh Carers Council achieved an overall score of 80.44%
 - 4.7.4 Lot 4: Voiceability achieved an overall score of 82.20%

5. Next Steps

- 5.1 Subject to approval, implementation of the new contracts will take place before June 2023. The new contracts will commence on the 1 July 2023.
- 5.2 The contract will be handed over to Edinburgh Health and Social Care Partnership Contracts Team for contract monitoring and management.

6. Financial impact

- 6.1 The total cost of the contract including any extensions will be £7,378,942 against a budget of £7,387,982.
- 6.2 A forecast saving of £9,040 is anticipated against service budget.
- 6.3 The costs associated with procuring this contract are estimated to be between £20,001 and £35,000.

7. Stakeholder/Community Impact

- 7.1 An Integrated Impact Assessment (IIA) was completed in April 2021 Appendix 2.

- 7.2 This procurement has been taken forward in accordance with the Council's Sustainable Procurement Strategy.
- 7.3 No significant environmental impacts are expected to arise from this contract.
- 7.4 Provider to Provider TUPE may apply to these contracts.
- 7.5 AdvoCard, Partners in Advocacy, and Voiceability are Real Living Wage Accredited employers and have provided evidence for Fair Work Practices in line with the Scottish Government Fair Work Practice Framework.

8. Background reading/external references

- 8.1 None.

9. Appendices

Appendix 1 – Summary of Tendering and Tender Evaluation Process

Appendix 2 – Integrated Impact Assessment

Appendix 1 – Summary of Tendering and Tender Evaluation Process

Expression of Interest	5
Invited to ITT	3

Contract	Lot 1: Independent Advocacy Services for people with mental health issues																			
Contract period (including any extensions)	1 July 2023 – 30 June 2028 (with the option to extend for a further two twelve months)																			
Estimated contract value	£3,781,834																			
Procurement Route chosen	PIN as a Call for Competition - Light Touch Regime																			
Tenders returned	2																			
Name of Recommended supplier/s	AdvoCard Ltd																			
Price / Quality ratio	20%/80%																			
Evaluation criteria and weightings	<table border="1"> <thead> <tr> <th>Question</th> <th>Max Score</th> </tr> </thead> <tbody> <tr> <td>Common Questions*</td> <td>58%</td> </tr> <tr> <td>Case Study Question</td> <td>20%</td> </tr> <tr> <td>Implementation</td> <td>14%</td> </tr> <tr> <td>The Team</td> <td>8%</td> </tr> <tr> <td>Total Quality</td> <td>100%</td> </tr> <tr> <td>Weighted Quality</td> <td>80%</td> </tr> <tr> <td>Price Score</td> <td>20%</td> </tr> <tr> <td>Total Score</td> <td>100%</td> </tr> </tbody> </table>		Question	Max Score	Common Questions*	58%	Case Study Question	20%	Implementation	14%	The Team	8%	Total Quality	100%	Weighted Quality	80%	Price Score	20%	Total Score	100%
Question	Max Score																			
Common Questions*	58%																			
Case Study Question	20%																			
Implementation	14%																			
The Team	8%																			
Total Quality	100%																			
Weighted Quality	80%																			
Price Score	20%																			
Total Score	100%																			
Evaluation Team	Council Officers																			

Contract	Lot 2: Independent Advocacy Services for people with problematic substance use issues	
Contract period (including any extensions)	1 July 2023 – 30 June 2028 (with the option to extend for a further two twelve months)	
Estimated contract value	£322,399	
Procurement Route chosen	PIN as a Call for Competition - Light Touch Regime	
Tenders returned	2	
Name of Recommended supplier/s	AdvoCard Ltd	

Price / Quality ratio	20%/80%																			
Evaluation criteria and weightings	<table border="1"> <thead> <tr> <th>Question</th> <th>Max Score</th> </tr> </thead> <tbody> <tr> <td>Common Questions*</td> <td>58%</td> </tr> <tr> <td>Case Study Question</td> <td>20%</td> </tr> <tr> <td>Implementation</td> <td>14%</td> </tr> <tr> <td>The Team</td> <td>8%</td> </tr> <tr> <td>Total Quality</td> <td>100%</td> </tr> <tr> <td>Weighted Quality</td> <td>80%</td> </tr> <tr> <td>Price Score</td> <td>20%</td> </tr> <tr> <td>Total Score</td> <td>100%</td> </tr> </tbody> </table>		Question	Max Score	Common Questions*	58%	Case Study Question	20%	Implementation	14%	The Team	8%	Total Quality	100%	Weighted Quality	80%	Price Score	20%	Total Score	100%
	Question	Max Score																		
	Common Questions*	58%																		
	Case Study Question	20%																		
	Implementation	14%																		
	The Team	8%																		
	Total Quality	100%																		
	Weighted Quality	80%																		
	Price Score	20%																		
Total Score	100%																			
Evaluation Team	Council Officers																			

Contract	Lot 3: Independent Advocacy Services for people with a learning/intellectual disability, autistic people, older people, people with dementia and people with a physical disability																			
Contract period (including any extensions)	1 July 2023 – 30 June 2028 (with the option to extend for a further two twelve months)																			
Estimated contract value	£2,015,013																			
Procurement Route chosen	PIN as a Call for Competition - Light Touch Regime																			
Tenders returned	2																			
Name of Recommended supplier/s	Partners in Advocacy Ltd																			
Price / Quality ratio	20%/80%																			
Evaluation criteria and weightings	<table border="1"> <thead> <tr> <th>Question</th> <th>Max Score</th> </tr> </thead> <tbody> <tr> <td>Common Questions*</td> <td>58%</td> </tr> <tr> <td>Case Study Question</td> <td>20%</td> </tr> <tr> <td>Implementation</td> <td>14%</td> </tr> <tr> <td>The Team</td> <td>8%</td> </tr> <tr> <td>Total Quality</td> <td>100%</td> </tr> <tr> <td>Weighted Quality</td> <td>80%</td> </tr> <tr> <td>Price Score</td> <td>20%</td> </tr> <tr> <td>Total Score</td> <td>100%</td> </tr> </tbody> </table>		Question	Max Score	Common Questions*	58%	Case Study Question	20%	Implementation	14%	The Team	8%	Total Quality	100%	Weighted Quality	80%	Price Score	20%	Total Score	100%
	Question	Max Score																		
	Common Questions*	58%																		
	Case Study Question	20%																		
	Implementation	14%																		
	The Team	8%																		
	Total Quality	100%																		
	Weighted Quality	80%																		
	Price Score	20%																		
Total Score	100%																			
Evaluation Team	Council Officers																			

Contract	Lot 4: Independent Advocacy Services for Unpaid Carers																			
Contract period (including any extensions)	1 July 2023 – 30 June 2028 (with the option to extend for a further two twelve months)																			
Estimated contract value	£1,259,696																			
Procurement Route chosen	PIN as a Call for Competition - Light Touch Regime																			
Tenders returned	2																			
Name of Recommended supplier	Voiceability Ltd																			
Price / Quality ratio	20%/80%																			
Evaluation criteria and weightings	<table border="1"> <thead> <tr> <th>Question</th> <th>Max Score</th> </tr> </thead> <tbody> <tr> <td>Common Questions*</td> <td>58%</td> </tr> <tr> <td>Case Study Question</td> <td>20%</td> </tr> <tr> <td>Implementation</td> <td>14%</td> </tr> <tr> <td>The Team</td> <td>8%</td> </tr> <tr> <td>Total Quality</td> <td>100%</td> </tr> <tr> <td>Weighted Quality</td> <td>80%</td> </tr> <tr> <td>Price Score</td> <td>20%</td> </tr> <tr> <td>Total Score</td> <td>100%</td> </tr> </tbody> </table>		Question	Max Score	Common Questions*	58%	Case Study Question	20%	Implementation	14%	The Team	8%	Total Quality	100%	Weighted Quality	80%	Price Score	20%	Total Score	100%
Question	Max Score																			
Common Questions*	58%																			
Case Study Question	20%																			
Implementation	14%																			
The Team	8%																			
Total Quality	100%																			
Weighted Quality	80%																			
Price Score	20%																			
Total Score	100%																			
Evaluation Team	Council Officers																			

* Common questions breakdown

Question	Maximum score
Management Information	10%
Complaints and Quality Assurance	14%
Collaboration and Partnership Working	20%
Equalities	14%
Community Benefits	9%
Business Continuity	14%
Data Protection	5%
Fair Work Practices	14%
Total	100%

Appendix 2 – Integrated Impact Assessment

Link to the published IIA.

[Integrated Impact Assessments – Commissioning of independent advocacy services - Edinburgh Health & Social Care Partnership \(edinburghhsc.scot\)](#)