



Oversight and Governance

Chief Executive's Department

Plymouth City Council

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Delegated Decisions

Delegated Executive/Officer Decisions

Delegated Executive and Officer decisions are published at the following link -

<https://tinyurl.com/ms6umor>

Cabinet decisions subject to call-in are published at the following link -<http://tinyurl.com/yddrql6>

Notice of call-in for non-urgent decisions must be given to the Democratic Support Team by 4.30 pm on Tuesday 26 March 2024. Please note – urgent decisions and non-key Council Officer decisions cannot be called in. Copies of the decisions together with background reports are available for viewing as follows:

- on the Council's Intranet Site at <https://modgov/mgDelegatedDecisions.aspx>
- on the Council's website at <https://tinyurl.com/jhnax4e>

The Cabinet Member and Key Officer Decision detailed below may be implemented on Wednesday 27 March 2024 if they are not called-in.

Delegated Decisions

1. Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care):

1.1. HASC02 23/24 - Extra Care Housing for Older People, Contract Extension **(Pages 1 - 16)**

2. Council Officer Decision, Gary Walbridge (Interim Strategic Director for people):

2.1. COD39 23/24 - Contract Award: Resettlement Support Service **(Pages 17 - 50)**

EXECUTIVE DECISION

made by a **Cabinet Member**




REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL CABINET MEMBER

Executive Decision Reference Number – HASC02 23/24

Decision	
1	Title of decision: Extra Care Housing for Older People - Contract Extension
2	Decision maker: Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care)
3	Report author and contact details: Joanne Green (Strategic Commissioning Manager) 01752 398352 joanne.green@plymouth.gov.uk
4	Decision to be taken: <ol style="list-style-type: none"> To authorise an extension to the existing Extra Care contract 11133-1 by 4 months by means of variation, to 31/07/2024.
5	Reasons for decision: <p>An Extra Care (ECH) scheme is where people have their own self-contained homes as part of a larger complex, have a legal right to occupy the property, and have the provision of 24/7 on-site care and support. Plymouth has 7 Extra Care schemes; the total annual current budget for extra care housing is £3.4m, representing £1m for core service delivery and £2.4m for commissioned self-directed care packages.</p> <p>The rationale for extending the current contracts for a short period of time are as follows:</p> <ol style="list-style-type: none"> To allow for procurement activity to conclude, which includes a new specification for the service to ensure it is fit for purpose for the future; There remains a need for this type of service to be able to meet the Council's statutory duties to provide choice under the Care Act.
6	Alternative options considered and rejected: <ol style="list-style-type: none"> To let the current contract expire – this would mean that the care and support of vulnerable adults was not protected by contractual terms and conditions. Direct Award of replacement contract to the current providers – the current contract specification and service design requires updating and is only fit for purpose in the short term while a new procurement is carried out.
7	Financial implications and risk: <p>The anticipated spend for the period of a 4 month extension is £993,771.70.</p> <p>The spend for this service is already accounted for in the Adult Social Care budget and there are no additional financial implications associated with extending the current contract for a limited period of time. Payment arrangements are in place with all the currently contracted providers.</p>

8	Is the decision a Key Decision? (Please contact Democratic Support for further advice)	Yes	No	Per the Constitution, a key decision is one which:
			x	in the case of capital projects and contract awards, results in a new commitment to spend and/or save in excess of £3million in total
			x	in the case of revenue projects when the decision involves entering into new commitments and/or making new savings in excess of £1million
		x	is significant in terms of its effect on communities living or working in an area comprising two or more wards in the area of the local authority.	
	If yes, date of publication of the notice in the Forward Plan of Key Decisions	N/A		
9	Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:	This service will help the Council to keep adults and communities safe, focusing on prevention and early intervention, providing quality public services and engaging with our communities.		
10	Please specify any direct environmental implications of the decision (carbon impact)	All the Extra Care Schemes are delivered locally in Plymouth, enabling residents to engage with services in their local area. There are no direct environmental implications anticipated.		
Urgent decisions				
11	Is the decision urgent and to be implemented immediately in the interests of the Council or the public?	Yes		(If yes, please contact Democratic Support (democraticsupport@plymouth.gov.uk) for advice)
		No	X	(If no, go to section 13a)
12a	Reason for urgency:			
12b	Scrutiny Chair Signature:		Date	
	Scrutiny Committee name:			
	Print Name:			
Consultation				
13a		Yes		

	Are any other Cabinet members' portfolios affected by the decision?	No	<input type="checkbox"/>	(If no go to section I4)
I3b	Which other Cabinet member's portfolio is affected by the decision?	N/A		
I3c	Date Cabinet member consulted	N/A		
I4	Has any Cabinet member declared a conflict of interest in relation to the decision?	Yes	<input type="checkbox"/>	
		No	<input checked="" type="checkbox"/>	
I5	Which Corporate Management Team member has been consulted?	Name	Gary Walbridge	
		Job title	Interim Strategic Director for People	
		Date consulted	18 th March 2024	
Sign-off				
I6	Sign off codes from the relevant departments consulted:	Democratic Support	DS I35 23/24	
		Finance	HLSI50324	
		Legal	LS/2110/KT/140324	
		Human Resources	N/A	
		Corporate property	N/A	
		Procurement	SS/SC/050/ED/CA(V)/0324	
Appendices				
I7	Ref.	Title of appendix		
	A	Briefing report for publication: Extra Care Contract Extension		
	B	Equalities Impact Assessment		
Confidential/exempt information				
I8a	Do you need to include any confidential/exempt information?	Yes	<input type="checkbox"/>	If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for

		No	x	publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in 18b below. (Keep as much information as possible in the briefing report that will be in the public domain)				
		Exemption Paragraph Number						
		1	2	3	4	5	6	7
18b	Confidential/exempt briefing report title: N/A							
Background Papers								
19	Please list all unpublished, background papers relevant to the decision in the table below. Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.							
Title of background paper(s)		Exemption Paragraph Number						
		1	2	3	4	5	6	7
N/A								
Cabinet Member Signature								
20	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.							
Signature			Date of decision	18 th March 2024				
Print Name	Councillor Mary Aspinall, Cabinet Member for Health and Adult Social Care							

BRIEFING PAPER

Extra Care Contract Extension



1. EXECUTIVE SUMMARY

It is recommended to extend the current Extra Care Housing (ECH) contract, as it is due to expire on 31/03/2024. Extending the contract for an additional 4 months will enable the procurement of a new service for the city to be concluded, with a new specification and delivery model. This has included commissioners visiting the current schemes to gather the views and feedback of those using services.

The new service will align with our Market Sustainability Plan and begin the process of delivering adult care services linked to a locality model. The overarching aim is to ensure that we have a sustainable and cohesive model for working, fostering collaborative partnerships for the future.

2. BACKGROUND

Plymouth City Council currently spends approximately £3.4m per annum on care and support in 7 ECH schemes across the City for people over 55 years of age. Within the ECH schemes, there are 4 Pathway Flats managed by Plymouth City Council which offer a short-term placement to people who may need a trial prior to signing up for a tenancy with the housing provider.

The contract has not been out to competitive tender since 2013.

The Extra Care service for older people supports the following outcomes:

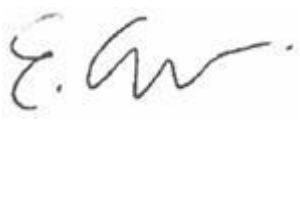
- People are supported to continue to live independently;
- People are supported individually so that they can lead as natural and independent a life as possible behind the privacy of their own door;
- People with complex needs associated with dementia and physical and mental disability receive skilled services that help them maintain and enjoy an active life;
- A more independent lifestyle may be facilitated for some, whereas the provision of a continually supportive environment will be a key factor for others;
- People are supported to achieve their desired level of involvement with their local community and the service will work collaboratively with the Social Inclusion service to this aim;
- People are supported to maintain or gain independent living skills following periods of illness and so prevent hospital admission or readmission;
- People are supported to evaluate and manage their own risk and to establish their preferred priorities;
- People passing through the Pathways flats (where applicable) will receive individualised care and support with the aim of achieving a positive outcome for continued independent living;
- The promotion and facilitation of flexible telecare solutions to achieve a wide range of responses to meeting people's needs;
- The allocation of accommodation and the movement of people into/out of the scheme are efficiently and effectively handled and the service will work in partnership with the housing providers and social inclusion provider(s) to achieve this;
- Good partnership working with the Housing Provider and Social Inclusion Services will be achieved to ensure a fully utilised, safe and well-coordinated environment where people enjoy living.

In July 2023 Plymouth City Council Cabinet approved a recommendation to procure a new Extra Care service for the city. The procurement will also include the Social Inclusion offer to the Extra Care schemes (contracted separately). Since then work has been ongoing to design the new service approach and specification.

It is intended for the new service to begin on the 1st August 2024, following the conclusion of the procurement process. In July 2023 Cabinet also approved delegated authority to the Strategic Director for People to make the contract award decision, and other relevant decisions in relation to this contract where authority to do so is not already delegated to officers.

EQUALITY IMPACT ASSESSMENT – EXTRA CARE HOUSING

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

Author(s): This is the person completing the EIA template.	Joanne Green	Department and service:	People Strategic Co-Operative Commissioning	Date of assessment:	14/03/2024
Lead Officer: Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Emma Crowther Interim Head of Commissioning	Signature:		Approval date:	14/03/2024
Overview:	<p>Plymouth City Council is proposing to extend the current contract for older people's Extra Care Housing Care provision by 4 months. The current contract ends on 31/03/2024 and the extension would expire on 31/07/2024.</p> <p>This service provides commissioned care across 7 extra care schemes for older people in the City.</p> <p>Eligibility criteria for the service is defined as:</p> <p><u>Adults</u></p> <p>An individual whose needs meet The Care and Support (Eligibility Criteria) Regulations 2014, as set out in the Care Act 2014, in order to receive the Services, namely if:</p> <ol style="list-style-type: none"> The adult's needs arise from or are related to a physical or mental impairment or illness; As a result of the adult's needs the adult is unable to achieve two or more of the outcomes specified in paragraph 2 of the Regulations; and As a consequence there is, or is likely to be, a significant impact on the adult's well-being. <p>Any services received following a care or support Assessment and recommendation from an appropriately qualified health and social care professional will be free of charge to the Service User, where the solution recommended provides a preventative benefit or meets Care Act 2014 Eligibility Criteria and it achieves Best Value for Commissioners.</p>				
Decision required:	To authorise an extension to the existing Extra Care contract by 4 months by means of variation to 31/07/2024.				

SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

<p>Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?</p>	Yes		No	X
<p>Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?</p>	Yes		No	X
<p>Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)</p>	Yes		No	X
<p>If you do not agree that a full equality impact assessment is required, please set out your justification for why not.</p>				

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
Age	<p>Plymouth</p> <ul style="list-style-type: none"> 16.4 per cent of people in Plymouth are children aged under 15. 65.1 per cent are adults aged 15 to 64. 18.5 percent are adults aged 65 and over. 	<p>No adverse impact.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate</p>		

	<ul style="list-style-type: none"> • 2.4 percent of the resident population are 85 and over. <p>Southwest</p> <ul style="list-style-type: none"> • 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64. • 22.3 per cent are aged 65 and over. <p>England</p> <ul style="list-style-type: none"> • 17.4 per cent of people are aged 0 to 14. • 64.2 per cent of people are aged 15 to 64. • 18.4 per cent of people are aged 65 and over. <p>(2021 Census)</p>	<p>policies, procedures, process are in place.</p>		
<p>Care experienced individuals (Note that as per the Independent Review of Children’s Social Care recommendations, Plymouth City Council is treating care experience as though it is a protected characteristic).</p>	<p>It is estimated that 26 per cent of the homeless population in the UK have care experience. In Plymouth there are currently 7 per cent of care leavers open to the service (6 per cent aged 18-20 and 12 per cent of those aged 21+) who are in unsuitable accommodation.</p> <p>The Care Review reported that 41 per cent of 19-21 year old care leavers are not in education, employment or training (NEET) compared to 12 per cent of all other young people in the same age group.</p> <p>In Plymouth there are currently 50 per cent of care leavers aged 18-21 Not in Education Training or Employment (54 per cent of all those care leavers aged 18-24 who are open to the service).</p> <p>There are currently 195 care leavers aged 18 to 20 (statutory service) and 58 aged 21 to 24 (extended offer). There are more care leavers</p>	<p>No adverse impact.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		

	<p>aged 21 to 24 who could return for support from services if they wished to.</p>			
<p>Disability</p>	<p>Extra Care Housing supports service users, some of whom have a disability, including some people with quite complex needs who can live independently in extra care housing but with additional on-site support.</p> <p>A total of 31,164 people (from 28.5% of households) declared themselves as having a long term health problem or disability (national figure 25.7% of households), compared with the total number of people with disabilities in UK (11,600,000) (2011 Census).</p> <p>10% of our population have their day-to-day activities limited a lot by a long-term health problem or disability (2011 Census).</p> <p>In the 2011 census, there were 22,146 people aged 65 and over with a long term health problem or disability of which 11,266 recorded that their day-to-day activities were limited a lot and 10,880 reported their day-to-day activities were limited a little.</p> <p>There are 3,142 children with disability in Plymouth.</p>	<p>No adverse impact.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		
<p>Gender reassignment</p>	<p>Needs for the Extra Care Housing service are assessed by a suitably qualified person and the service will only be available if eligible needs have been identified.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to</p>		

	<p>There are no official estimates for gender reassignment at either national or local level.</p> <p>However, in a study funded by the Home Office, the Gender Identity Research and Education Society (GIREs) estimate that between 300,000 and 500,000 people aged 16 or over in the UK are experiencing some degree of gender variance.</p> <p>There is no specific CYP data for this category, but given the average age for presentation for reassignment of male-to-females is 40-49. For female-to-male the age group is 20-29, it is anticipated the number of CYP affected in the city is small.</p> <p>The 2021 Census included for the first time questions asking respondents to indicate their sexual orientation and gender identity. The collection of this information will provide a much clearer picture of the profile of this community going forward and the issues that they face. We anticipate that this will go some way in allowing us to understand the data at a local level.</p>	<p>demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		
<p>Marriage and civil partnership</p>	<p>There were 234,795 marriages in England and Wales in 2018.</p> <p>In 2020, there were 7,566 opposite-sex civil partnerships formed in England and Wales, of which 7,208 were registered in England and 358 were registered in Wales.</p> <p>There were 785 civil partnerships formed between same-sex couples in England and Wales in 2020, of which 745 were registered in England and 40 were registered in Wales.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		

<p>Pregnancy and maternity</p>	<p>There were 640,370 live births in England and Wales in 2019, a decrease of 2.5 per cent since 2018. The mid-year 2019 population estimates show that there were 2,590 births in Plymouth.</p> <p>The total fertility rate (TFR) for England and Wales decreased from 1.70 children per woman in 2018 to 1.65 children per woman in 2019.</p> <p>In 2014, approximately 30 girls aged under 18 conceived for every 1,000 women aged 15-17 years in this area. This is higher than the regional average (approximately 19 per 1,000). The area has a higher teenage conception rate compared with the England average (approximately 23 per 1,000), although there is a downward trend in under 18 conceptions in Plymouth.</p> <p>In 2013 there were an estimated 831,282 conceptions to women of all ages (15-44 years) in England compared with 842,202 in 2012, a decrease of 1.3%. In Plymouth the number has fallen from 3,928 in 2012 to 3,833 in 2013, a decrease of 2.4%. In terms of rates per 1,000 women aged 15-44 years both areas have also seen a decrease; Plymouth from 73.2 to 71.8 and England from 78.8 to 78.0 between 2012 and 2013. Nationally conception rates in 2013 increased for women aged 35 years and over, and decreased for those aged under 35 years compared to 2012 (Sexual Health Needs Assessment 2015).</p> <p>Research from the Equality and Human Rights Commission found that three in four mothers reported a negative or possibly discriminatory experience during pregnancy, maternity leave and/or return from maternity leave.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		
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<p>Race</p>	<p>Needs are assessed by a suitably qualified person and service will only be available if needs have been identified. Data from the 2022 Pen Profiles unless other stated:</p> <p>92.9 per cent of Plymouth’s population identify themselves as White British. 7.1 per cent identify themselves as Black, Asian or Minority Ethnic. Our ethnic minority communities are diverse with the Polish, Chinese and Kurdish communities amongst the largest. We also have a small resident Gypsy and Traveller community. Census data suggests at least 43 main languages are spoken in the city, showing Polish, Chinese and Kurdish as the top three, and over 100 different languages spoken in our schools. At the time of the 2001 census, 97 per cent of Plymouth’s population was White British, by 2011 this had decreased to 93 per cent. Our ethnic minority communities are diverse with the Polish, Chinese and Kurdish communities amongst the largest. We also have a small resident Gypsy and Traveller community. The Census records that there are at least 43 main languages spoken in the city, and over 100 different languages spoken in our schools</p> <p>Some areas of the city are more diverse than others: the area around the university, the city centre, Stonehouse and the East End are among the most diverse.</p> <p>Plymouth is a dispersal area for asylum seekers and around 350 people will be accommodated in the city at any given time.</p> <p>According to a report by the King’s Fund, people from ethnic minority groups are more likely to report limiting long-term illness and poor health than White British people, in particular people</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		
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	<p>from Pakistani and Bangladeshi groups and those identifying as White Gypsy and Irish Traveller.</p>			
<p>Religion or belief</p>	<p>Needs are assessed by a suitably qualified person and service will only be available if needs have been identified.</p> <p>There is no specific CYP data for this category. However, data shows 32.9% of the Plymouth population stated they had no religion. Those with a Hindu, Buddhist, Jewish or Sikh religion combined totalled less than 1%. 58.1% of those who responded declared themselves to be Christian. 0.8% declared that they were of Islam, 0.3% Buddhist; 0.2% Hindu; 0.1% Jewish; 0.1% Sikh. 0.5% of the population had a current religion that was not Christian, Islam, Buddhism, Hinduism, Judaism, or Sikh such as Paganism or Spiritualism.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		
<p>Sex</p>	<p>Needs are assessed by a suitably qualified person and service will only be available if needs have been identified.</p> <p>Overall 50.3 per cent of our population are female and 49.7 per cent are male: this reflects the national figure of 50.6 per cent females and 49.4 per cent males (ONS MYE 2019).</p> <p>Life expectancy at birth in Plymouth is 78.8 for males and 82.5 for females (OHID 2018-2020).</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		

	Healthy life expectancy in Plymouth is 61.8 for males and 58.3 for females (OHID 2018-2020).			
Sexual orientation	<p>There are no official estimates for sexual orientation at a local level. There is no precise local data on sexual orientation in Plymouth.</p> <p>Findings from the annual population survey have revealed the number of people identifying as lesbian, gay or bisexual in the UK has increased from 1.9% in 2015 to 2.7% in 2019, an increase of more than a third.</p> <p>The 2021 Census will include for the first time a question asking respondents to indicate their sexual orientation. The collection of this information will provide a much clearer picture of the profile of this community going forward and the issues that they face. We anticipate that this will go some way in allowing us to understand the data at a local level.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	N/A		

SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
Celebrate diversity and ensure that Plymouth is a welcoming city.	N/A		

Pay equality for women, and staff with disabilities in our workforce.	N/A		
Supporting our workforce through the implementation of Our People Strategy 2020 – 2024	N/A		
Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.	N/A		
Plymouth is a city where people from different backgrounds get along well.	N/A		

EXECUTIVE DECISION

made by a Council Officer




REPORT OF ACTION TAKEN UNDER DELEGATED AUTHORITY BY AN INDIVIDUAL COUNCIL OFFICER

Executive Decision Reference Number – *COD 39 23/24*

Decision	
1	Title of decision: Contract Award: Resettlement Support Service
2	Decision maker: Gary Walbridge (Interim Strategic Director for People)
3	Report author and contact details: Kate Lattimore, Commissioning Officer, kate.lattimore@plymouth.gov.uk
4a	Decision to be taken: To award a contract to PATH led Plymouth Resettlement Partnership at a value of £2,200,000 for 4 years, with options to extend for 3 years and 2 years (4+3+2), following a tender process. The contract will commence on 1 st May 2024.
4b	Reference number of original executive decision or date of original committee meeting where delegation was made: Cabinet Decision 10 July 2023, Minute 22 – Resettlement Support Service Business Case
5	Reasons for decision: The Refugee Integration and Support Service Contract that provides support and guidance to the same cohort of people is ending on 30 th of April 2024. There remains a need for this type of service, and a new service has been procured in line with Contract Standing Orders. It is intended that the new contract will commence on 1 st May 2024.
6	Alternative options considered and rejected: Not award a new contract: Rejected as the Refugee Integration and Support Service Contract that provides support and guidance to the same cohort of people is ending on 30 th of April 2024. It is essential that a new contract is awarded to ensure continuity of support and to meet our statutory duties as was agreed in Cabinet Decision 10 July 2023, Minute 22 – Resettlement Support Service Business Case.
7	Financial implications and risks: The majority of the service is funded by the Home Office, with contributions from NHS Devon ICB and Plymouth City Council. Future service delivery will be linked to the size of the grant contributions from the Home Office and risk assessed for any changes in funding levels. Current funding commitments are in place until 31 st March 2028. The approximate annual contract value (dependent on grant funding) will be £550,000; as above the majority of the funding for this service will be from a Home Office grant that is ring-fenced to be spent specifically on refugee resettlement schemes, so the financial risk to Council is low while this is in place.

	There is a risk that if grant funding was reduced or removed then services would need to be provided to vulnerable people and this would increase demand on the Council's statutory services – this will be monitored carefully and any changes in funding allocations escalated appropriately.			
8	Is the decision a Key Decision? (please contact Democratic Support for further advice)	Yes	No	Per the Constitution, a key decision is one which:
		X		in the case of capital projects and contract awards, results in a new commitment to spend and/or save in excess of £3million in total
			X	in the case of revenue projects when the decision involves entering into new commitments and/or making new savings in excess of £1 million annually
		X		is significant in terms of its effect on communities living or working in an area comprising two or more wards in the area of the local authority.
8b	If yes, date of publication of the notice in the Forward Plan of Key Decisions	19 th February 2024		
9	Please specify how this decision is linked to the Council's corporate plan/Plymouth Plan and/or the policy framework and/or the revenue/capital budget:	This service will help the Council to keep children, adults and communities safe, focusing on prevention and early intervention, providing quality public services and trusting and engaging our communities.		
10	Please specify any direct environmental implications of the decision (carbon impact)	None. See appendices A: Climate Impact Assessment.		
Urgent decisions				
11	Is the decision urgent and to be implemented immediately in the interests of the Council or the public?	Yes		(If yes, please contact Democratic Support for advice)
		No	x	(If no, go to section 13a)
12a	Reason for urgency:			
12b	Scrutiny Chair signature:		Date	
	Scrutiny Committee name:			
	Print Name:			
Consultation				

13a	Which Cabinet Member's portfolio does this decision relate to?	Councillor Chris Penberthy (Cabinet member for Housing, Cooperative Development and Communities)		
13b	Date Cabinet Member consulted	15/03/2024		
13c	Are any other Cabinet members' portfolios affected by the decision?	Yes	<input checked="" type="checkbox"/>	
		No	<input type="checkbox"/>	(If no go to section 14)
13d	Which other Cabinet member's portfolio is affected by the decision?	Councillor Mary Aspinnall (Cabinet Member for Health and Adult Social Care)		
13e	Date other Cabinet member(s) consulted	15/03/2024		
14	Has any Cabinet member declared a conflict of interest in relation to the decision?	Yes	<input type="checkbox"/>	If yes, please discuss with the Monitoring Officer
		No	<input checked="" type="checkbox"/>	
15	Which Corporate Management Team member has been consulted?	Name	Gary Walbridge	
		Job title	Interim Strategic Director of People	
		Date consulted	18/03/2024	
Sign-off				
16	Sign off codes from the relevant departments consulted:	Democratic Support (mandatory)	DS 136 23/24	
		Finance (mandatory)	HLS140324	
		Legal (mandatory)	LS/2110/KT/140324	
		Human Resources (if applicable)	N/A	
		Corporate property (if applicable)	N/A	
		Procurement (if applicable)	SS/SC/049/ED/CA/0324	
Appendices				
17	Ref.	Title of appendix		
	A	Resettlement Support Service Contract Award Report Part I		
	B	Equalities Impact Assessment		
	C	Climate Impact Assessment		
Confidential/exempt information				
18a	Do you need to include any confidential/exempt information?	Yes	<input checked="" type="checkbox"/>	If yes, prepare a second, confidential ('Part II') briefing report and indicate why it is not for

		No	publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box in 18b below.					
		Exemption Paragraph Number						
		1	2	3	4	5	6	7
18b	Confidential/exempt briefing report title: Resettlement Support Service Contract Award Report Part 2			X				
Background Papers								
19	Please list all unpublished, background papers relevant to the decision in the table below. Background papers are <u>unpublished</u> works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based. If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.							
Title of background paper(s)		Exemption Paragraph Number						
		1	2	3	4	5	6	7
N/A								
Council Officer Signature								
20	I agree the decision and confirm that it is not contrary to the Council's policy and budget framework, Corporate Plan or Budget. In taking this decision I have given due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not. For further details please see the EIA attached.							
Signature			Date of decision	18 th March 2024				
Print Name	Gary Walbridge (Interim Strategic Director for People)							

PROCUREMENT GATEWAY 3 - CONTRACT AWARD REPORT - PART I

PEO23085 Resettlement Support Service



I. INTRODUCTION

This contract award report is in relation to the outcome of a commissioning process including the procurement of a Resettlement Support service. This service will provide advice, support and guidance to assist persons with recourse to public funds arriving through all government managed resettlement schemes or granted leave to remain via the asylum systems. The aim of the service will be to support individuals to settle and integrate into Plymouth, build on their assets and attributes to enable them to participate and contribute fully in society

The anticipated duration of the contract is for a 4-year period with an option to extend by up to a further 5 years (3yrs +2yrs). Contract will commence 1st May 2024.

It is recommended that the contract is awarded to PATH led Plymouth Resettlement Partnership, consisting of the following organisations: PATH, Open Door International Language School (ODILS), Students and Refugees Together (START), Devon and Cornwall Refugee Service (DCRS), Plymouth and Devon Race Equality Council (PDREC) and Bridges.

2. BACKGROUND

The procurement included using an assurance process to commission an innovative, trauma-informed service that provides place-based, person-centred support. The aim of the service will be to support individuals to settle and integrate into the host community. The outcomes of this contract will be to assist service users to meet their aspirations and feel socially included, build on a persons' assets and attributes to enable them to participate and contribute fully in society. The specific outcomes of the service will include:

- Improved access to housing;
- Increased self-sufficiency via employment and maximisation of welfare benefits;
- Improved independence through the strengthening of social connections, language skills and digital inclusion;
- Improved cultural competency to help local communities and services to become more refugee friendly;
- Attainment of positive health outcomes;
- Improved English language acquisition by providing support and assistance to access ESOL;

The Resettlement Support Service will:

- Be a recognised partnership able to contribute towards improved community cohesion within the city;
- Generate evidence about what works, to be able to evaluate the impact of funded projects on refugee integration and self-sufficiency;
- Provide evidence to inform future policy, programming, and mainstream service delivery;
- Support other organisations to become more culturally aware and competent when supporting people from refugee communities, offering expertise to help ensure they are

- accessible and culturally sensitive towards the needs of the cohort including advocating for those people that may have experienced discrimination;
- Work in support and collaboration with members of the Refugee and Asylum Seeker (RAS) forum in Plymouth;
 - Be expected to participate in statutory bodies led by the Council such as Plymouth Prevent and Safer Communities and other ad hoc focus groups which require input from providers on the specific needs of this cohort;
 - have a strong and consistent focus on cross-partnership delivery that aligns and draws on the support of mainstream services;

This commissioning process has been underpinned by co-production and design values. An initial series of market engagement co-design workshops with providers took place at which were laid out the background and high-level service outcomes and at which providers were invited to refine and also to define the activities required to deliver outcomes, using a theory of change framework.

Following the first stage of the tender, having only one emerging partnership allowed us to proceed with the assurance process involving dialogue and discussion and a much more collaborative approach to developing service design. The assurance process commenced at the second stage and involved dialogue or assurance meetings with the emerging partnership, preceded by a series of method statement questions for which the partnership was required to set out their plans for service delivery against a set of published criteria. These responses were evaluated by a panel of council staff and two people with lived experience. A series of clarifications and questions emerged from this process that were set to the providers, and which formed basis of dialogue meetings. Eventually the stage was reached by which the evaluators and partnership were satisfied with agreed offer that met required standard to be able to award a contract.

Involving people with lived experience has been an integral part of this process. An expression of interest was issued that was shared by colleagues at the university that lead on the Routes to Wellness project. Two people with lived experience responded; their involvement has been invaluable in helping to shape method statement questions and evaluation criteria, and they have been involved in the evaluation and present at all the assurance meetings.

3. PROCUREMENT PROCESS

The procurement process consisted of a 2-stage approach.

A Contract Notice published on Find a Tender Service (FTS) reference number 2023/S 000-023106 was dispatched on 08/08/2023.

(1) Stage 1 – Supplier Selection Questionnaire (SQ)- The aim of this stage was to test the capability and capacity of potential provider collaborations and to identify whether there would be more than one capable provider partnership. The numbers would determine the next stage, i.e., either (a) A competitive process (if more than one capable provider partnership is identified at Stage 1), which would involve dialogue and assessment of bids against published evaluation criteria and weightings; or (b) A partnership “Assurance Process” with a single group, if only one capable provider partnership identified at Stage 1.

The Supplier Selection Questionnaire (SQ) identified one capable provider partnership suitable to proceed to Stage 2.

(2) Stage 2 was therefore conducted as a partnership “Assurance Process” with the one capable provider partnership (the Tenderer).

The indicative timetable published for the tender was as follows:

Activity	Date/Target Date
FTS PIN/ Contract Notice Published	08/08/2023
Contracts Finder Notice Published	08/08/2023
Issue SQ	08/08/2023
Return SQ	29/08/2023
SQ Shortlist notification	01/11/2023
Dispatch of ITT	5/12/2023
Initial meeting between partnership, commissioners, people with lived experience	2pm to 4pm 18/12/2023
Deadline for Tenderer ITT Clarifications	03/01/2024
Deadline for Council Responses to Clarifications	08/01/2024
Return for initial tender submission	10:00am on 15/01/2024
Notification of scores and points for discussion	29/01/2024
1st assurance dialogue meeting	05/02/2024
Notification of outstanding points for discussion	07/02/2024
2nd assurance dialogue meeting	12/02/2024
Deadline for Partnership to re-submit tender based on agreed changes	16/02/24
Notification of scores and points for discussion (if required)	22/02/24
3rd assurance dialogue meeting (if required)	27/02/24
Partnership final submission deadline	05/03/2024
Successful tenderer Notification & standstill start	19/03/24
Self-certified policy, procedures and information requested	19/03/24
Regulation 87 standstill period (10 calendar days) end	19/03/24 to 29/03/2024
Contract award	01/04/24
Mobilisation	01/04/24 to 30/04/2024
Estimated Service Commencement	01/05/2024

4. TENDER EVALUATION CRITERIA

4.1 Supplier Selection Criteria (Suitability Assessment Stage)

The following criteria were used to assess the submissions at Suitability Assessment stage:

Section	Title	Type of Question	Weighting (%)
1	Supplier information	Information only	Not evaluated and scored
2	Grounds for Mandatory Exclusion	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
3	Mandatory and discretionary grounds relating to the payment of taxes and social security contributions	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
4	Grounds for Discretionary Exclusion	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
5	Economic and Financial Standing	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
6	Parent Company Details	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
7	Technical & Professional Ability	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
8	Insurances	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
9	Modern Slavery Act	Pass/fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
10 ADDITIONAL QUESTIONS			
10.1	Health & Safety	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated, and they will be eliminated from the process.
10.2	Equality and Diversity	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.
10.3	Quality Management	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission

			will not be evaluated and they will be eliminated from the process.
10.4	Business Capability	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.
10.5	Safeguarding	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.
10.6	Data Protection	Pass/Fail	In the event of a supplier being awarded a 'fail', the remainder of their submission will not be evaluated and they will be eliminated from the process.

In the event of the Supplier being awarded a 'fail' on any of the above criteria, the remainder of their SQ was not evaluated and they were eliminated from the process.

4.2 Supplier Award Criteria (ITT Stage)

4.2.1 Disqualification Criteria

If any of the following applied, then the **tender** would be disqualified:

- Delivery of all elements of the specification not included;
- Schedule 5 and 6 certificates/declarations not completed and/ signed;
- Price above Affordability Criteria;
- Price breakdown (costs) unrealistic and service not sustainable;
- Unacceptable amendments to Terms and Conditions;

4.2.2 Affordability Criteria

The contracts are going to be delivered for up to 9 years (4yr+3yr+2yr). The total maximum contract value is £4,950,000.

The estimated maximum contract value for the initial 4-year contract period is £2,200,00. Tenders exceeding this estimated value would be disqualified from the tender exercise.

4.2.3 Award criteria

The high-level award criteria was as follows:

Criteria	Thresholds
Price	Affordability (initial 4-year contract period is £2,200,00).
Quality	'Good' (Score 3)
Social Value	'Good' (Score 3)

The following questions were asked in order to test the quality of the submission:

EVALUATION CRITERIA
TECHNICAL RESPONSE – METHOD STATEMENTS
Question: MS 1 Service Delivery Model MS 1 Please describe your service delivery model including your vision and ambition for an inclusive and effective service in Plymouth
MS 2 Coproduction How will you improve your service by involving people who use it, ensuring their voices are at the heart of it, and taking into account protected characteristics
MS3 Partnerships MS 3 a) Please describe how you will work together with each other within your partnership to deliver the different service elements and outcomes MS3 b) Please describe the key external partners you will work with and how you will maintain productive working relationships
TECHNICAL RESPONSE – SOCIAL VALUE
Social Value Schedule 4 SV1 and SV2 NT1a: No. of full time equivalent local direct employees (FTE) hired or retained for the duration of the contract which are TUPE transfers
NT39: Mental Health campaigns for staff on the contract to create community of acceptance, remove stigma around mental health.
NT 41: Percentage of staff on contract that is paid at least the relevant Real Living wage as specified by Living Wage foundation

4.3 Tender evaluation

Tenders were evaluated using the following scoring:

- Strength of proposals to comply with the Council's specification - evaluation made on contract delivery proposals submitted in response to the requirements set out in specification and taking into consideration the Council's aims for the service.

Pass/Fail Questions- Questions identified as PASS/FAIL were evaluated on a pass/fail basis. Each question clearly indicated what response constitutes as PASS and what response constituted as FAIL. In the event of the Tenderer being awarded a 'fail' on any of the criteria, the remainder of the Tender would not be evaluated and would result in elimination from the process.

Scored Questions -

Questions identified as SCORED were evaluated using the Scoring Table I below:

Scoring Table I

Response	Score	Definition
Very good	4	Response is particularly relevant. The response is precisely detailed to demonstrate a very good understanding of the requirements and provides details on how these will be fulfilled.
Good	3	Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements/outcomes will be fulfilled.
Average	2	Response is relevant and acceptable. The response addresses a broad understanding of the requirements/outcomes but lacks details on how the requirement/outcomes will be fulfilled in certain areas.

Poor	I	Response is partially relevant and/or poor. The response addresses some elements of the requirements/outcomes but contains insufficient/limited detail and explanation to demonstrate how the requirements/outcomes will be fulfilled.
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The Council decided to take a '**consensus**' scoring evaluation approach to this procurement. This means that, following the independent evaluation of submissions, where there was a difference in individual evaluator scoring for any question, a moderation session with all evaluators for that question, took place to arrive at an agreed, consensus score.

In the Invitation to tender (ITT) documents it stated that we will only proceed to contract award if after the discussion meetings and evaluation of the final tender submission, the score reached at least 'Good' for every method statement.

4.4 Assurance Dialogue Meetings

The assurance process consisted of the following steps:

1. Initial meeting between partnership, commissioners and people with lived experience:
 - The purpose of this meeting was for the tenderer to ask any questions or raise any clarifications or points you may have.
2. Initial Tender Submission:
 - The Tenderer was required to answer all sections and submit an initial tender within the specified timescale.
3. Evaluation, Dialogue and Tender Resubmission
 - The Council evaluated the initial tender submission and notified the tenderer with preliminary scores and details of points identified for discussion.
 - Following this, two scheduled meetings took place to discuss these points. This provided the tenderer with an opportunity to explain their rationale and where their submission had not reached a 'Good' score for all sections we entered into dialogue with the tenderer to agree their tender could be improved to achieve this. This reshaping could include changing, adding or removing elements of their bid but all changes agreed had to be kept within the published pricing threshold.
 - The Tenderer was required to submit a reshaped tender within specified timescale.
4. Acceptance of Final Tender submission
 - The Council evaluated the re-submitted tender and notified the tenderer that a 'Good' score has been achieved for all sections so this tender will be accepted as their final tender.

4.5 Evaluation of self-certified sections on Contract Award

Self-certified sections (including insurances and polices/procedures) will be evaluated for the successful bidder at the contract award stage.

These documents will be evaluated against current legislative requirements and the minimum criteria published in the ITT documents. The documents will be scored as follows:

Definition	Criteria	Consequence
Award	Documents fully comply with criteria detailed in SQ Annex A.	Contract awarded to successful tenderer
Award subject to	Documents mostly fully comply with criteria detailed in SQ Annex A and only	Contract awarded to successful tenderer subject to them updating documents to a

	minor amendments are required to bring them to full compliance.	satisfactory standard before contract commencement
Fail	Documents do not or only partially comply with criteria detailed in SQ Annex A and major amendments are required to bring them to full compliance.	Successful bidder will be disqualified from the process. Consideration will be given to approaching the next placed bidder.

5. SUMMARY OF EVALUATION

Following advertisement of the procurement opportunity as set out in Section 3 above, four submissions were received by the deadline of 12:00 on 29/08/2023.

Part 1: Selection Questionnaire (SQ)

Four submissions were received on time. Two of these were from individual organisations who were disqualified as the ITT documents clearly stated that the requirement is for a partnership of providers to deliver the service. Another submission constituted a partnership but was disqualified due to incomplete submissions of the SQ for some members of this partnership and also failure of some sections. The remaining submission was complete and passed onto the second 'Assurance' stage.

Part 2: Contract Award

The Tender which passed the Selection criteria was then assessed using the Contract Award evaluation criteria and methodology as set out in Section 4 above.

Details of the tendering organisations and their scores are provided in "Resettlement Support Service Contract Award Report Part 2".

7. FINANCIAL IMPLICATIONS

Financial provision has been made within the budget. Details of the contractual pricing are provided in Resettlement Support Service Contract Award Report Part 2".

The duration of contract awarded will be 4 years, and the Council will then have an option to offer an extension for a further 2 extensions of 3 years plus 2 years.

The Council has undertaken this procurement to ensure that the services commissioned are of good quality and offer value for money in the use of public funds.

8. RECOMMENDATIONS AND REFLECTIONS ON PROCESS

It is recommended that a contract be awarded to PATH led Plymouth Resettlement Partnership on Service Agreement Terms & Conditions, at a value of £2,200,000 for 4 years, with options to extend for 3 years and 2 years (4+3+2). The contract will commence on 1st May 2024.

This award will be provisional and subject to the receipt from the supplier of the satisfactory self-certification documents detailed in the suitability assessment questionnaire.

This award is also subject to the outcome of any challenge made during the call-in or mandatory standstill period.

9. APPROVAL**Authorisation of Contract Award Report**

Author (Responsible Officer / Project Lead)			
Name:	Kate Lattimore		
Job Title:	Commissioning Officer		
Additional Comments (Optional):			
Signature:	<i>Kate Lattimore</i>	Date:	18/03/2024
Head of Service / Service Director			
[Signature provides authorisation to this award report and award of Contract]			
Name:	Gary Walbridge		
Job Title:	Interim Strategic Director for People		
Additional Comments (Optional):			
Signature:	<i>GWalbridge</i>	Date:	18/03/2024


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The following relates to exempt or confidential matters (Para(s) 3 of Part 1, Schedule 12A of the Local Govt Act 1972). Any breach of confidentiality could prejudice the Council/person/body concerned & might amount to a breach of the councillors /employees codes of conduct.

Document is Restricted

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EQUALITY IMPACT ASSESSMENT – RESETTLEMENT SUPPORT**SECTION ONE: INFORMATION ABOUT THE PROPOSAL**

Author(s): This is the person completing the EIA template.	Kate Lattimore	Department and service:	Strategic Co-operative Commissioning	Date of assessment:	5 th March 2024
Lead Officer: Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Emma Crowther, Interim Head of Commissioning	Signature:		Approval date:	14 th March 2024
Overview:	<p>This EIA has been carried out to check that full consideration is being given to the impact of awarding a contract for a Resettlement Support service, currently delivered as Refugee Integration and Support Service, on people with protected characteristics under Equality Law.</p> <p>Plymouth has a long and proud history of accepting and settling refugees and asylum seekers (RAS), this is reflected via a commitment in the City Plan to equality and diversity and to promote cohesion to meet our obligations under the Public Sector Equality Duty. Plymouth was designated a 'dispersal city' for asylum seekers under the 1999 Immigration and Asylum Act. There are approximately 350 asylum seekers living in Home Office commissioned dispersal accommodation at any one time. Once an asylum seeker receives a positive decision on their status to remain in the UK they are entitled to rent and can access other statutory housing assistance. Many of these refugees choose to remain in Plymouth. To further our commitment Plymouth has participated in several Home Office managed resettlement schemes enabling a safe passage for many of the most vulnerable people fleeing conflict and persecution. These include the Syrian Vulnerable Person's Scheme (SVPRS), Vulnerable Children's Resettlement Scheme (VCRS), Afghan Relocation and Assistance Policy, (ARAP) Afghan Citizens Resettlement Scheme (ACRS) and Homes for Ukraine (H4U).</p> <p>In terms of demographics, most recently, 75% of referrals come from 6 countries – Iran, Afghanistan, Eritrea, Syria, Sudan, and Iraq. 80% are male, 69% single, 75% are between ages 25 – 44. Data analysis suggests that around 80 people per year choose to remain in the city and will require intense support with accessing housing, benefits, and employment at the point of receiving a positive decision. Support can last anywhere between 6 months to 2 years depending on need.</p>				

	<p>More detailed information about the protected characteristics of services users will be collected through the course of service provision and considered as part of the contract management process.</p> <p>The Council is required to re-commission the service. We are commissioning a new service that will help service users meet their aspirations and feel socially included, build on their on their assets, skills, and attributes to enable them to participate and contribute fully to society. Specific outcomes will include:</p> <ul style="list-style-type: none"> • Improved access to housing and maximization of incomes via welfare benefits; • Improved English language acquisition via assistance with accessing ESOL (English for Speakers of Other Languages) and achieving accredited qualifications; • Increased self-sufficiency via employment and community integration; • Improved positive health and wellbeing outcomes; <p>The service will be a recognised partnership that is able to contribute towards improved community cohesion within the City and Support other organisations to become more culturally aware and competent when supporting people from refugee communities, offering expertise to help ensure they are accessible and culturally sensitive towards the needs of this cohort including professional advocacy for those people that may have experienced discrimination.</p>
Decision required:	<p>To award a contract to PATH led Plymouth Resettlement Partnership at a value of £2,200,000 for 4 years, with options to extend for 3 years and 2 years (4+3+2), following a tender process. The contract will commence on 1st May 2024.</p>

SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

Potential external impacts:	Yes		No	X
Does the proposal have the potential to negatively impact service users, communities, or residents with protected characteristics?				
Potential internal impacts:	Yes		No	X
Does the proposal have the potential to negatively impact Plymouth City Council employees?				
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required, and you must complete section three)	Yes		No	X

If you do not agree that a full equality impact assessment is required, please set out your justification for why not.

The justification is that as summarised in the overview, some of the key aims of the service will be to ensure that people with protected characteristics in particular around race and religion are provided with support interventions that will empower them to feel more confident in settling into their new hometown. The service will be particularly culturally sensitive to the needs of women who may come from countries within Africa and the Middle East, providing them with support and opportunities in single sex spaces where appropriate. Service requirements include initiatives that help to foster better understanding between different communities, aiming for better cohesion and mutual respect, and understanding reducing racial tensions.

The test is does the decision to award the contract

- Remove or minimise disadvantages suffered by people due to their protected characteristics.
- Take steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people, and
- Encourage people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

The test is passed on all three criteria.

- The service minimises the disadvantages suffered by Asylum Seekers and Refugees who share the protected characteristics of Race and Religion.

It aims to meet the needs of service users where they are different e.g., language and integration

It aims to enable service users to participate and contribute fully to society.

In reaching this decision we considered relevant case law including *Kaur and Shah) v London Borough of Ealing [2008]*. We believe this the case is not fully relevant in the circumstances because although the service is through a single provider arrangement, this was already the case, and the service continues to meet the specialist need of the target group i.e. Refugee and Asylum Seekers. We note the expectation of community consultation and believe this is met by the active and supported involvement of relevant community representatives in codesign and contract award phases of the procurement activity.

The evidence recorded below relates to the wider community, the specific evidence we considered in relation to relevant services users is summarised in the Resettlement Support Service Business Case. More detailed information about the protected characteristics of services users will be collected through the course of service provision and considered as part of the contract management process.

Plymouth is designated as a 'dispersal city' for asylum seekers. There are approximately 350 asylum seekers living in Home Office commissioned dispersal accommodation at any one time. Around half of those seeking asylum and dispersed to the city are eventually granted refugee status, at which point they are entitled to rent and can access other statutory housing assistance.

In terms of demographics, most recently, 75% of referrals come from 6 countries – Iran, Afghanistan, Eritrea, Syria, Sudan, and Iraq. 80% are male, 69% single, 75% are between ages 25 – 44. Data analysis suggests that around 80 people per year choose to remain in the city and will require intense

support with accessing housing, benefits, and employment at the point of receiving a positive decision. Support can last anywhere between 6 months to 2 years depending on need.

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
Age	<p>All data is from the 2011 Census except for age and sex which has been updated with 2021 data. Data will be updated with the 2021 Census data as it becomes available.</p> <p>Plymouth</p> <ul style="list-style-type: none"> • 16.4 per cent of people in Plymouth are children aged under 15. • 65.1 per cent are adults aged 15 to 64. • 18.5 percent are adults aged 65 and over. • 2.4 percent of the resident population are 85 and over. <p>Southwest</p> <ul style="list-style-type: none"> • 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64. • 22.3 per cent are aged 65 and over. <p>England</p> <ul style="list-style-type: none"> • 17.4 per cent of people are aged 0 to 14. • 64.2 per cent of people are aged 15 to 64. 	N/A	N/A	N/A

	<ul style="list-style-type: none"> 18.4 per cent of people are aged 65 and over. <p>(2021 Census)</p>			
<p>Care experienced individuals</p> <p>(Note that as per the Independent Review of Children’s Social Care recommendations, Plymouth City Council is treating care experience as though it is a protected characteristic).</p>	<p>It is estimated that 26 per cent of the homeless population in the UK have care experience. In Plymouth there are currently 7 per cent of care leavers open to the service (6 per cent aged 18-20 and 12 per cent of those aged 21+) who are in unsuitable accommodation.</p> <p>The Care Review reported that 41 per cent of 19–21-year-old care leavers are not in education, employment, or training (NEET) compared to 12 per cent of all other young people in the same age group.</p> <p>In Plymouth there are currently 50 per cent of care leavers aged 18-21 Not in Education Training or Employment (54 per cent of all those care leavers aged 18-24 who are open to the service).</p> <p>There are currently 195 care leavers aged 18 to 20 (statutory service) and 58 aged 21 to 24 (extended offer). There are more care leavers aged 21 to 24 who could return for support from services if they wished to.</p>	N/A	N/A	N/A
<p>Disability</p>	<p>9.4 per cent of residents in Plymouth have their activities limited ‘a lot’ because of a physical or mental health problem.</p> <p>12.2 per cent of residents in Plymouth have their activities limited ‘a little’ because of a physical or mental health problem (2021 Census)</p>	N/A	N/A	N/A

Gender reassignment	0.5 per cent of residents in Plymouth have a gender identity that is different from their sex registered at birth. 0.1 per cent of residents identify as a trans man, 0.1 per cent identify as non-binary and, 0.1 per cent identify as a trans woman (2021 Census).	N/A	N/A	N/A
Marriage and civil partnership	40.1 per cent of residents have never married and never registered a civil partnership. 10 per cent are divorced, 6 percent are widowed, with 2.5 per cent are separated but still married. 0.49 per cent of residents are, or were, married or in a civil partnership of the same sex. 0.06 per cent of residents are in a civil partnership with the opposite sex (2021 Census).	N/A	N/A	N/A
Pregnancy and maternity	The total fertility rate (TFR) for England was 1.62 children per woman in 2021. The total fertility rate (TFR) for Plymouth in 2021 was 1.5.	N/A	N/A	N/A
Race	In 2021, 94.9 per cent of Plymouth's population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black (2021 Census) People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity (2021 Census) 92.7 per cent of residents speak English as their main language. 2021 Census data shows that after English, Polish, Romanian, Chinese,	N/A	N/A	N/A

	Portuguese, and Arabic are the most spoken languages in Plymouth (2021 Census).			
Religion or belief	48.9 per cent of the Plymouth population stated they had no religion. 42.5 per cent of the population identified as Christian (2021 Census). Those who identified as Muslim account for 1.3 per cent of Plymouth’s population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).	N/A	N/A	N/A
Sex	51 per cent of our population are women and 49 per cent are men (2021 Census).	N/A	N/A	N/A
Sexual orientation	88.95 per cent of residents aged 16 years and over in Plymouth describe their sexual orientation as straight or heterosexual. 2.06 per cent describe their sexuality as bisexual, 1.97 per cent of people describe their sexual orientation as gay or lesbian. 0.42 per cent of residents describe their sexual orientation using a different term (2021 Census).	N/A	N/A	N/A

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
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	<p>The following articles of the Human Rights Act have relevance to the Refugee Support Service (RSS):</p> <p><u>Article 2 – right to life - everyone’s right to life shall be protected by law.</u></p> <p>The government has stated that they want to remove the incentive to attempt risky sea crossings of refugees and migrants.</p> <p><u>Article 3: Freedom from torture and inhuman or degrading treatment</u></p> <p>Asylum seekers and refugees will typically have experienced such treatment or at least have a well-founded fear that would if returned to their country of origin. Some service users will be awaiting decisions about their claims, and it is important that they are adequately supported whilst these decisions are made. In particular they must not be subjected to degrading treatment, and this will mean that service providers are equipped to recognise the potential for this in their dealings with this community.</p> <p><u>Article 8: Respect for your private and family life, home and correspondence</u></p> <p>Asylum seekers and refugees are increasingly arriving through safe</p>	<p>Commissioning this service promotes protection of the right to life.</p> <p>The commissioning process has sought to ensure that the provider has specialist knowledge and experience of providing support to Asylum Seekers and Refugees and that they are able to share this knowledge with other statutory and non-statutory partners with who they will be working.</p> <p>The commissioning team recognised the changing demographic and the need to provide appropriate services was explicitly set out in the ITT (Invitation to Tender). Providers were also asked to specifically evidence their awareness and understanding of this change.</p> <p>The commissioning team discussed the propensity for some service users to conform to cultural norms in their country of origin about the participation of women and people who identify as LGBTQ in society which might hamper or prevent their integration in UK society.</p> <p>This is a highly sensitive issue since these cultural norms may be well embedded and may be viewed by</p>	<p>Provisions to address the issues raised under these articles 2, 3, 8, 9 and Article 2 of the first protocol will be included in the contract based on those set out in the provider tender, method statements and the formal dialogue between commissioners and providers conducted within procurement rules.</p>
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	<p>routes as a result of Government schemes and interventions in conflict zones such as the middle east and Ukraine. This has led to a change in the demographic characteristics of the service users with an increased emphasis on the need to support the children and families that arrive through these routes.</p> <p><u>Article 9: Freedom of thought, belief and religion</u></p> <p>Asylum seeker and refugee communities may have some strongly held beliefs that are incompatible with societal expectation in the UK, and they may associate these with an interpretation of a religious belief.</p> <p>To ensure that they can fully integrate into the UK there may need to be a level of challenge to these beliefs. It is important to recognise that Article 9 protects their right to wear religious clothing, the right to talk about their beliefs or take part in religious worship.</p> <p>As Public Authorities we cannot interfere with anyone’s right to hold or change their beliefs, but there are some situations in which we can interfere with their right to manifest or show their thoughts, belief, and religion.</p>	<p>service users as underpinned by religious belief, however they are incompatible with UK statutory expectations of equal treatment and interference is therefore lawful, justified, and provided it is applied with due regard to the rights of individuals, proportionate.</p> <p>The right to education service will work with the Council admissions team and the education, participation, and skills team to ensure that children are allocated places at school within a reasonable timeframe. The service will help support adults to access ESOL classes and may support the provision of a crèche facility and women’s only classes.</p>	
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	<p>This is only allowed where the authority can show that its action is lawful, necessary, and proportionate.</p> <p><u>Article 2 of the First Protocol:</u> <u>Right to education</u></p>		
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SECTION FIVE: OUR EQUALITY OBJECTIVES

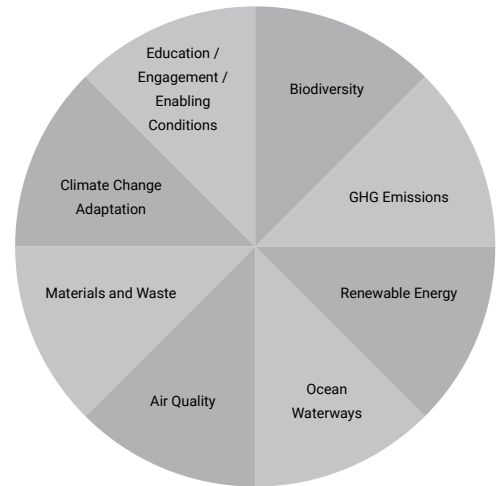
Local priorities	Implications	Timescale and who is responsible
Celebrate diversity and ensure that Plymouth is a welcoming city.	Many people supported by the service will be from Middle Eastern and African countries so taking the decision to re commission this type of service the Council is remaining consistent with its values as a Welcoming City and an area that celebrates and encourages people of different backgrounds, faiths, and experiences.	The integration work we will be commissioning will ensure that families and individuals are supported and encouraged to engage positively with the wider community.
Pay equality for women, and staff with disabilities in our workforce.	Service will support women who may have childcare responsibilities which may impact their ability to enter the workplace in the short-term.	All commissioned services will be tested on their approach to equality and diversity as part of the procurement and ongoing contract monitoring.
Supporting our workforce through the implementation of Our People Strategy 2020 – 2024	N/A	N/A
Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner	There is potential for individuals and families supported by the service to feel isolated and to be the target of racism and hostility based on current tension around immigration and security.	Service providers will be required to be third party reporters for hate crime and can help support families and raise awareness of how to report incidents.

<p>organisations to achieve positive outcomes.</p>		
<p>Plymouth is a city where people from different backgrounds get along well.</p>	<p>Immigration is currently viewed negatively by a majority of UK residents (79%). Previously there has been significant public support for the relocation of foreign national civilians to the UK who have been employed by the Ministry of Defence and armed forces in recognition of the commitment and bravery shown often in challenging and dangerous situation.</p>	<p>Service will help Council promote engagement with the local community, including the Arabic-speaking and Muslim communities as part of the wider Welcoming City, hate crime incidents and community cohesion work. Any tensions will be monitored and responded to as required.</p>

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CONTRACT AWARD REPORT

Resettlement Support Service FINAL



Assessment ID: CON510

Assessment Author: Kate Lattimore

Assessment Initial Summary:

This contract award report is in relation to the outcome of a commissioning process resulting in the procurement of a Resettlement Support service. This service will provide advice, support and guidance to assist persons with recourse to public funds arriving through all government managed resettlement schemes or granted leave to remain via the asylum systems. The aim of the service will be to support individuals to settle and integrate into Plymouth, build on their assets and attributes to enable them to participate and contribute fully in society

The anticipated duration of the contract is for a 4-year period with an option to extend by up to a further 5 years (3yrs +2yrs). The report recommends that the contract is awarded to PATH led Plymouth Resettlement Partnership

Assessment Final Summary:

the process of carrying out the assessment has identified that in each area this service will have neutral impact on climate.

Biodiversity Score: 3

Biodiversity Score Justification: Neutral impact on biodiversity with no discernible impact on habitat or species.

Biodiversity Score Mitigate: No

GHG Emissions Score: 3

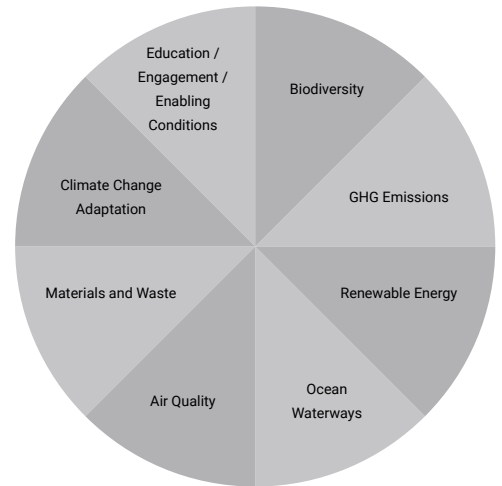
GHG Emissions Score Justification: Neutral GHG impact through balanced mitigation or GHG removal. No impact.

GHG Emissions Score Mitigate: No

Renewable Energy Score: 3

Renewable Energy Score Justification: Neutral impact as increased energy demand is mitigated by equal provision of renewable energy capacity. No impact.

CONTRACT AWARD REPORT Resettlement Support Service FINAL



Renewable Energy Score Mitigate: No

Ocean and Waterways Score: 3

Ocean and Waterways Score Justification: Neutral impact on waterways or water quality with no discernible impact on habitat, species or water chemistry.

Ocean and Waterways Score Mitigate: No

Air Quality Score: 3

Air Quality Score Justification: Neutral impact on air quality. No impact.

Air Quality Score Mitigate: No

Materials and Waste Score: 3

Materials and Waste Score Justification: Neutral impact on materials and waste. No carbon intensive materials required or wastage.

Materials and Waste Score Mitigate: No

Climate Change Adaptation Score: 3

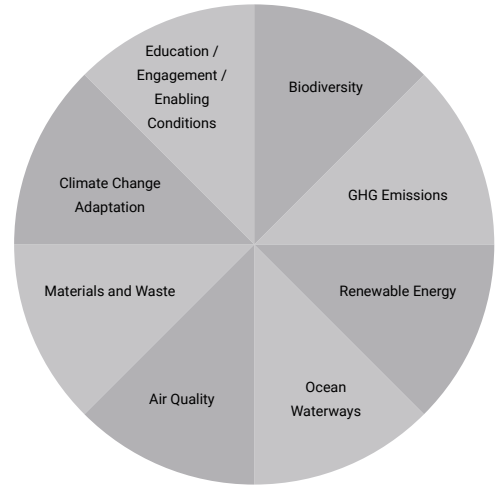
Climate Change Adaptation Score Justification: No discernible impact on the ability of the city to maintain climate resilience against flooding, overheating and weather extremes

Climate Change Adaptation Score Mitigate: No

Education / Engagement / Enabling Conditions Score: 3

Education / Engagement / Enabling Conditions Score Justification: No impact on residents'

CONTRACT AWARD REPORT Resettlement Support Service FINAL



ability to take climate action through knowledge, finance, access to low carbon infrastructure, services and/or social signalling.

Education / Engagement / Enabling Conditions Score Mitigate: No

Wheel Key

- Long lasting or severe negative impact
- Short term or limited negative impact
- No impact or neutral impact
- Short term or limited positive impact
- Long lasting or extensive positive impact

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