
REPORT OF
The Strategic Director Peoples Directorate
TO
Procurement Board
ON
11 March 2020

TITLE: Approval for an Extension of Contract for Information and Advice Services

RECOMMENDATION:

1. That the Procurement Board as agreed on 9 March 2016 with the award of a three year contract (1 April 2016 to 31 March 2019), with the option to extend for a further 12 months (1 April 2019 to 31 March 2020) and a further 12 months (1 April 2020 to 31 March 2021) subject to funding and performance:
 - (a) Approves the second extension of contract for Information and Advice Services with an annual value of £565,726. The contract will be delivered from 1 April 2020 to 31 March 2021 as detailed in the table below.
 - (b) Notes that the Strategic Director will determine the future of this service, in line with the overall provision of city wide financial, resilience support to ensure preparation is in hand for any further procurement of the service.
-

EXECUTIVE SUMMARY:

The Council and CCG have a long standing commitment to the provision of services that support financial resilience in the city and the contract for the provision of Information and Advice currently provided by Citizens Advice Bureau is one of the components of a citywide service.

In March 2016, Salford City Council Procurement Board approved a 3 year contract for the provision of a High Street and Health and Social Care Service - April 2016 to March 2019, with an option to extend for a further 12 months (1 April 2019 to 31

March 2020) and then a further 12 months (1 April 2020 to 31 March 2021). The provider of this service is Salford CAB.

However, since the award of the original contract in 2016, there have been 3 variations to the contract to include Mental Health, Disabled Children/Expectant Families and Palliative Care Provision.

Services are in part funded by the non integrated budget and in part by the integrated budget, the contract for all services sits with Salford City Council and on 3 April 2019 Procurement Board approved the first year's contract extension for the period 1 April 2019 to 31 March 2020. The services provided under this contract are:

- High Street Service (Non Integrated Budget) - £193,205 per annum
- Mental Health (Non Integrated Budget) - £55,928 per annum
- Disabled Children and Expectant Families (Non Integrated Budget)- £28,000 per annum
- Health and Social Care (Integrated Budget)- £273,993 per annum
- Palliative Care – (Integrated Budget) - £14,600 per annum
- **TOTAL BUDGET - £565,726 per annum**

As Palliative Care and Health and Social Care Services are funded via the Integrated budget a report was submitted to Service and Finance Group (5 March 2019) and ICJC (13 March 2019) where approval was given to approve funding for the Integrated budget provision for a further two years 1 April 2019 to 31 March 2021)- £288,593 per annum and also recommended that Procurement Board approve the request to extend the contract for the period 1 April 2019 to 31 March 2020 with a further request to extend the contract for the period 1 April 2020 to 31 March 2021.

On 20 March 2019, Lead Member for Adults and Health and Wellbeing provided approval of the budget allocation in relation to the non Integrated budget for two further years 1 April 2019 to 31 March 2021 (£277,133) per annum and also recommended that Procurement Board approve the request to extend the contract for Information and Advice Services (non Integrated budget) for the period 1 April 2019 to 31 March 2020 with a further request to extend the contract for the period 1 April 2020 to 31 March 2021.

Salford CAB continue to provide excellent value for money, overachieve in the delivery of the majority of the KPI's and outcomes set in the service specification, deliver significant levels of Social Value and their information, advice and interventions bring in significant benefit gains for Salford residents.

The contract for all services sits with SCC and as such SCC Procurement Board is responsible for making the decision to extend this contract. The contract for all services provided (as described above) are due to expire on 31 March 2020 with provision within the contract to extend for a further 12 months (1 April 2020 to 31 March 2021).

Therefore, Procurement Board are requested to approve extending the contract for Information and Advice Services a further 12 months (1 April 2020 to 31 March 2021).

A further report will be submitted at a later date if applicable in relation to the future deliver of Advice and Information Services from 1 April 2021.

Detail required	Example		
Contract Reference			
Title/Description of Contracted Service/Supply/Project	Information and Advice Services		
Name of Contractor	Salford CAB		
Type of organisation	Registered Charity		
Status of Organisation	SME		
Value of Contract Extension	£565,726	Per annum	
Existing Contract Term	1 April 2019	to	31 March 2020
Extension Period Requested	1 April 2020	to	31 March 2021
Contact Officer (Name & number)	Sandra Derbyshire Tel. 016 793 2570		
Lead Service Group	Adult Social Care		
Funding Source	S7053, S8040		

BACKGROUND DOCUMENTS:

Report to Procurement Board 9 March 2016 – approval of contract for 3 years for Information and Advice Services 1 April 2016 to 31 March 2019 with and option to extend for a further year – 1 April 2019 to 31 March 2020 and a further year 1 April 2020 to 31 March 2021



CAB Procurement
Board 9.3.16.docx

KEY DECISION: Yes

1. Details

- 1.1 The purpose of the report is to request an extension to the contract for Information and Advice Services which is currently delivered by Salford CAB.
- 1.2 There is provision within the current contract to extend the agreement for a further 12 months from 1 April 2020 to 31 March 2021.

2. Reason for extending the contract

- 2.1 A robust tendering process had previously taken place which explored all the following:
 - Managing demand at a time of reducing resources;
 - Collaborative working with partners in the pursuit of excellence in the delivery of advice services in Salford;
 - Working with key partners and other services that deliver advice services, establishing strong working relationships to develop referral processes;
 - Effective targeting to reach all sections of the community in Salford particularly those communities who services have traditionally found hard to reach, for example BME communities;
 - Processes for people presenting with Debt (from issue to solution);
 - Future plans for the use of self help and the use of online tools;
 - Social value, particularly providing opportunities for volunteers;
 - The ability to maximize access to and secure external funding;
 - The ability to deliver services across numerous categories of advice;
 - User involvement and person centered planning;
 - Employment of a variety of outreach methods and engagement approaches appropriate to the needs and requirements of different communities and groups and to demonstrate that they are assertively outreaching to maximize engagement and service take up.
- 2.2 In 2016, the Salford Advice Services (Citizen's Advice and MIND) and Salford City Council (SCC) in-house, Welfare Rights and Debt Advice service underwent a commissioner led review. The purpose of the review was to:
 - Identify the current and future needs of Salford residents
 - Understand the different delivery models in the Local Authority in-house service and the external commissioned services.
 - Inform options / recommendations for the advice and information pathway experienced by local people
 - Provide a strategic framework for the provision of advice and information in Salford
- 2.3 A key recommendation of the review was the alignment of all CAB contracts across the Council and the CCG. This has now been fully

implemented and Citizens Advice contracts under the CCG have now been varied into the main contract for Information and Advice held by the Council. This includes the following contracts:

- Disabled Children and Expectant Families
- Mental Health – Sub contracted to Mind in Salford.
- Palliative Care (pooled budget)

As there is now one contract in relation to Information and Advice Services, single commissioner quarterly monitoring has also now been implemented and is led by the Council. This is proving to be more effective than the previous individual service monitoring arrangements.

2.4 Salford CAB currently delivers all of the following and has continued to perform satisfactorily and deliver all KPI's and outcomes as per the service specification;

- A generic welfare rights and debt advice service accessible to all residents in the city
- A service provider which is accredited, experienced and with a sufficiently strong brand to provide credible initial and specialist advice
- Service provision set in the context of other advice needs such as employment, immigration, legal, relationships and family
- A service provider capable of maximising levered resources such as volunteer and external funding

2.5 The annual contract price for Information and Advice Services for High Street, Mental Health Disabled Children and Expectant Families, Health and Social Care and Palliative Care is £565,726 with is funded in part from the Integrated Budget (£288,593) and in part from the non Integrated budget (£277,133).

2.6 For the monitoring period for 2018/2019, Salford CAB dealt with over 20,000 clients and approximately 61,000 issues with many clients receiving life changing advice in the areas of:

- Universal Credit
- Benefit Sanctions
- Tax Credits
- Housing
- Environment
- Transport
- Discrimination
- Employment Law
- Immigration, Asylum and Nationality

2.7 Salford CAB continues to provide good value for money, overachieve in all key performance indicators. See inserts below for a full analysis of service provision for the period 1 April 2019 to 31 December 2019.



CAB Q3 monitoring
report Q3 2019 - 2020



CAB MH Q3
monitoring 2019-2020

3 Social Value

3.1 Salford CAB are currently one of the largest single volunteering organisations in Salford with a minimum of 80 volunteers working across the bureau at any one time, The national investment involved in training volunteer advisors with CAB is estimated to be worth £1600 per volunteer and the extensive programme also plays a significant part in meeting the city's broader Worklessness and Volunteering Strategy.

3.2 CAB are a National Living Wage employer and also ensures the same with any businesses and organisations that they subcontract with.

3.3 CAB's Volunteer Programme also provides a therapeutic work environment for a significant number of people with long term mental health, health of dependency problems with CAB acting as an intermediary into the regular workplace.

-

KEY COUNCIL POLICIES:

- Salford Compact
- Family Poverty Strategy
- Financial Inclusion Strategy
- Health Inequalities Strategy
- Delivering services fit for people
- Worklessness Strategy
- Volunteering Strategy
- VCSE Strategy

EQUALITY IMPACT ASSESSMENT AND IMPLICATIONS:-

Equality Impact Assessments have been completed in September 2014 and reviewed on a regular basis.

ASSESSMENT OF RISK: Low risk. The extension will ensure that the service arrangements are maintained between Salford CAB and Salford City Council. Quarterly monitoring and evaluation of service provision will continue.

SOURCE OF FUNDING: People Adults Revenue Budget and Adults section of the Integrated Fund - – Cost Centre S7053 & S8040 & S8010

LEGAL IMPLICATIONS Submitted by: Tony Hatton, Principal Solicitor, tel. 219 6323

When commissioning contracts for the provision of goods, services or the execution of works, the Council must comply with the provisions of the Public Contracts Regulations 2015 (PCR) and its own Contractual Standing Orders (CSO's) as set out in the Constitution, failing which the award of a contract may be subject to legal challenge.

It is an established principle that an existing public contract is capable of being extended (or modified providing any modification does not affect the overall nature of the contract), and CSO's also allow for contract extensions to be made, where the parties agree and where the original contract makes provision for such an extension of the original term. In view of the value of the extension exceeding £150,000, the approval should be made by Procurement Board.

When the contract was originally awarded to CAB by way of a fully compliant OJEU process, it was clear in the documentation that the original term would be subject to potential extensions of up to two years, hence any risk that the proposed extension would be subject to realistic challenge by an aggrieved provider, on the basis that it ought to have been put out to tender and advertised in accordance with PCR and CSO's, is low, and the option to extend within the contract is now being properly exercised.

FINANCIAL IMPLICATIONS Submitted by: Stephen Thynne – Strategic Finance Manager, Tel: 0161 778 0244

This report requests a 1 year extension from 1st April 2020 of the Information and Advice Services contract held by Salford CAB. The annual value of the contract is £565,726 and funding is in part from the adults section of the Integrated Fund (£288,593) and part from the Peoples Adults Revenue Budget (£277,133). Funding has been earmarked to allow the extension of the contract.

PROCUREMENT IMPLICATIONS: Submitted by Chris Conway – Category Manager

Procurement are happy to approve the proposed additional 12 month extension as the current contract has the provision to extend for period 1st April 2020 to 31st March 2021, It is noted that a review was undertaken in 2016 and the CAB contracts are now aligned with the CCG, It is confirmed that Procurement will be reengaged in

April 2020 to discuss options for retendering all joint funded contracts with Adult Social Care moving forward.

OTHER DIRECTORATES CONSULTED:

List other parts of the organisation consulted with if applicable. Also identify if this is a joint report and if it is, also reflect this in the Heading

CONTACT OFFICER: Sandra Derbyshire
TEL. NO. 0161 793 2570

WARD(S) TO WHICH REPORT RELATE(S): All Wards