

Meeting of:	<b>Cabinet</b>
Date of Meeting:	<b>Thursday, 06 February 2025</b>
Relevant Scrutiny Committee:	Homes and Safe Communities
Report Title:	One Stop Shop Procurement Exercise
Purpose of Report:	To inform Cabinet of the One Stop Shop (OSS) procurement exercise and to request Delegated Authority to award the OSS contract to the most advantageous support provider.
Report Owner:	Cabinet Member for Public Sector Housing and Tenant Engagement
Responsible Officer:	Miles Punter – Director of Environment and Housing
Elected Member and Officer Consultation:	<p>Finance – Rachel Williams</p> <p>Committee Reports</p> <p>Mike Ingram, Head of Housing and Building Services</p> <p>Nick Jones, Operational Manager, Housing</p>
Policy Framework:	This report is consistent with the Policy Framework and Budget and is a matter for Executive decision by Cabinet.
<p>Executive Summary:</p> <ul style="list-style-type: none"> <li>• The Housing Support Grant (HSG) Programme is the policy and funding framework for delivering housing related support to vulnerable people in different types of accommodation and across all tenures. The programme takes forward several strategic aims, reflecting community safety and health and social care and wellbeing objectives. It aims to deliver high quality and strategically planned housing-related support services that are cost effective, complement existing services and provide service users with the best possible outcomes.</li> <li>• The programme contributes to meeting the aims of 'Improving Lives and Communities - Homes in Wales' the National Housing Strategy and the ten-year Homelessness Plan, with a strong emphasis on the prevention of homelessness. It is also essential in assisting the Local Authority to fulfil its duties under the Housing (Wales) Act 2014, and the Vale of Glamorgan's Homelessness Prevention Strategy.</li> <li>• There are no direct resource implications associated with this report. All funding requirements identified for resourcing under the Housing Support Grant Programme is financed through grant funding from Welsh Government.</li> </ul>	

- The One Stop Shop is a drop-in support service located on Holton Road in Barry that delivers housing and advice and support to people who are homeless or at risk of homelessness. The aim of the service is to prevent homelessness and to maximise independent living thereby reducing the pressure on statutory homeless services and other housing support services. The current One Stop Shop contract expires in April 2025. The Vale of Glamorgan Council's Standing Orders requires a full procurement exercise to be undertaken for all contracts exceeding the value of £300,000.
- This report brings the procurement exercise to the attention of Cabinet and to request Delegated Authority to accept the most advantageous tender bid and to execute the contract in a timely manner to ensure continuity of service.

## **Recommendations**

1. That delegated authority be granted to the Director of Environment and Housing Services, in consultation with the Cabinet Member for Public Sector Housing and Tenant Engagement, to award the One Stop Shop contract to the most economically advantageous support provider resulting from the procurement process as described in this report.
2. That delegated authority be granted to the Monitoring Officer / Head of Legal and Democratic Services to prepare, negotiate where necessary and execute all contractual documentation required to enter into the new arrangement (for the avoidance of doubt, should the new arrangement include a move to a different premises then this shall include any documentation required in connection with the occupation of such premises).

## **Reasons for Recommendations**

1. To comply with the Council's Contract Standing Orders, which require contracts exceeding a value of £300k to be agreed by Cabinet.
2. To ensure that the contract can be awarded in a timely manner to ensure service continuity for the vulnerable people that the One Stop Shop supports.

### **1. Background**

- 1.1 The Housing Support Grant (HSG) Programme is the policy and funding framework for delivering housing related support to vulnerable people in different types of accommodation and across all tenures.
- 1.2 The programme contributes to meeting the aims of 'Improving Lives and Communities - Homes in Wales' the National Housing Strategy and the ten-year Homelessness Plan, with a strong emphasis on the prevention of homelessness. It is also essential in assisting the Local Authority to fulfil its duties under the Housing (Wales) Act 2014, and the Vale of Glamorgan's Homelessness Prevention Strategy.
- 1.3 The One Stop Shop is a drop-in support service located on Holton Road in Barry that delivers housing and advice and support to people who are homeless or at risk of homelessness. The aim of the service is to prevent homelessness and to maximise independent living thereby reducing the pressure on statutory homeless services and other housing support services.
- 1.4 The One Stop Shop delivers 300 hours of flexible support to people through a mixture of both face-to-face and telephone each week. In the last year the service has provided support to 773 people with each service user spending an average of 24 days on support.

- 1.5 The One Stop Shop is a key service in the Vale of Glamorgan Council's Housing Support Grant Delivery plan 2022-2025 and Homelessness Prevention Strategy.
- 1.6 The current One Stop Shop contract expires on 5th April 2025. The Vale of Glamorgan Council's Standing Orders requires a full procurement exercise to be carried out for all contracts exceeding the value of £300,000.
- 1.7 The transferring of a housing support service from one support provider to another can be a lengthy process due to TUPE implications and other issues such as lease agreements. With the existing contract due to expire on 5th April 2025, to ensure service continuity for vulnerable service users, the new contract needs to be awarded as soon as possible once the procurement process is completed.

## **2. Key Issues for Consideration**

- 2.1 Attached at Appendix 1 is the One Stop Shop Procurement Update.
- 2.2 To comply with Vale of Glamorgan Council procurement policy the Supporting People Team is required to carry out a full procurement exercise to award a new One Stop Shop service contract.
- 2.3 To ensure service continuity the procurement exercise must be completed, and a new contract awarded prior to when the existing contract expires in April 2025.
- 2.4 The Supporting People Team commenced the procurement exercise for this contract on 3rd December 2024 where the invitation to tender was published on Sell2Wales. The procurement exercise is expected to be completed by February 2025.
- 2.5 All bids are required to pass the pre-qualification questionnaire pass mark of 87.
- 2.6 All bids that pass the pre-qualification questionnaire are required to undergo a two-stage assessment process. Stage 1 requires submissions to answer 10 written questions about service delivery with a maximum of 100 points available. This is followed by stage 2 where providers are required to carry out a 20-minute presentation outlining how they will deliver the service, followed by an interview session with the Supporting People Commissioning Panel. A maximum of 80 points is available in stage 2.
- 2.7 All bids are then assigned a weighted score with 40% on price and 60% on quality, the new contract will be awarded to the support provider with the highest overall score.
- 2.8 A maximum pricing envelope of £426,000.00 per annum has been set for this contract. The new contract will be fully funded through the Housing Support Grant.
- 2.9 Should a new provider be successful in this tender there will be TUPE implications for existing employees and potentially the need to secure an

alternative venue for the service. To ensure that sufficient time is available to carry out these lengthy processes, a new contract will need to be awarded as soon as is possible once the procurement exercises is concluded.

- 2.10** The Supporting People Team considered the option of submitting a cabinet report after the OSS procurement process was completed. However, due to the timescales involved there would be insufficient time for a transfer of support providers to take place before the existing contract expired.

### **3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?**

- 3.1** Looking to the long term - the Housing Support Grant Programme supports vulnerable people to attain the life skills required to maintain their home, integrate into the community and to live independently in the long term.
- 3.2** Taking an integrated approach - local service decisions are made by the Supporting People Planning Group which includes representatives from Housing, Social Services, Health and the Probation Service. In addition, consultation is carried out with managers of providers of services, front line workers and people who have lived experience of our services.
- 3.3** Involving the population in decisions - not only are the needs of service users monitored to ensure that the correct services are delivered to meet their individual needs, but feedback is collated from them during each service review to inform service improvement and future commissioning decisions. In addition, each service provider is required to work with the service user to enable them to solve problems themselves in the future. A key message delivered by the Housing Support Grant programme is "doing with" rather than "doing for" the service user to reduce dependency on services and enable the service user to live independently in the future.
- 3.4** Working in a collaborative way - the Housing Support Grant Programme places collaboration and coproduction at the core and these principles are monitored on a local, regional and national level through regular service reviews.
- 3.5** Understanding the root causes of issues and preventing them - the Supporting People Team is required to collect needs data on clients on an annual basis in order to inform service commissioning and delivery.

### **4. Climate Change and Nature Implications**

- 4.1** There are no implications for climate change and nature to consider.

## **5. Resources and Legal Considerations**

### **Financial**

- 5.1** There are no direct resource implications associated with this report. All funding requirement identified for resourcing under the Housing Support Grant Programme is financed through grant funding from Welsh Government.
- 5.2** It should be noted that the Council has not developed an exit strategy for Housing Support Grant funded services, as the effect of a total loss of funding from Welsh Government would affect support services throughout Wales, leading to the closure or severe restrictions to the services of voluntary support organisations that are funded in this way. This is an unlikely scenario given that Supporting People, which makes up the substantial part of the Housing Support Grant was introduced in 2003 and the number of people requiring the services is continuing to increase across Wales. It is expected that this trend will continue in the future with the introduction of recent changes to Homelessness Legislation in Wales.

### **Employment**

- 5.3** There is also a requirement on the Supporting People Team in the Council to continue on an annual basis to ensure that all projects remain strategically relevant to the Council and to reconfigure them if they are no longer required. In addition, the projects are monitored by the Team to ensure that they continue to provide suitable value for money support to vulnerable people, including where appropriate assistance into training and employment.

### **Legal (Including Equalities)**

- 5.4** Conducting a full procurement exercise is a requirement for all contracts that meet the required financial threshold of £300k.
- 5.5** TUPE implications will need to be considered following the Procurement exercise as set out in 2.1 above.

## **6. Background Papers**

None.

**One Stop Shop Procurement Update**

**One Stop Shop**

The Supporting People Team's One Stop Shop is a drop-in service based on Holton Road in Barry which delivers housing related support to people who are at risk of homelessness. The aim of the service is to prevent homelessness and to maximise independent living thereby reducing the pressure on statutory homeless services and other housing support services.

The One Stop Shop delivers 300 hours of flexible support to people through a mixture of both face-to-face and telephone each week. In the last year the service has provided support to 773 people with each service user spending an average of 24 days on support.

The One Stop Shop is a key service in the Vale of Glamorgan Council's Housing Support Grant Delivery plan 2022-2025 and Homelessness Prevention Strategy.

**Process**

The existing contract expires on the 5<sup>th</sup> of April 2025 and in accordance with procurement rules an open procurement exercise must be carried out on Sell2wales. An upper pricing envelope of £426,000.00 per annum has been placed on the contract meaning the maximum contract value over 5 years will be £2,130,000.00.

On the 3<sup>rd</sup> of December 2024 Supporting People Team published the invitation to tender on the sell2wales website and the procurement exercise is expected to be completed by February 2025.

The procurement exercise will require all submissions to pass the standard Vale of Glamorgan pre-qualification questionnaire with a score of 87 or higher.

All submissions that pass the PQQ will be assessed using a two-stage process.

Stage 1 consists of 10 written questions set by the SP Commissioning Panel with a maximum of 100 points available in this stage.

Stage 2 requires providers to carry out a 20-minute presentation outlining how they will deliver the service, followed by an interview session with the Supporting People Commissioning Panel. A maximum of 80 points is available in this stage.

Bids are required to include an annual price to deliver the service (within the pricing envelope set by the Supporting People Team) along with a detailed breakdown of costs.

All bids are then assigned a weighted score with 40% on price and 60% on quality, the new contract will be awarded to the support provider with the highest overall score.

Delegated authority will be required from Cabinet to award the new contract to the successful provider. Due to the potential for a new provider to be awarded the contract there are potential TUPE implications with this tender and potential delays around securing the building for use as the One Stop Shop.

Therefore, should a new provider be successful in the tender exercise, the transfer of the service is likely to be a lengthy process. Since the existing contract expires on the 5<sup>th</sup> of April 2025, to ensure continuity of service and to avoid disruption to vulnerable service users, the new contract will need to be awarded as soon as possible once the procurement exercise has been completed.