

Procurement Title

Procurement for the Supply of Water and Wastewater Retail Services

Procurement Option

Call off contract from North East Procurement Organisation (NEPO) Water Retail Services Framework NEPO311 via direct award.

New or Existing Provision

Existing – current contract end date 31st March 2022

Estimated Contract Value and Funding Arrangement

£5,574,500 per annum, consisting of approximately:

£5,319,000	Lancashire County Council and Lancashire Schools (LCC)
£136,500	Lancashire Renewables Limited (LRL)
£119,000	Lancashire County Developments (Property) Limited (LCDL)

£22,298,000 over a maximum term of four years.

The Water Retailer Fee accounts for approximately £322,000 of the £5,574,500 total per annum, which is approximately £1,288,000 over a four year period.

In addition, if the council takes up the option of automatic meter reading (AMR) services, an additional value of up to £353,000 over a five year period will be applicable.

Funding will be met by operational budgets.

Contract Duration

Initial period of 24 months with an option to extend the contract beyond the initial term for a further 24 months.

AMR element of the contract 48-60 months depending on the option taken.

Lotting

Not applicable - the NEPO framework is a single-supplier framework with water and wastewater services delivered by a single supplier.

Evaluation

Not applicable – direct award from NEPO framework.

The framework was competed utilising an 80% quality, 20% price split.

Contract Detail

From the 3 April 2017, businesses in England have been able to choose their supplier of water and wastewater retail services. Retail services are all the customer facing services that a water company provides and includes billing, handling payments, reading meters, and customer services (e.g., call centres, query resolution). Water retail services accounts for approximately 6-7% of a sites overall water bill.

The procurement is for a contract to supply water and wastewater retail services for the following contracting bodies:

Lancashire County Council and Lancashire Schools (approx. 815 sites)
Lancashire County Developments (Property) Ltd sites (2 sites)
Lancashire Renewables Ltd sites (2 sites)

The current supplier for all three contracting bodies is Anglian Water Business (National) Ltd trading as Wave. The current contracts are due to expire 31 March 2022 and require renewing.

The desired outcome of the procurement exercise is to appoint a single supplier for all sites. Contracting arrangements will be administered individually across the County Council, LCDL, and LRL in order to maintain a level of separation between the organisations.

It is recommended that the council use the NEPO 311 Water Retail Services framework to direct award to Anglian Water Business (National) Ltd trading as Wave. The contract will be for an initial period of two years (1 April 2022 to 31 March 2024) with the option to extend for up to a further two years (maximum end date 31 March 2026).

The NEPO framework provides a route to contracting that is compliant with the Public Contracts Regulations 2015.

The benefit of this approach is a seamless transfer onto the new contract avoiding any cost of change that would be applicable if changing supplier. Additionally, there is a commitment by Wave to assist the council in reducing water usage over the contract term.

As part of the NEPO framework proposal, Wave have also provided an option for the council to obtain automatic meter reading (AMR) services.

AMR offers improvement to billing accuracy through the ongoing provision of data. Not only does this deliver savings through improved billing, using actual reads rather than estimated reads, but it also enables the identification of elevated consumption quickly, allowing potential leaks to be investigated before they can have a significant impact on consumption.

Following installation of the devices, meter read data is used to quickly highlight spikes in consumption or unusual trends by:

- reviewing consumption data and setting agreed high and low-level alarms, within 30 days of installation.
- monitoring alarms and issuing alerts to customer within one working day of trigger.

An email alert when consumption exceeds a set tolerance level is received and also alerts Wave's Water Efficiency Services Team. The device communicates this to the Council based on alarm programming. Alarm programming can be set according to individual site preferences. This identifies high consumption immediately, enabling a quicker response time.

The pricing options proposed for AMR is for leasing the device over a four or five year period. A one-off wholesaler third party logging fee that is collected as a lump sum prior to installation is also included in the price.

The council manages approximately 272 sites and it is proposed that AMR is utilised for all these sites where possible. However, some sites may not be suitable for AMR installation or be compatible with the AMR devices. Wave will work with the council to identify such sites and these will be omitted from the AMR services.

As the final number of sites cannot be determined at present, Cabinet is recommended to delegate the final decision regarding AMR services to the Head of Service Asset Management.

Procurement Title

Programme of Insurance Policies for Lancashire County Council

Procurement Option

Above Threshold Open Tender.

New or Existing Provision

Existing – current contracts end on 31st May 2022. This includes contracts for the council's Property Insurance, Casualty including Public and Employers Liability Insurance and Motor Insurance.

Estimated Contract Value and Funding Arrangements

Property Insurance: £600,000 per annum with a potential total value of £3,000,000 over the maximum term.

Casualty including Public and Employers Liability Insurance: £1,220,000 per annum with a potential total value of £6,100,000 over the maximum term.

Motor Insurance: £600,000 per annum with a potential total value of £3,000,000 over the maximum term.

The total estimated value of the contracts is £12,100,000 to cover an initial term of 36 months with the option to extend the contracts beyond the initial term for a further 24 months, allowing for potential increases in premiums over the term of the agreement.

Premiums are paid by the Insurance Team and are funded by revenue budgets recharged across the council.

Contract Duration

Initial term contracts of 36 months with the option to extend the contracts beyond the initial term for a further 24 months (in 12-month increments). Whilst a contract term is agreed, the premiums of the policy will be reviewed annually to ensure these provide value for money to the council.

Lotting

The Insurance Programme will be split into 3 lots.

Lot 1 Property including Money

Lot 2 Casualty including Public and Employers Liability

Lot 3 Motor including General and Leased vehicles.

Evaluation

Quality Criteria 50%	Financial Criteria 50%
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The quality criteria will be scored against the tenderer's ability to meet the requirements of the specification and the tenderer's response to individual quality questions.

Social Value has not been included within the evaluation criteria due to the nature of the contracts and the limited scope for the insurance companies to contribute to the council's Social Value objectives.

Premium Volume Discount: Insurers will be invited to offer a 'package' discount in the event they win more than one lot.

Contract Detail

The Insurance Programme covers high value insurance policies for the council (LCC). The Insurance Programme will be split into 3 lots (policies):

1. Property (including money) - Provides cover for loss or damage to council buildings and contents. May include subcategories such as General (council properties excluding schools and archives), Archives, Bus and Rail interchanges, Schools etc.
2. Casualty (including public & employer's liability) – Provides the council with cover against its legal liabilities to pay compensation to aggrieved parties. Includes Employers Liability, Public Liability, Libel & Slander, and Official Indemnity.
3. Motor Vehicles (General & Leased vehicles) – Provides 'Comprehensive' motor insurance cover for vehicles operated by the council.

The current Insurance Programme was procured by way of an open OJEU tender in 2017 with a start date of 1 June 2017. The current agreements expire on 31 May 2022.

An annual premium is paid to insurers to cover each policy. To assist in keeping the premium as low as possible, the council pays an excess (e.g., up to £1m on Casualty insurance) this is known as annual deductibles. The council also agrees with insurers to an Annual Stop Loss (ASL) figure. This ASL is the agreed value at which the council's total value of claims, made within the deductible, is the maximum value to be paid over the course of a year. Anything over the ASL will be paid by the insurer or refunded to the council. This applies to the three insurance policies covered in this tender.

The Insurance team will review premiums annually, within the term agreements, and where the insurers premium renewal price is not consistent (advised by the council and the broker) the council reserves the right to source alternative cover if deemed necessary. Prices are subject to fluctuation due to the nature of insurance linked to the activity within the previous year and any influences on the market.

The council uses a contracted insurance broker (Gallagher Insurance Brokers) for consultation and brokerage services relating to any policies for LCC. Gallaghers will lead on the production of tender documentation, evaluation, and completion of award alongside the service area (Insurance Team). Gallaghers will also advise on suitable lotting of insurance classes. The Procurement Service will provide governance advice concerning the procurement process.

Procurement Title

Provision of a Carers Assessment and Support Service

Procurement Option

Above threshold Open Tender

New or Existing Provision

Existing. The current Carers Assessment and Support Contract end date is 30th June 2022.

Estimated Annual Contract Value and Funding Arrangements

The potential annual contract value of up to £2,530,000. Total estimated value over the duration of the contract is up to £10,120,000.

There is currently a hospital discharge pilot in operation. If after evaluation of the pilot it is decided that this should be implemented on a longer-term basis additional funding would need to be provided for the tenderer for them to be able to support the delivery. The additional funding the tenderer would require is between £125,000 and £200,000 per year. The funding source will be determined once the evaluation of the pilot is completed. Further details of this pilot can be found below in 'Contract Detail'

Contract Duration

The initial contract period will be for 2 years with an option to extend the contract by any number of defined periods provided that the total contract period does not exceed 4 years. Each contract will have a break clause allowing the contract to be terminated at any time giving 6-month notice.

Lotting

A single provider will be sought for this Service to ensure the availability, and consistency of service across the County, as well as allowing for greater focussed contract management and monitoring. The Invitation to Tender documents will provide information to tenders about how they are able to form a consortium to submit a bid for this tender.

Evaluation

Quality Criteria 60%	Financial Criteria 40%
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Social Value

10% of the award criteria will be allocated to Social Value. For the Carers Assessment and Support Service the objective focus will be upon providing volunteering opportunities and supporting the people of Lancashire to access training and employment.

Contract Detail

The Care Act (2014) introduced a number of statutory responsibilities for Local Authorities relating to supporting carers. These include providing carers' assessments to assess a carer's needs for support, providing information and advice, and providing or arranging for services, facilities or resources which may prevent, delay, or reduce a carer's needs for support. The newly procured service will lead on the delivery of statutory carers' assessments and support planning for adult carers, together with providing carers with support. This contract will support Lancashire County Council to fulfil its statutory duties in respect of adult carers under the Care Act 2014. This Carers' Assessment and Support Service will promote the resilience of local Carers and ensure they are able to meet their caring responsibilities and lead fulfilling independent lives. The successful service provider will support adult carers countywide throughout the administrative area of the council.

This Service will also provide support for carers in planning for emergency situations that may arise which prevent the carer from providing care and may put the cared for person at risk. The Service will deliver a range of other Services that will support Carers, such as Peer Support groups, Online Social Networks, locally based Carers group, Social events, and activities, learning opportunities and emotional support. The successful Provider will also provide information and advice to carers as well as promote this service in the local community and to Carers from under-represented groups.

There is currently a hospital discharge pilot in operation, which may be included on a longer term basis if it is determined to be successful pilot. One of the aims of the hospital discharge pilot is to support carers to enable them to support family or friends to return home or remain at home to recover and recuperate. The aim is that this will not only support carers but will reduce length of stays in hospitals for patients who are medically optimised for discharge to enable them to return home quicker and recover at home.

Procurement Title

Provision of Extra Care Services at Greenbrook House

Procurement Option

Above Threshold Open Tender

New or Existing Provision

Existing – The current contract end date is 30th July 2022.

Estimated Contract Value and Funding Arrangements

The following figures are based on the maximum contract length of 5 years.

Adult and Community Services Budget:

Greenbrook House – between approximately £1,307,025 and £3,848,925

The profile of people living within the scheme in terms of their care and support needs can vary significantly, consequently there is a significant range in terms of the possible contract values. Both the lowest and highest figures are estimates as there is no guarantee of any planned care hours

Contract Duration

For each contract the initial period of 36 months with an option to extend the contract beyond the initial term for any period(s) up to a maximum of a further 24 months.

Lotting

The procurement will not be split in to lots as one provider is required to deliver the required services at the Greenbrook House Scheme.

Evaluation

Quality Criteria 60%	Financial Criteria 40%
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Social Value will form 10% of the quality criteria and will focus on the following objectives:

- Promote training and employment opportunities for the people of Lancashire
- Raise the living standards of residents

Contract Detail

Extra Care Housing offers a real alternative to residential care by providing self-contained flats, communal facilities and on-site domiciliary care and support which is available to all tenants. Extra Care Housing offers independent living by providing services and support that are tailored to be flexible and responsive to people's changing needs. Greenbrook House is an Extra Care scheme located in Whitworth, East Lancashire with 24-hour care services. The scheme has 42 flats.

The council recognises the unique nature of Extra Care Housing and the need to ensure that there is a 24 hour staff presence on site. This will be provided via a core/background service which is available to all individuals. This service is intended to be flexible and able to respond to the unplanned needs of tenants, to contribute to meeting wider wellbeing needs and to develop the community aspects of the scheme.

Service Users in the Extra Care Scheme will also have individual eligible care needs which will be met via a planned care service. The council envisages that a number of individuals who require care will choose to receive it from the onsite provider of the core/background service, where the services that are being offered are high quality, flexible and personalised. However, service users are able to choose any provider to deliver their planned care.

Consequently, the budgetary spend for the new contracts spend will be split into two parts:

- the block purchase arrangement
- spot contracts for the planned care.

Procurement Title

Lancashire Infant Feeding Breastfeeding Peer Support Service.

Procurement Option

Above threshold Open Tender

New or Existing Provision

Existing provision with a contract end date of 31st March 2023.

Estimated Contract Value and Funding Arrangements

£369,987 per annum with a total value of £1,849,935 which is secured funding from Public Health Grant.

A potential total uplift of 6.76%, which equates to an annual uplift of 1.69% across 5yrs may apply subject to the availability of additional funding from the Public Health Grant. In the event that annual uplifts are applied, the potential total contract value over 5 years could be £1,974,968.55.

Contract Duration

Initial period of 36 months with an option to extend the contract beyond the initial term for up to a further 24 months.

Lotting

The tender will be for a single Lancashire lot to promote equitable delivery across the County. Service delivery will compliment aims of promoting children's health and wellbeing, specifically contributing to improving breastfeeding prevalence at 6-8 weeks.

Evaluation

Quality Criteria: 80%	Financial Criteria: 20%
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The quality criteria will be weighted at 80% to promote importance of quality care delivery and includes the evaluation of social value. The financial criteria are weighted at 20%.

Contract Detail

The current service provision expires on 31st March 2023.

The emotional, physical, and social benefits of breastfeeding for baby and mother are well-evidenced in both the short and the long term. (. Breastmilk is unique to the needs of a baby, providing immunity against infection in the early weeks, reducing risk of gastrointestinal infection and changing its composition as baby grows. It can also promote bonding between mother and baby, having a positive effect on early attachment. Supporting strong early attachment can have positive benefits on a child's cognitive and psycho-social development. Babies who are breastfed have a significantly reduced risk of allergies, diarrhoea, and respiratory infections during infancy and have a lower risk of developing.

In the longer term it has the potential to benefit the health and social care system reduce the health inequalities which can arise in the perinatal period and reduce the risk of chronic conditions developing later in life including diabetes, cardiovascular disease, and obesity amongst others. The benefits for the mothers include a longer-term reduction in the risk of developing type 2 diabetes, post-natal depression, and some cancers..

The World Health Organisation recommends exclusive breastfeeding for 6 months as breastmilk is the optimal nutrition for a baby. However, in the UK only, 2% of babies are reported to being breastfed at 6 months with the largest drop off rate occurring in the first 2 weeks after a baby is born.

In 2018/19 in England 67.4% of babies born had breastmilk as their first milk, and at 6-8 weeks this had fallen to 46.2%. In Lancashire in the same year, although 79.2% of the babies had breastmilk as their first feed, there was discrepancies across the CCG areas. East Lancashire had the highest initiation rate at 96.1% compared to West Lancashire at 57.5 % (which is below the England average). Local data indicates that the 6-8-week prevalence rates would be below both the England average and those of our statistical neighbours.

Looking at the evidence of what support to provide for breastfeeding, mothers report the support provided by a peer supporter is preferred to that of a professional. Mothers, report that they prefer to speak to someone who has had a similar experience as it helps them to build trust, as the peer supporters can understand their needs. In addition, the peer supporters are able to encourage hope that they will be able to breastfeed and support the provision of a community culture for breastfeeding.

The Infant Feeding Breastfeeding Peer Support service model will align to best practice highlighted by UNICEF and Public Health England and contribute towards Lancashire's Gold re-accreditation and any subsequent re-accreditation.

The aim of the service will be to support mothers in the early days of breastfeeding. Local mothers will be recruited and trained to provide appropriate care to support families with breastfeeding. A variety of flexible support options will be available for mothers to further address their individual and preferred needs. Support will be available through the provision of a helpline, an offer of a home visit, community peer support groups, access to virtual support and raise awareness of places in local communities who are breastfeeding friendly. Evaluation will take place as the contract progresses to measure the impact on breastfeeding continuation rates and evaluate service user satisfaction.

The Service will contribute towards public health priorities of Lancashire County Council by aligning with the vision and purpose of the Children's and Young People's Partnership Board and Best Start in Life Priority and Early Years Strategy.