

Report to:	Cabinet	Date: 16 April 2025
Subject:	Tender of Adult Carer Services	
Report of	Cabinet Member for Health and Wellbeing	

1. Summary

- Following the Cabinet report on 12th February 2025 approval was given to the Community Commissioning Division to engage in a tendering exercise for adult carer services.
- A carer is a person who provides unpaid support to a friend or family member who due to illness, frailty, disability, a mental health problem or an addiction, cannot cope without their support.
- This is not the same as someone who provides care professionally, or through a voluntary organisation.
- The carer's service will help to deliver on the key commitments of the refreshed Adult Carers Strategy.
- After review and procurement, this report seeks approval for the Community Commission division to award the contract.
- The contract is for the period 1st June 2025 to 31st May 2029 with an extension option at the discretion of the Council for a further 12-month period, subject to performance and review.
- The contract value will be £200,000 per annum with contractual arrangements for a 4-year period. There will be an option to extend the contract for an additional 12-months subject to performance and review.

2. Recommendation(s)

The recommendations are for Cabinet to:

- Approve the award of the adult carers service contract to n-compass – towards a brighter future for the period 1st June 2025 to 31st May 2029 with an extension option of a further 12-months, subject to performance and review.
- The contract value will be £200,000 per annum with contractual arrangements for a 4-year period. There will be an option to extend the contract for an additional 12-months subject to performance and review.
- Delegate finalisation and sealing of the contract, including any clarifications, to the Director of Law and Democratic Services in consultation with the Executive Director for Health and Care.

3. Reasons for recommendation(s)

To reflect the new commitments in the Strategy there is a need to refresh the current service specification delivered by the commissioned provider.

Current contractual arrangements end on the 31st May 2025, therefore there is a need legally to procure for a new service.

The Local Authority has a duty to provide care and support to those individuals assessed as needing this pursuant to assessments under Part 1 Care Act 2014. This includes under s 10 a duty to assess carers who may have needs for care and support and under s 20 a duty or power in general terms to provide any assessed eligible care and support needs for carers.

4. Alternative options considered and rejected

Alternative options are not applicable due to Procurement rules not allowing for any further extensions to previous contractual arrangements.

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5. Background

The Care Act 2014 recognises that supporting adult carers is as important as supporting the people they care for and gives adult carers the right to support from local authorities, which include:





- Information and advice
- Preventative services
- A right to request a Carers Assessment
- To meet identified carers' needs based on national eligibility criteria.

The 2021 Census data reports that there were an estimated 18,219 unpaid carers in Bury. Though this amount will fluctuate as carers move in and out of caring situations, it is expected that this number will continue to increase over time, as higher numbers of people with complex social and health care needs are expected to require support in the future and the population lives longer.

The Bury Adult Carers Strategy 2025-2029 was approved by Cabinet on 12th February 2025. The Strategy outlines the commitments Adult Social Care will deliver in response to the key insights highlighted by carers. The Carer Strategy commitments have been incorporated into the new service specification.

At the core of the new service specification is a need to work proactively to identify all unpaid carers, deliver support that improves the quality of life for carers and ensures that the commitments outlined in the Bury Adult Carers Strategy are met:

The Carer Strategy Commitments:

-  **Commitment 1- To identify and support carers as soon as possible.**
-  **Commitment 2- Carers can access the right support and information when they need it, in the way that works best for them.**
-  **Commitment 3- We will raise the profile of carers across Bury. Carers will be encouraged to recognise their role and have their rights championed and promoted.**
-  **Commitment 4- To reduce inequalities by improving identification of and support to Carers from under-represented groups.**

Following the Cabinet approval on 12th February 2025 to commence formal procurement activity, an opportunity for an Invitation to Tender was advertised utilising the Chest, the North West's Local Authority Procurement Portal. This was in accordance with procurement process and requirements.

There were twelve bids evaluated. The bids were evaluated against 30% pricing criteria and 70% quality criteria, covering service outcomes, service delivery, performance and contract monitoring and social value.

The Evaluation Panel individually scored responses to the quality criteria after which, Corporate Procurement facilitated a moderation meeting to agree a single score for each of the quality questions.

Following the procurement evaluation the winning tenderer was n-compass.

N-compass have extensive experience supporting unpaid carers and have been the provider of the Bury Carers' Hub since 2020.

Links with the Corporate Priorities:

The work of supporting carers cannot just rely on a few committed individuals - to implement our ambitions, awareness of carers needs to be embedded in strategic level partnerships across the whole of health, social care and the community, to ensure carers are recognised, and to promote the support that might help carers to live a full life whilst caring for others.

Bury Council's Let's Do It! Strategy

- **Local-** ensuring carers can access support local to them.
- **Enterprise-** that our local partners who support unpaid carers have the skills and accessibility to deliver high quality provision.

- **Together**- putting our carers and the people they support, at the centre of decisions and seeing them as experts, working alongside professionals.
- **Strength based**- the support we provide to carers is based on what each person needs.

Adult Social Care Strategic Plan 2023-26

This plan sets out the Adult Social Care Department's roles and responsibilities on behalf of Bury Council. It explains who we are, what we do, how we work as an equal partner in our integrated health and social care system and identifies our priorities for the next 3 years which are:



Our mission is to work in the heart of our communities providing high-quality, person-centred advice and information to prevent, reduce and delay the need for reliance on local council support. For those eligible to access social care services, we provide assessment and support planning with an emphasis on building on individual's strengths and promoting independence in line with our statutory responsibilities to all people over the age of eighteen, resident in the borough.

We are proud to recognise carers as a protected characteristic in Bury which means we are committed to considering the implications of all our policies and decisions on carers and taking action to improve the experience and outcomes of carers in our borough and workforce.

Equality Impact and Considerations:

Full EIA has been completed. Initial negative impacts were identified across several characteristics and circumstances however mitigating actions will be put in place to move impacts to neutral. No significant negative impacts are expected from this activity.

Environmental Impact and Considerations:

An environmental impact assessment has not been undertaken as there are no implications of this decision.

Assessment and Mitigation of Risk:

Risk / opportunity	Mitigation
Service is not efficient in contract delivery.	KPIs will measure the effectiveness of the service and help to pinpoint any possible inefficiencies and address issues.
Unpredicted rise in the number of carers being identified/supported putting pressure on staff resources.	<p>The service will develop a risk assessment to identify potential risks, potential impact and likelihood they will occur. An action plan would be established to examine organisation risks, determine if steps should be taken, identify tasks to mitigate any risks identified.</p> <p>Contract monitoring will assess number of carers being identified/ supported and to identify trends and anticipate challenges. An action plan would be deployed to help to assess risks</p>

Legal Implications:

To be completed by the Council's Monitoring Officer.

On the appearance of need, a Local Authority must assess a carer's support needs that exist now or are likely to exist in the future and assess what those needs are or are likely to be in the future (Section 10(1) Care Act 2014).

A statutory duty exists to meet a carer's needs for support which meet eligibility criteria if the adult needing care is ordinarily resident in the Council's area or has no settled residence but is present in the council's area. Meeting the carer's needs may include the provision of support to the carer or the provision of care and support to the adult needing care (section 20(1) Care Act 2014).

A power exists to provide care and support to an adult needing care to support a carer if the adult needing care consents even if the Council is not required to provide such support following assessment of the adult needing care (section 20(6) Care Act 2014).

The proposals are made in order to satisfy these statutory duties and power.

The procurement process adopted in this instance has been completed in compliance with the applicable legislation and associated guidance and a services contract will be entered into with the chosen provider.

Financial Implications:

The annual cost of the N-Compass contract is £200,000 and will be funded from the existing Adult Social Care Community Care Budget and will not require additional financial resource.

As part of the monthly budget monitoring cycle, Finance and the Adult Social Care Commissioning will track the expenditure linked to the contractual activity set out in this report ensuring that all expenditure aligns to the funding provided

Any financial risks/pressures identified will be highlighted to the Director of Adult Social Services as part of the monthly budget monitoring cycle whereby an action plan will be deployed to mitigate any financial risks/ pressures.

Background papers:

Please list any background documents to this report and include a hyperlink where possible.

Please include a glossary of terms, abbreviations and acronyms used in this report.

Term	Meaning
KPI	Stands for Key Performance Indicator and is a measurable target that is used to gauge an organisation's overall long-term performance.