

Learning Disability Supported Living and Domiciliary Outreach Service in Mendip, Somerset

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Strategic Commissioning Manager

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Welcome and Housekeeping

- No alarms expected
- Fire exits both ways along corridor
- Hope to be finished by 12:30
- Teas and Coffee's available
- Toilets along the corridor
- Try to keep questions until the Q&A section please

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Reason for today

- Provider has given notice on 22nd February for their contracts
- Provider has decided to exit the care and support market
- Part of a wider restructure of their business
- Opportunity to talk about possibilities and mobilise provider partners
- Provide information on the service and answer questions

A bit about the service....

- Based in the Mendip area of Somerset
- Good CQC rated provider of LD services
- Mix of accommodation based support & outreach support
- 35 People
- 42 sleep in shifts per week
- ~1000 hours delivered (974.5 Hours) to be exact

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A bit about the service....

- Examples of really good practice
 - Health passports in place
 - One page profiles for recruitment
 - Active network of people
- Dedicated workforce in place
- Well trained and well established
- Overall Good CQC rated, Good in all areas. Last inspected Feb 2017

A bit about the service

Quote from CQC report

“The provider and senior management team were open and approachable and supported people receiving a service and staff well. People and their relatives were very complimentary about the quality of the service provided and about the management and staff team. They felt the care was good. One person told us, “Carers are a 100%. They know their job and they’ve got passion for everything they do”.

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Staffing information

- 1 Registered Manager
- 1 team leader LD support services
- 2 team leaders
- 2 assistant team leaders
- 5 LD care and support workers
- 24 care and support workers
- 6 bank care and support workers

- Total staff = 41

Staffing information

- Split into two teams – East & West
- East delivers approx. 295 hours
- West delivers approx. 679.5 hours
- East predominantly based in specialist housing
- West mix of specialist housing based and outreach support.

About the clients

- 35 clients currently provided (although this might slightly change)
- 974.5 hours
- 4 hours per week lowest
- 105 hours per week highest
- 23 average on West
- 42 average on East

About the hours

- Not expecting the hours to change
- Some people might choose to take a direct payment and other support option
- Some hours are being shared, although assigned to one person
- Better community options could be explored in some instances.

East - Areas of delivery

- Nunney
- Frome
- Shepton Mallet

West – Areas of delivery

- Street
- Glasto
- Shepton Mallet
- Wells
- Wookey

What are we looking for?

- Progressive and forward looking provider
- Do the right thing for people
- Wish to grow and expand
- Work in partnership with SCC
- Facilitate a transfer by Friday 31st August
- Good or better CQC rated organisation

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Practice Information

- All clients have
 - Care & Support plans
 - Hospital passports
 - Risk assessments
 - Behaviour support plans
- Good range of other communication already out
- 20 safeguarding alerts, 2 went through to investigation, 18 not progressed. (17/18 figures)
- 1 ongoing safeguarding concern.

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Practice information

- Audits done regulary
 - MAR charts monthly
 - Support charts every 4/6 weeks
 - Care plans
 - Communication books
 - Diary entries
 - Etc etc periodically
- Web rostering system to ensure client has same team / support staff for consistency

Technical bits

- TUPE information available (once confidentiality agreement signed and returned)
 - Includes all contractual and benefits information
 - Provider agreed to honour any backdated night pay based on rulings from NMW.
- No third part contracts in place
- No property or premise related liabilities
- All information will be transferred at contract start

Technical bits

- No assets will be available for transfer, e.g. technology, furniture, fixtures.
 - new provider needs to consider this
- Original provider care plans and other documentation will not transfer over, but copies will be provide pre transfer to incoming provider.
- Office base will not be available
- TUPE information will be kept updated during transfer to award period

Technical bits

- Contract is for the whole service
- Duration of 5 years plus possible 2no. 1 year extensions (possible 7 years in total)
- SLA might need to be put into place for the current properties where shared support in place / sleep in provision is delivered
- Some people manage their own money, others have deputyship with SCC, others with family

Procurement note

- Evaluation panel will be multi disciplinary
- Clients will be part of the evaluation panel
- You'll be asked to submit a video in an accessible format as part of the second stage process

Hints and tips

- Read the specification and tender documentation
 - Then read it again with a highlighter
- Answer the question asked, not the question you want to answer
- Show consistency throughout
- Don't assume
- Follow the scoring, see where the weightings are
- Get someone else to sense check once your finished, who was not involved in writing it

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Questions and Answers

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Procurement Information and Advice

Rebecca Pittwood, Senior Procurement Officer - People
Commercial and Procurement

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Contract Opportunity

The contracts will apply to the geographic area covered by Somerset County Council.

- **Start date:** 03rd September 2018; **End date:** 2nd September 2023;
- **Extension:** Two further periods of up to 12 months
- Full specification is in the tender pack
- **TUPE** may apply. SCC will collate and send out if there is any TUPE information from incumbent Care Providers. SCC offers no warranty as to the completeness or accuracy of the TUPE information. Bidders must carry out their own enquiries - it is the Bidder's responsibility to obtain information regarding TUPE implications from the incumbent providers.

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Procurement Process

- The procurement will be run under the Light Touch Regime (PCR 2015)
- It is likely the procurement will be run as a two Stage Process:

SELECTION (Stage One)

- Providers will be required to complete the 'Selection Questionnaire'
- This consists of a number of self certifying questions about the company e.g. financial accounts, bankruptcy, fraud etc.
- There will also be 3 or 4 questions to complete which are centred around the providers previous experience.
- Providers will be shortlisted after this stage.

AWARD (Stage Two)

- The providers who are taken through to the Award stage will then be required to complete the Quality Questions and Financial Schedule for the contract.

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Timeline (indicative)

Selection (Stage One) Launch	w/c 26 th March 2018
Selection (Stage One) deadline	13 th April 2018
Award (Stage Two) Launch	01 st May 2018
Award (Stage Two) Deadline	29 th May 2018
Notification of Contract Award	20 th July 2018
Contract start date	03 rd September 2018

Please note that the above timescales are indicative,
Somerset County Council reserves the right to change the above timetable
and Applicants will be notified accordingly where there is a change in the timetable.

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Procurement Principles

- Fair, open and transparent process;
- All types of organisations are invited to apply;
- SCC will conduct any procurement process in accordance with the Public Contracts Regulations 2015. Any tender would fall within Schedule 3 of the Regulations (Social and Other Specific Services) and would be run under the Light Touch Regime;
- Commercial and Procurement will facilitate the process;
- Deadlines are non-negotiable.

Do...

- register your organisation on www.supplyingthesouthwest.org.uk
- register your interest against the contract:

‘Invitation to Tender for the Provision of care and support for a Learning Disability Supported Living and Domiciliary Outreach Service in Mendip, Somerset’

CPV code 85000000

- use the Supplier’s Guides to ProContract for help;
- use the Due North IT Helpdesk for technical support;
- read and follow carefully the instructions in the tender documents;
- post questions you may have on ProContract early;
- submit your bid before the deadline.

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Don't...

- forget your ProContract username and password (add multiple contacts to your account);
- contact **ANY** member of Somerset County Council (other than the Commercial and Procurement team) regarding this tender without seeking permission first;
- post a question any later than 7 days before the deadline;
- include marketing material or other appendices that are not relevant to a question without being asked;
- email or post your submission;
- make a late submission!

Questions and Answers

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