

# PART I CONTRACT AWARD BRIEFING

## Mental Health Supported Accommodation



### Background

It is well accepted that quality mental health supported accommodation services in the community form a crucial part of the pathway for individuals moving out of acute/inpatient and institutional services to full independent living.

A comprehensive review of Plymouth City Council's supported accommodation contracts for people with mental health issues was completed in Spring 2012. This involved consideration of performance information, consultation with key stakeholders (including service users). This review highlighted that in the future services should:

- Have a greater focus on supporting a reduction in the use of inpatient units (including recovery units), residential care, and bed and breakfast - either by early intervention/prevention or by facilitating move on.
- Be more flexible and personalised - both in terms of the type of support offered and length of stay.

As a result of this the recommendation to competitively source a high intensity short term supported accommodation project that focuses on reablement and move on support from inpatient provision creating a clear pathway towards independent living was agreed.

### Existing Service Provision

Currently there are three separate contracts providing supported accommodation for people with mental health issues. These contracts end on 31 March 2013:

Service name	Provider
Mental Health Supported Accommodation	Colebrook Housing Society Ltd
Greenbank Flats	Westcountry Housing
The Spring Resettlement Service	Independent Futures

### The Remodelled Service

This contract award combines three current services into one and will replace them when they end on 31 March 2013.

The purpose of the new service will be to support people with mental health issues in Plymouth to live full and independent lives. The service will support people to move on from inpatient units, recovery units, B&B and residential care. It will also prevent admission/readmission to hospital and help people to manage/improve mental and physical health. The service will be required to work closely with wider mental health services and Adult Social Care.

The service will initially be expected to support 45 people (across 3 separate locations) at any one time and provide 563 hours of support per week. Service capacities will be reviewed year on year against utilisation performance.

## **The Tender Process**

In November 2011 a soft market test identified that there was clear market interest in the delivery of the remodelled service provision.

The Tender documentation was developed with the input of key stakeholders (including service users, health commissioners and providers). Some of the key Tender documents include:

- Service Specification
- Method Statement Questions
- Tender Evaluation Criteria

The Tender was run as a two stage process with a Pre Qualification Stage followed by an Invitation to Tender (ITT).

### The Pre Qualification Stage:

The purpose of this stage was to shortlist which Providers were in the best position to deliver the service. It required interested Providers to submit a Pre Qualification Questionnaire (PQQ) which was evaluated and scored. The top **six** Providers were then invited to tender for the service.

### Invitation to Tender Stage:

This stage focused on the future delivery of the service. It asked shortlisted Providers to answer questions on how they would deliver the service if they were successful as well as information on price. Each Tender was evaluated according to Plymouth City Council standard processes.

## **Tender Outcome**

**Three** tenders were received and evaluated against predetermined criteria. The evaluation considered both:

- Financial information (including the overall price of the service)
- Quality information (against the minimum Service Specification requirements - Purpose, Service Details, Performance, Quality Requirements, Management and Operation).

The Tender evaluation process combined the financial and quality scores in order to select the 'most economically advantageous tenderer'

The outcome of the Tender evaluation has resulted in the selection of the Tenderer that:

- Scored highest against 'quality' criteria
- Will achieve efficiency savings of approximately £800,000 over the life of the contract.

## **Recommendation Overview**

To award a three year contract, containing an option to extend the contract for a further three years, to the 'most economically advantageous tenderer' as identified in the Contract Award Report.