

All Age Advocacy Service

To: Adults and Health Committee

Meeting Date: 9 March 2023

From: Debbie McQuade, Service Director of Adults & Safeguarding (DASS).

Electoral division(s): All

Key decision: Yes

Forward Plan ref: 2023/005

Outcome: The Advocacy service enables people to take action to help them say what they want, secure their rights, represent their interests and obtain services they need, promoting social inclusion, equality and social justice.

Recommendation: Adults and Health Committee are recommended to:

- a) Approve the re-commissioning and procurement of Cambridgeshire Adult Advocacy Lot within the Cambridgeshire and Peterborough All-Advocacy Service on a three-year initial contract extendable up to a further 12 months. The Cambridgeshire Adult Advocacy Lot will have a total contract value of £2,055,808 over 4 years. The ICB will contribute £98,162 annually towards this or £392, 648 over 4 years.
- b) Delegate responsibility for awarding a contract for the provision of Advocacy services starting 3rd October 2023 and extension periods to the Service Director of Adults and Safeguarding (DASS).
- c) Delegate responsibility for executing a contract for the provision of Advocacy services to the Service Director of Adults and Safeguarding (DASS).

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1. Background

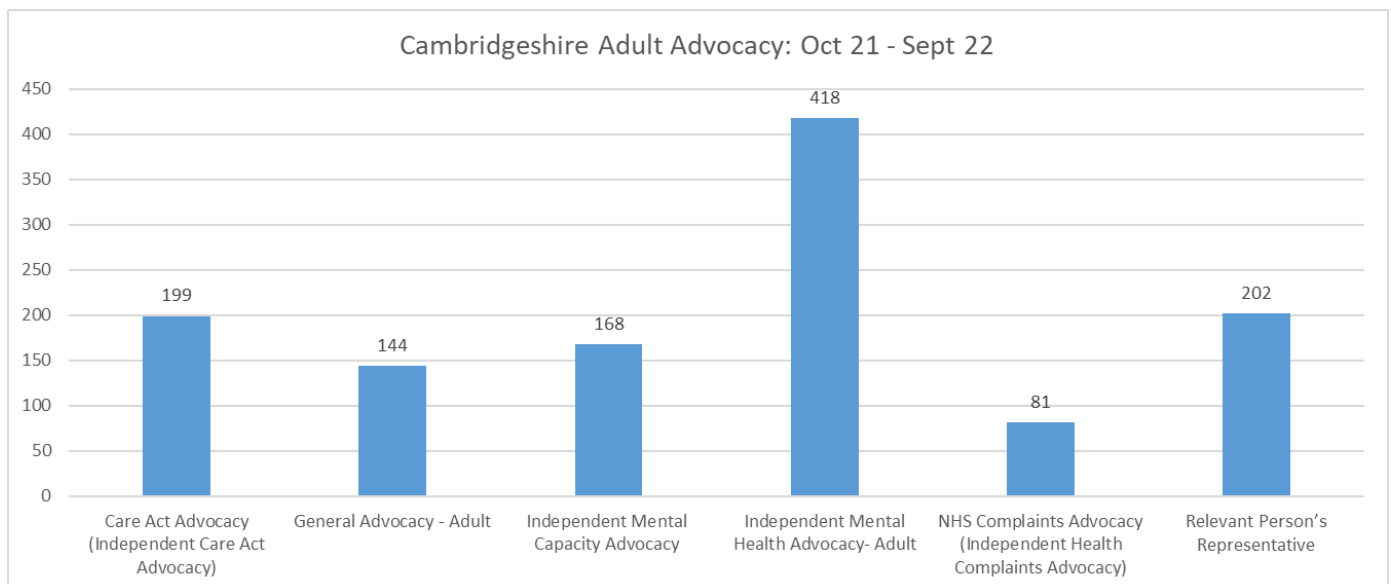
1.1 Advocacy Services are part of the Local Authorities statutory duties, covered by several legislative acts (outlined in section 4.3 below). This service meets these obligations through the provision of advocates to support our residents. This contract is a joint contract with Peterborough City Council (PCC), with the Integrated Care Board (ICB) also contributing funding.

1.2 Voiceability provide Cambridgeshire County Council (CCC) with an All-Age Advocacy service. The contract with Voiceability expires 2nd October 2023. Voiceability's All-Age Advocacy service includes:

- Care Act Advocacy, including specialism in physical disability; specialism in learning difficulties; specialism in mental health and individuals under a Community Treatment Order (CTO)
- Independent Mental Health Advocacy (IMHA)
- Independent Mental Capacity Advocacy (IMCA)
- Independent Health Complaints Advocacy (IHCA)
- Advocacy Support for Children and Young People

Current Service delivery

1.3 The table below shows the number of adults supported, by type of advocacy, over the last year.



1.4 The case studies in appendix (a) illustrate the impact of the service for individuals. The recommissioned service will have a greater focus on outcomes reporting.

1.5 Feedback from customers demonstrates there is clarity on the service offer and how to access the service. Customers highlighted at a face-to-face session with commissioners,

some of the direct benefits of the service, for example, if they did not have an advocate supporting them through benefit renewals, they would not have been able to successfully secure their welfare benefits.

- 1.6 The advocates provide a mobile service by way of home and community visits making them accessible. They also provide varied ways of communication such as telephone and video calling, electronic means such as email and social media and thus there is no anticipation for any geographical constraints in accessing the service.
- 1.7 Approval is being sought to recommission the Adults element of the advocacy service.

2. Main Issues

- 2.1 The current contract with Voiceability covers both Cambridgeshire and Peterborough and supports both Adults and Children. Voiceability sub-contract out the Children's element and support for the deaf community. The council have not seen the anticipated benefits of this structure materialise throughout the life of the contract.
- 2.2 The increasing population of Cambridgeshire (an increase of 9.2% in the 2021 Census compared to 2011) results in the number of residents requiring advocacy support increasing.
- 2.3 Adult Advocacy is a specialised service with a limited provider market, as we found out during our soft market testing. The soft market testing resulted in 6 provider responses, 2 of whom would be unlikely to choose to deliver the complete range of adult advocacy support we require and would be more suited to offering specialist support through a sub-contract arrangement.
- 2.4 The service also needs to ensure it can support people to develop the skills required to enable effective and confident 'self-advocacy'. The importance and benefits of this will be clearly highlighted within the specification.
- 2.5 During the life of this contract we have identified a need to ensure there is a clear process to support spot-purchase arrangements out of area. The new specification will reflect this to ensure clarity of the new contract. The specification also has been reviewed to ensure it meets all statutory requirements, for example, Liberty Protection Safeguards.

Procurement Approach

- 2.6 Members should note the Care Act (2014) states that advocacy services must be independent of the Local Authority.
- 2.7 The Council considered a larger block contract, either combining the Adult Advocacy lot with either Peterborough Adult Advocacy, or with the Children's Advocacy. These were rejected in favour of a separate lot for Cambridgeshire's Adult Advocacy on the grounds that this allows the service to be more focused on one specific set of needs, allowing the creation of a more bespoke service which remains large enough to deliver an efficient and effective advocacy service.

- 2.8 The total proposed contract value for the Cambridgeshire Adult Advocacy Lot is over 4 years. £2,055,808 of this will be paid by Cambridgeshire, with the ICB contributing a further £392,584 over the span of the 4-year contract. The table below shows the amounts per annum

Team	Amount per Annum
Cambridgeshire Adults	£513, 952
ICB	£98,146

- 2.9 There will be 3 Lots within the tender, as per below, but only 2 of these relate to Adult Advocacy services:

Lot 1: Adult Advocacy for Cambridgeshire

Lot 2: Adult Advocacy for Peterborough

Lot 3: Children's Advocacy for Cambridgeshire and Peterborough

The procurement process will be joint with Peterborough however, the Lot 2 contract will be held by Peterborough directly.

The Procurement will be led by Cambridgeshire County Council.

Please note, that procurement approval for Lot 3 will be sought from Childrens and Young Peoples Committee.

- 2.10 The table below outlines the proposed indicative timeline for recommissioning the contract:

Procurement Timetable	
Event	Date
Approval of ITT documents	22/03/23 at JCB
Issue ITT	Week beginning 17/04/23
Deadline for tender returns	19/05/23
Tender Evaluation	22/05/2023 – 09/06/2023
Moderation Meeting	13/06/2023
Approval of Award	28/06/2023 at JCB
Contract award	12/07/2023
Contract Start Date	03/10/2023

- 2.11 Social Value

All bidders will be required to demonstrate how their proposed service solution will deliver social value. Responses will be evaluated and delivery of commitments monitored

3. Alignment with corporate priorities

3.1 Environment and Sustainability

As part of the Procurement process, bidders will be expected to set out how they will contribute to environmental sustainability and what they will do to support carbon reduction targets. Responses will be evaluated as part of tender evaluation.

3.2 Health and Care

There are no significant implications for this priority.

3.3 Places and Communities

There are no significant implications for this priority.

3.4 Children and Young People

There are no significant implications for this priority.

3.5 Transport

There are no significant implications for this priority.

4. Significant Implications

4.1 Resource Implications

The following bullet points set out details of significant implications identified by officers: This provision will consider and support:

- The voice of service users, enabling them to represent their interests and wishes and engage in other Health and Social Care services more to enable better outcomes from those services
- The contract will be funded through the planned base budget and has already been incorporated into the MFTS. The annual budget of £513,952 is a continuation of the existing contract spend. This offers value for money as it is supporting an increasing number of residents for the same money due to efficient running of provision.

4.2 Procurement/Contractual/Council Contract Procedure Rules Implications

- The report sets out above details of significant implications in 2.4 - 2.7
- The procurement will be fully compliant with the Council's Contract Procedure Rules

4.3 Statutory, Legal and Risk Implications

The service forms part of the statutory responsibilities of the Local Authority under the following ACTS:

- The Equality Act 2010 outlines the requirements of advocates to not discriminate against people and applies to all instances where an advocate supports an individual(s). This outlines the requirements of advocates to not discriminate against people and applies to all instances where an advocate supports an individual(s).
- The Care Act 2014 says Local Authorities must: include people in the decisions that are made about them and their care and support. Local Authorities must help people to express their wishes and feelings and support people to make choices and help them to make their own decisions. The Care act also says: independent advocacy is about

giving the person as much control as possible over their life. It helps them understand information, say what they want and what they need.

- Advocacy should be considered from the first point of contact, request or referral and at any subsequent stage of the care and support process. The right to an advocate applies in all settings regardless of whether the person lives in the community or a care home and includes prisons.
- Mental Health Act 1983: Independent Mental Health Advocate. People detained in hospital under the Mental Health Act 1983, or who are subject to a Community Treatment Order, can ask for an IMHA. An IMHA is trained to support people in understanding their rights under the mental health act and participate in decisions about their care and treatment.
- Mental Capacity Act 2005: Independent Mental Capacity Advocacy and Deprivation of Liberty Safeguard (DoLS). The Mental Capacity Act 2005 introduced the role of the IMCA as a legal safeguard for people who lack capacity to make specific important decisions, including about where they live and medical treatment options.
- A DoLS IMCA is a specialist advocate working with people from all vulnerable backgrounds with all nature of impairments that can leave someone lacking capacity. They only deal with issues relating to DoLS applications. They are independent of the Safeguarding Board and safeguard the rights of people who lack capacity.
- Health and Social Care Act 2012: Independent Health Complaints Advocacy IHCA is a free and independent advocacy service that helps people make a complaint about any aspect of their NHS care or treatment. This includes treatment in a private hospital or care home that is funded by the NHS.

4.4 Equality and Diversity Implications

There are no significant implications within this category.

4.5 Engagement and Communications Implications

There are no significant implications within this category.

4.6 Localism and Local Member Involvement

There are no significant implications within this category.

4.7 Public Health Implications

There are no significant implications within this category.

4.8 Environment and Climate Change Implications on Priority Areas

4.8.1 Implication 1: Energy efficient, low carbon buildings.

neutral

Explanation: not applicable

4.8.2 Implication 2: Low carbon transport.

neutral

Explanation: not applicable

4.8.3 Implication 3: Green spaces, peatland, afforestation, habitats and land management.
neutral
Explanation: not applicable

4.8.4 Implication 4: Waste Management and Tackling Plastic Pollution.
neutral
Explanation: not applicable

4.8.5 Implication 5: Water use, availability and management:
neutral
Explanation: not applicable

4.8.6 Implication 6: Air Pollution.
neutral
Explanation: not applicable

4.8.7 Implication 7: Resilience of our services and infrastructure, and supporting vulnerable people to cope with climate change.
neutral
Explanation: not applicable

Have the resource implications been cleared by Finance? Yes
Name of Financial Officer: Justine Hartley

Have the procurement/contractual/ Council Contract Procedure Rules implications been cleared by the Head of Procurement and Commercial? Yes
Name of Officer: Clare Ellis

Has the impact on statutory, legal and risk implications been cleared by the Council's Monitoring Officer or Pathfinder Legal? Yes
Name of Legal Officer: Linda Walker

Have the equality and diversity implications been cleared by your EqIA Super User?
Yes
Name of Officer: Gurdev Singh

Have any engagement and communication implications been cleared by Communications?
Yes
Name of Officer: Simon Cobby

Have any localism and Local Member involvement issues been cleared by your Service Contact? Yes
Name of Officer: Will Patten

Have any Public Health implications been cleared by Public Health?
Yes
Name of Officer: Emily R Smith

If a Key decision, have any Environment and Climate Change implications been cleared by the Climate Change Officer? Yes
Name of Officer: Emily Bolton

5. Appendix

5.1 Appendix A – Case Study

6. Source Documents

5.1 None