

Commissioning of unregulated support and accommodation for young people leaving care aged 16-18 years

Lotting and pricing proposal

March 2018

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1. Introduction and Purpose

Newcastle City Council is seeking to put in place a new 'Flexible Procurement Solution' for the provision of unregulated support and accommodation for young people leaving care aged 16-18 years.

The 'Flexible Procurement Solution' will be established through a competitive procurement process, under the 'light touch regime' of the Public Contracts Regulations 2015.

This document forms part of our consultation with stakeholders prior to commencing the procurement process, and follows a market engagement event held on 14 November 2017.

Specifically, it sets out a proposed lotting structure and pricing model for support and accommodation commissioned under the new 'Flexible Procurement Solution'.

In producing this proposal, we aim to create a more transparent and cooperative approach to service design and fee setting, prior to making a final determination on the pricing model and commencing the procurement process.

You can comment on this proposal by writing to:

**Shamsun Choudhury
Commissioning and Procurement Officer
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Newcastle upon Tyne
NE1 8QH**

Alternatively you can email shamsun.choudhury@newcastle.gov.uk.

Responses to this proposal should be submitted no later than **4pm, Friday 23 March 2018.**

2. Feedback from Market Engagement Event - 14 November 2017

A service design session was held on 14 November 2017 in relation to commissioning unregulated support and accommodation for young people leaving care aged 16-18 years.

The aim of the session was to:

- Continue the on-going conversation in relation to commissioning plans for young people leaving care aged 16 -18
- Share with providers information on the proposed tender opportunity ('Flexible Procurement Solution' and proposed Lotting structure)
- Give providers the opportunity to influence the development and requirements of the service specification(s)
- Allow providers to consider the proposed pricing structure
- Allow providers to consider Social Value opportunities
- Inform providers about the tender timescales and next steps

A copy of the presentation delivered at the event, and a summary of the feedback received from participants, is provided below:

- [Market Consultation Event – 14.11.2017.pdf](#)
- [Feedback from Consultation Event - 14.11.2017](#)

The proposals contained in this document have been produced in the context of the feedback received as part of this market engagement event.

3. Proposed Lots and Pricing Model

3.1 Lots

In consideration of the feedback received during the Market Engagement event on the 14 November, we propose to present three Lots under the 'Flexible Procurement Solution' as follows:

- Lot 1 – Multi-occupancy accommodation with 24 hour support
- Lot 2 – Dispersed accommodation (solo units) with support one-to-one support 24 hours a day
- Lot 3 – Dispersed accommodation (solo units) with 5 hours of support (with additional support hours purchased depending on young person's needs)

This follows feedback from the engagement event that the different requirements for solo units would better be presented as two separate lots.

In proposing three Lots for the 'Flexible Procurement Solution', the Council is seeking to achieve:

- A flexible approach to meeting the needs of our young people leaving care
- A dynamic solution which allows the opportunity for young people to move between Lots in order to provide the best type of setting and support to meet their needs

Providers can apply to be appointed to as many, or as few, of these Lots as they choose (where they can meet the relevant requirements).

3.2 Fees

The proposed weekly fees include the following:

- Employee and employee related costs
- Accommodation and accommodation related costs

The proposed weekly fee for the three proposed Lots are:

Lot	Standard weekly fee	Hourly fee for additional support services
Lot 1: 24 Hour Supported Accommodation (Multi-occupancy)	£1,249	N/A
Lot 2: Dispersed accommodation (solo unit) with one-to-one support 24 hours a day	£2,707	N/A
Lot 3: Dispersed accommodation (solo unit) with 5 hours of support (with additional support hours purchased depending on young person's needs)	£335	£13.37

The fees proposed above seek to reflect a sustainable market price whilst achieving value for money and have been produced in consideration of:

- Costs of current provision
- Benchmarking information
- Regional cost modelling

3.3 Allowances

All allowances to the young person (including food, personal requisites, clothing and travel (where applicable)) will be managed by the 16+ Team/Council on a case by case basis and will either be given directly to the young person or via the provider to the young person as supervised spend. The allowance will be up to a maximum of £65 per week. The Provider is not required to pay the young person any personal allowances, however if the Provider chooses to do so, this is at their own discretion, and at full cost to themselves.

4. Proposed Delivery Requirements

This section provides a summary of the delivery requirements for the proposed Lots. It seeks to help stakeholders, including potential providers, to understand the nature of the requirements included in the proposed Lots.

4.1 Essential Delivery Requirements for all Lots

Protocols for the provision of accommodation and support will be agreed between the Provider and the Council and will include guidelines on the following matters:

- Right of access to premises
- Lifestyle choices for young people
- Health and Safety standards within the property
- Use of drugs and alcohol
- Engagement with young people
- Visitors to the property
- Behaviour of young people within the community

The Provider will deliver the core tasks described below however, this list is not exhaustive and additional tasks may be provided in addition to these in order to meet a young person's needs.

4.1.1 General Support

- Encourage the involvement of young person in the support planning process including identifying their own goals and to work creatively with young person to achieve their goals;
- Undertake regular reviews of young person's support plans and needs and risk assessments, with other relevant agencies as appropriate;
- Support young person to prepare and move on to independence;
- Support young person to avoid eviction or loss of accommodation;
- Support young person to access/claim appropriate benefit entitlements, manage their finances, and enable young person to maximise their income and reduce debt;
- Provide emotional support and advice to young person;
- Provide help in establishing the skills to maintain personal safety and security and address any safeguarding issues;
- Support young person in developing domestic and life skills which will include enabling young person to integrate and become part of the local community;

- Develop appropriate emotional skills combat potential isolation;
- Support young person to develop social skills and/or behaviour management;
- Advice, advocacy and liaison;
- Provide help in establishing social contacts/activities;
- Enable young person to access employment, education and training opportunities;
- Provide help in gaining access to other services which may offer additional and/or complementary support, including access to local community organisations;
- Provide young person with appropriate peer support and befriending;
- Form and maintain close links with key external agencies, partners and stakeholders in order to meet the support needs of individuals, including but not limited to:
 - social care services, health care services, drug and alcohol treatment and recovery providers, community mental health teams, general practices and health clinics, housing services, criminal justice agencies, community colleges, job centres, local employers, volunteering opportunities, training and meaningful occupation providers, and community and voluntary sector services, etc;
 - Support young people to access culture specific services, if the young person has specific cultural needs;
 - Ensure young people are able to actively participate in decisions about the service provided to them and are regularly consulted about whether it meets their needs;
 - The service must be flexible enough to meet potentially variable needs of young people and be able to respond to crisis situations.

4.1.2 Building/premises

- Placements to be provided 52 weeks per year;
- 24 hour On-Call Service;
- Single occupancy bedroom for young person, which is lockable, furnished and decorated to a high standard, to include a television and access to appropriate bathing and toilet facilities providing an adequate supply of hot water;
- Where it is a requirement in the young person's Individual Pathway Plan/Care Plan, the provider may be required to include the provision of meals as part of the placement using the allowances provided by the Council for this purpose;
- All repairs and maintenance to the setting both internally and externally (including smoke alarms and CCTV/security provision);

- Appropriate safety certification to include PAT appliances tests, utilities checks including up to date gas safety certification, electrical wiring checks, fire safety equipment and alarm checks, legionella in water systems, general buildings and fittings safety;
- All utility costs to be included within the fees payable by the Council unless specified, agreed and detailed in the IPA;
- Appropriate building and contents insurance, public liability, employer's liability and professional indemnity insurances as required by law to cover the full scope of the service and the type and level as detailed in the contract;
- Cleaning of all communal areas to a high standard; Access to domestic appliances and equipment such as vacuum cleaner, iron, ironing board, cleaning products etc;
- Access to laundry provision;
- TV licence as required by law;
- Wi-fi and broadband access.

4.1.3 Communication and Travel

- Unlimited telephone calls to the professionals and services involved with the young people such as social worker, children's rights officer, complaints' officers, advocates etc
- Unlimited UK landline telephone calls to immediate family members and appropriate others as identified in the IPA;
- Other telephone calls within reason;
- Unrestricted access to 'Childline' and the Council's Complaints' Officer;
- Staff and young person's costs to attend meetings and reviews at the placement or at the Council's premises;
- Local 'all-zone' public travel/transport pass;
- Search for, collect and return absconding, missing or vulnerable young people to placement;
- Court Attendance costs.

4.1.4 Contact with Family, Friends and Other People who are significant to the young person

- The Provider will ensure that all its staff understand the importance of contact for young people, that they participate in contact plans and support the young person to achieve a positive outcome from contact.

- The Provider will promote the development of appropriate friendships for young people placed while having regard to the safeguarding requirements of the regulations and any procedures or policies of the Council.

4.1.5 Preparation for Independence

The Provider must ensure that a young person receives support and advice that helps them to prepare for adult life. This will include:

- Making sure the young person is prepared for sustained independence upon the end of the placement;
- Providing support to the young person to prepare for adulthood, in accordance with their Pathway/Transition Plan, working alongside other organisations to support the personal development of the young person;
- Working in partnerships with the young person and their placing professional to provide activities that are designed to teach and support the young person to develop their life skills and self-confidence;
- Helping establish a network of positive peer relationships for young people;
- Instilling and encourage ambition and aspiration for the young person in employment and learning opportunities;
- Supervision of the Leaving Care Grant;
- Updating the young person's individual care/pathway plan recording information on planned service end dates to facilitate the move to an individual tenancy or similar;
- Ensuring young person possesses the practical and emotional skills to successfully manage and maintain their own tenancy;
- Support the young person to find suitable accommodation when leaving care, working with the Council to do so;
- Registration with Tyne and Wear Homes regarding possible future tenancy;
- Ensuring young person has completed Housing Benefit application prior to 18th birthday, unless they are in full-time education when Children's Social Care will continue to financially maintain them;
- Ensure access to regular activities that will prepare young person for adulthood and appropriate destinations on leaving care/education;
- Assisting the young person to manage their finances appropriately;
- Enabling the young person to travel independently;
- Provide assistance to look for suitable jobs, further training and/or education;

- Provide an environment that has a focus on promoting independence, self-regulation, self-help skills, appropriate behaviours and social/communication skills;
- Individual programmes of work/assistance/preparation for independence;
- Appropriate support to ensure the continuity of any on-going, individual programmes of work/assistance/preparation for independence;
- Access to impartial careers and employability advice and guidance.

4.1.6 Placement Management/administration

- Monthly progress/assessment reports on individual young person for planning and looked after review meetings or more frequent reports, if required by the Council;
- Reports to be prepared for care team and looked after review meetings;
- Attendance at young person's care team and looked after review meetings;
- Individual programmes of work/assistance/preparation for independent living including practical advice and support in ensuring young person develops the skills required for living independently;
- Allocation of a key worker;
- Staff involvement in relation to young person having contact with family and friends, if appropriate;
- All management and administrative work;
- Appropriate Adult worker in police stations, if requested by the Council.

4.2 Additional Lot Requirements

4.2.1 Lot 1 – Multi-occupancy accommodation with 24 hour support, 7 days a week

In addition to the core requirements above, the successful Providers will be required to provide the following for Lot 1:

- Ideally a maximum of 5 young people per unit;
- Minimum of two on site staff, in addition to management, on duty at all times (management to be on-call 24 hours per day). Additional staff costs may be negotiated for individual young people with costs specified in that young person's Individual Placement Agreement;
- Minimum of one waking night staff;

- 24 hour supervised support and accommodation - the level of support to be provided by the Provider shall be detailed in the Individual Placement Agreement (IPA);

4.2.2 Lot 2 – Dispersed accommodation (solo units) with one-to-one support 24 hours a day, 7 days per week

In addition to the core requirements above, the successful Providers will be required to provide the following for Lot 2:

- A placement in a solo setting/premises;
- Staff member either with young person or on call at setting 24 hours a day.

4.2.3 Lot 3 – Dispersed accommodation (solo units) with 5 hours floating support each week

In addition to the core requirements above, the successful Provider will be required to provide the following:

- A placement in a solo setting/premises;
- 5 hours of floating support which will be guided by the Pathway Plan and the assessed needs of the young person – available Monday – Sunday;
- Additional hours of support to be purchased as required.
- If additional hours need to be purchased then this must be reflected in the Individual Placement Agreement (IPA)

5. The Flexible Procurement Solution

5.1 Contract Opportunity

We are proposing that the length of this Flexible Procurement Solution will be for four years and to open for new applications in year 2. This Flexible Procurement Agreement does not oblige the Council to make any placements or the Provider to accept any placements.

5.2 Call-Off Alert Procedure

When the Council is seeking a placement under this 'Flexible Procurement Solution' it will do so via a 'Call-off Alert' (COA).

Under requirements of the new EU Public Contract Regulations the 'Call-Off' will be made electronically through the NEPO Electronic Tendering Portal, and Providers will need to be signed up to the Portal to receive COAs. It will require a quick response (the deadline will be specified) so Providers will need to be organised internally to receive the placement opportunities. If the Provider can meet the needs of the Young Person then they must respond within the specified deadline on the COA form via the Portal. The Council shall be entitled at all times to decline to make a placement under a Call-Off Contract.

Where applicable, the final process will need to meet the EHC plan statutory timescales in accordance with the SEN Code of practice.

Please see Appendix 1 for a diagram of the process.

5.3 Direct Award Procedure (Emergency Placements)

All Call-Offs under this 'Flexible Procurement Solution' will be undertaken via the Call-Off Alert Procedure above on the NEPO Electronic Tendering Portal. However, when an Emergency Placements is required, a Direct Award can be made.

Emergency placements will not need to be run through the Portal but the Council will need to record the awards on the Portal's contract register to comply with transparency legislation. These Placements would fall outside of the standard

referral process detailed in the Call-Off Alert Procedure above. A Placement will be deemed to be an Emergency Placement if it falls under any of the criteria below:

- a placement is sought outside of the normal business hours of Monday to Friday 9am–5pm; and/or
- a placement is sought for a Young Person who is currently in a police station or court and/or;
- a placement is sought for a Young Person who is currently in hospital; and/or
- a placement is sought for a Young Person who is deemed by the Council to be at risk of immediate harm; and/or
- a placement is sought where there is a placement breakdown where the Provider gives immediate notice on the Placement.

Requests for an Emergency Placement may not be made to all Providers, and they will be made subject to the same standard terms and conditions and pricing as a Placement made under the Call-Off Alert Procedure.

5.4 Existing Contracts

It is the Council's intention to work with successful Providers to agree the transfer of existing contractual arrangements on to the new Flexible Procurement Agreement to achieve standardisation of terms and conditions wherever possible. It is anticipated that this work will be completed no later 3 months of the commencement of the new contract.

6. How to respond and next steps

We would like to hear your views on our proposal. You can comment by writing to:

Shamsun Choudhury
Commissioning and Procurement Officer
Newcastle City Council
4th Floor, Civic Centre
Newcastle upon Tyne
NE1 8QH

Alternatively you can email shamsun.choudhury@newcastle.gov.uk.

Responses to this proposal should be submitted no later than **4pm, Friday 23 March 2018.**

We will consider the feedback received prior to determining the final Lot and Pricing Model.

It is anticipated that the tender will be published late March / early April 2018.

All Tender documentation will be published on the NEPO Electronic Tendering portal at website - www.nepoportal.org.

In order to be considered for the opportunity, please register your details free of charge on the above NEPO Electronic Tendering Portal. Once registered you will be able to express an interest and download the tender documentation. You can register your details on the NEPO Electronic Tendering Portal by entering the 'Suppliers Area' and following the registration instructions. If you are experiencing a problem please read the reference guides by clicking the  icon. If you still have no solution to your problem then please contact: NEPO Support Team, By Tel: 0191 261 3940 or By Email: info@nepoportal.org

