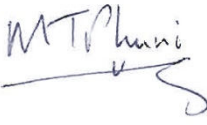




Report for:	Cabinet on 18 June 2013	Item Number:	
Title:	Award of Contracts for the Provision of Domestic Violence Services		
Report Authorised by:	Mun Thong Phung, Director of Adult and Housing Services  Signed:		
Lead Officer:	Mustafa Ibrahim, Head of Commissioned Services Adult and Housing Services		
Ward(s) affected: All		Report for: Key Decision	

1. Describe the issue under consideration

1.1 Contracts for the provision of support for the victims of domestic violence within the Housing Related Support programme are due to expire. This report recommends the award of new contracts in three lots, in line with Contract Standing Order (CSO) 9.07 following a robust tendering process.

2. Cabinet Member introduction

2.1 Housing Related Support plays a vital role in the prevention of homelessness within the Borough, by helping people to sustain independent living. I welcome the outcome of this procurement exercise.

2.2 The achievement of budget savings over the life of the new contracts while improving and increasing some of the support available is a notable one. As well as the contribution that is being made to the savings target for the service, the contracted standards and monitoring will help to ensure that a good quality support service is maintained and that outcomes for vulnerable clients are safeguarded.



3. Recommendations

- 3.1. That Cabinet agrees the award of the contracts to the successful tenderers listed in 3.2 below, in accordance with Contract Standing Order (CSO) 9.7.1(d).
- 3.2. The table below shows the successful tenderers for each Lot:

Lots	Successful Tenderer
Lot 1 – Floating Support Services	Solace Women's Aid
Lot 2 – Accommodation Based Support Services	Solace Women's Aid
Lot 3 – Specialist Accommodation Based Support Services	The Nia Project

- 3.3. That the contracts to be awarded are for a period of three years with an option to extend for a further period of up to one year.

4. Alternative options considered

- 4.1 The option of extending the existing contracts was not available as these contacts had previously been extended. No other options were considered.

5. Background information

- 5.1. The Housing Related Support (HRS) programme funds support services for vulnerable people in Haringey. There are currently over 60 contracts for support to a wide range of client groups including older people; people with mental health problems or learning disabilities; women fleeing domestic violence; people with substance misuse issues; those at risk of re-offending and those at risk of homelessness.
- 5.2. The purpose of HRS is to enable individuals and families to maintain independence and not to lose their housing and then require higher level interventions. Support is low level and is not care, therefore it can be deemed as 'hands off not hands on'. Typical areas where support is given include help to maximise economic independence by ensuring the correct welfare benefits are claimed for; by helping people into work or training; help to reduce anti-social behaviour; access to relevant health and support services; tenancy issues, help with understanding more formal communications and signposting to relevant agencies.



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- 5.3. Support can be delivered through an accommodation based service (short or longer term depending on need) or by floating support whereby support can cease when the service user has resolved their support issues. This floating support is the subject of these contracts and is essential in preventing homelessness.
- 5.4. Haringey's Housing Related Support Commissioning Plan 2012-15, agreed by Cabinet in July 2012 sets out the future commissioning priorities for HRS.
- 5.5. In line with financial and procurement regulations HRS contracts need to be tendered for unless agreement to waive contract standing orders is obtained. Most HRS contracts are for between 3 and 5 years depending on the level and size of the contract. An open process was decided upon for this tendering exercise, with contracts for 3 years with an option to extend for up to one further year.
- 5.6. HRS has tendered for three services relating to support for victims of domestic violence, two are accommodation based and one is floating support. The aim of all three services is to provide high quality short term housing related support to women and enable them to rebuild their lives and equip them with the skills to maintain independent living in the future free from harm or the threat of harm. The support is for women aged over 16 with no upper age limit.
- 5.7. Demand for support is much higher for floating support than for refuges and as a result current volumes have been adjusted. Floating support capacity is being increased from 28 to 60 while refuge provision is being reduced from 31 to 21, with some adjustments to support hours. However there is the ability to commission short term additional refuge provision if needed, while the Council's own Hearthstone service provides additional floating support capacity if peaks are encountered.
- 5.8. This approach was endorsed by the Domestic Violence Commissioning Group, which involves other commissioners within the Council and external partners. The contracts are designed to operate collaboratively with other domestic violence support provision in Haringey such as Hearthstone, refuges and other statutory and voluntary organisations in order to provide an holistic service to women.
- 5.9. The contracts were tendered in 3 separate Lots as follows:
 - **Lot 1 – Floating Support Services**
To provide a floating support service for women living in Haringey facing domestic violence. This service will support single and married women with or without children. The capacity for this service is 60.



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- **Lot 2 – Accommodation Based Support Services**
This is a refuge provision of 15 spaces for women facing domestic violence. The service will support single and married women with or without children. The service may be delivered at one or several premises.
- **Lot 3 – Specialist Accommodation Based Support Services**
The service is an accommodation based support service provided to women with more complex needs (such as problematic drug misuse) facing domestic violence. This service will provide refuge provision of 6 spaces for women. No children will be accommodated in the refuge. The service will be delivered from one site.

5.10. The current providers of these services are as follows:

Lot 1 - Floating Support	Haringey Women's Forum
Lot 2 - Refuge Provision	Solace Women's Aid Newham Asian Women's Project
Lot 3 - Specialist Provision	NIA Project

Procurement Process and Tender Evaluation

- 5.11. This service is a Part B residual service and therefore it was not necessary to advertise this requirement in the Official Journal of the European Union (OJEU). The E-tendering process was used to procure this service.
- 5.12. Following a Meet the Buyer event on 6 December 2012, the 'Invitation to Tender' (ITT) documents and evaluation criteria were published on Delta (e-tendering portal). In line with the procurement good practice the Contract Opportunity Notice was also placed on CompeteFor and Haringey's website inviting tenders from suitably qualified and experienced organisations for the provision of floating support and refuge services.
- 5.13. The closing date for submitting tenders was 20 March 2013 and by the deadline seven tenders were received.
- 5.14. To ensure that the contract is awarded to the most economically advantageous tender (MEAT), the tender evaluation was separated in 3 sections as follows:
- (a) Capability (Company Questionnaire) – Scored Separately (510 points);
 - (b) Quality – Weighting (400 points); and
 - (c) Price – Weighting (600 points).



- 5.15. The tender evaluation criteria and weighting were set out in the tender documents and clarified during the tendering process. All tenderers bidding for more than one lot were given the opportunity to submit prices for each lot as well as a combined price for multiple lots they wished to bid for.
- 5.16. The Company Questionnaire, Quality and Price scores are added together to determine a total score per Tenderer. The highest scoring Tenderer(s) for each Lot is awarded the contract.
- 5.17. The tender evaluations were undertaken by specialist officers with relevant expertise in the fields of Health & Safety, Equalities, Finance, Safeguarding and Service Delivery.
- 5.18. The tables below detail the winning tenderers to be awarded for Lot 1 (Solace Women's Aid), Lot 2 (Solace Women's Aid) and Lot 3 (The Nia Project).

Lot 1 – Floating Support Services

Tenderers	Company Questionnaire scores out of 510 points	Quality scores out of 400 points	Price/Cost Scores out of 600 points	Total Scores out of 1510 points	Tender Price for 3 years
Solace Women's Aid	387	341	600	1328	£427,017
Company A	337	377	415	1129	£617,203

Lot 2 – Accommodation Based Support Services

Tenderers	Company Questionnaire scores out of 510 points	Quality scores out of 400 points	Price/Cost Scores out of 600 points	Total Scores out of 1510 points	Tender Price for 3 years
Solace Women's Aid	387	361	600	1348	£244,014
Company A	337	387	509	1233	£287,686

Lot 3 – Specialist Accommodation Based Support Services



Tenderers	Company Questionnaire scores out of 510 points	Quality scores out of 400 points	Price/Cost Scores out of 600 points	Total Scores out of 1510 points	Tender Price for 3 years
The Nia Project	361	347	600	1308	£81,727
Company A	337	359	379	1075	£129,352

- 5.19. Solace Women’s Aid submitted a combined price of £614,026 for Lot 1 and 2. Company A submitted a combined price of £966,973 for Lots 1, 2 and 3.
- 5.20. The seventh bid was for Lot 1 but the bidder did not pass the financial assessment so in accordance with the ITT is not included in the evaluation above.

Transition and Contract Management

- 5.21. Contract management will be incorporated into the Contract. Key Performance Indicators and methods of measurement are integrated within the service specification and will be monitored through contract monitoring meetings and reports.
- 5.22. Monitoring meetings will be held monthly for the first three months and quarterly thereafter. The purpose of monthly monitoring meetings will be to examine the implementation of the service, monitor delivery of the service at an operational level and to foster partnership working to facilitate early resolution.

6. Comments of the Chief Finance Officer and financial implications

- 6.1. A tendering and evaluation process was followed in compliance with Contract Standing Orders. Evaluation of the tenders using the Most Economically Advantageous method included a weighting of 60% for Price and 40% for Quality. The process has ensured that Value For Money is achieved.
- 6.2. The contracts were packaged into three lots with the option of submitting combined bids. If the new contracts are agreed, the savings to the Housing Related Support budget will be as follows:-



Lot 1 and 2 Combined Lowest Bid				
	<i>2013/14</i>	<i>2014/15</i>	<i>2015/16</i>	<i>Total</i>
	<i>Part Year</i>			
	£	£	£	£
Current costs	182,271	243,028	243,028	668,327
Solace Women's Aid	167,462	223,282	223,282	614,026
Scheduled Savings	14,809	19,746	19,746	54,301
Lot 3 Lowest Bid				
	<i>2013/14</i>	<i>2014/15</i>	<i>2015/16</i>	<i>Total</i>
	<i>Part Year</i>			
	£	£	£	£
Current costs	51,806	69,075	69,075	189,956
The NIA Project	22,289	29,719	29,719	81,727
Scheduled Savings	29,517	39,356	39,356	108,229
Total Savings	44,326	59,102	59,102	162,530

6.3. The total projected savings are £162,530 over the life of the new contracts. The savings of £44,326 in 2013/14 and £59,102 in 2014/15 will contribute to achievement of the savings targets for those years.

6.4. Within these figures, an additional savings of £57,005 is achieved by accepting the lowest combined bid for Lots 1 and 2.

7. Head of Legal Services and legal implications

7.1. The Head of Legal Services notes the contents of the report.

7.2. The services to which the report relates are not considered priority services under the Public Contracts Regulations 2006 and therefore it was not necessary to follow a European procurement exercise.



- 7.3. A domestic tender exercise was followed using the open procedure as set out in CSO 9.01 (a) (open tender procedure).
- 7.4. The value of the contracts is in excess of £250,000 therefore approval of the Cabinet is needed in accordance with CSO 9.07.1 (d).
- 7.5. The contract award is also a Key Decision and therefore needs to be included in the Forward Plan in accordance with CSO 9.07.1 (e). Adult and Housing Services has confirmed that this has taken place.
- 7.6. The Head of Legal Services confirms that there are no legal reasons preventing Members from approving the recommendations in this report.

8. Equalities and Community Cohesion Comments

- 8.1. Equalities principles were incorporated within the procurement process. The bidders' equalities policies and procedures were evaluated by Haringey's Equalities Officer.
- 8.2. Equalities monitoring are incorporated as a requirement of the contract and the contract also states that access to the service must be available to the diverse community of the borough and any imbalances must be addressed.

9. Head of Procurement Comments

- 9.1. The procurement process has been carried out in line with the Procurement Code of Practice.
- 9.2. Contract management has been put in place with Key Performance Indicators to ensure contract compliance and to mitigate the risk of poor performance.
- 9.3. This is a limited market and early market engagement has enabled a competitive process to take place to ensure value for money.
- 9.4. Central Procurement has been involved in this process and support the recommendation.

10. Policy Implication

- 10.1. These services are linked to the Adult and Housing Service Business Plan and to the following Council Plan Priorities.
 - A Safer Haringey
 - A Healthy, Caring Haringey
 - Delivering High Quality, Efficient Services.



10.2. The proposed contract awards support the policy objectives set out in the HRS Commissioning Plan to sustain independent living and prevent homelessness.

10.3. The award of the contracts will provide value for money to the Council by giving a good quality service while achieving savings.

11. Reasons for Decision

11.1. The contracts for domestic violence services expired on 31st March 2013 and have been extended until 31st July 2013. It was therefore necessary to tender this requirement to achieve value for money.

11.2. As a result of the procurement process, which has been carried out in line with the Council's Contract Standing Orders and the Procurement Code of Practice, it is necessary to award the contract to the successful tenderers in accordance with CSO 9.7.1(d).

12. Use of Appendices

12.1. Appendix A includes exempt information in accordance with 13.1 below.

13. Local Government (Access to Information) Act 1985

13.1. This report contains exempt and non exempt information. Exempt information is contained in Part B and is not for publication. The exempt information is under the following category: (identified in the amended schedule 12 A of the Local Government Act 1972 (3)) information in relation to financial or the business affairs of any particular person (including the authority holding that information).