

# North Tyneside Council Report to Head of Commissioning and Asset Management Date: 21 December 2018

## ITEM

Title: Advice and  
Information Services for  
residents of North  
Tyneside

Portfolio(s): **Community Safety and  
Engagement**  
**Finance and Resources**

Cabinet Member(s): **Councillor Carole  
Burdis**  
**Councillor Ray  
Glindon**

Report from Service Area: **Commissioning and Asset Management**

Responsible Officer: **Felicity Shoesmith, Community and  
Voluntary Sector Liaison Manager**

Tel: (0191) 643 7071

Wards affected: **All**

## PART 1

### 1.1 Executive Summary:

The purpose of the report is to seek approval to appoint the North Tyneside Citizens Advice Bureau as the successful provider for advice and information services for residents of North Tyneside. On 10 September 2018 Cabinet granted permission to commence a procurement exercise to secure the most advantageous tender in accordance with European procurement rules. Cabinet's authority was required to proceed as the estimated potential contract value will exceed £500,000.

### 1.2 Recommendation(s):

It is recommended that the Head of Commissioning and Asset Management, following consultation with the Cabinet Member for Community Safety and Engagement, the Cabinet Member for Finance and Resources, the Senior Manager Legal Services and Information Governance and the Head of Resources award the contract for advice and information services (for residents of North Tyneside) for the next three years commencing on 1 April 2019 (with an option of two further one year extensions) to North Tyneside Citizen's Advice Bureau.

### 1.3 Forward Plan:

Twenty eight days notice of this report has been given and it first appeared on the Forward Plan that was published on 21 September 2018.

### 1.4 Council Plan and Policy Framework:

This report relates to delivering the Our North Tyneside Plan 2018-2021 and in particular ensuring that Our People:

- Be ready for work and life – with the right skills and abilities to achieve their full potential, economic independence and meet business needs
- Be healthy and well – with the information, skills and opportunities to maintain and improve their health, well-being and independence, especially if they are carers
- Be cared for, protected and supported if they become vulnerable including if they become homeless
- Be encouraged and enabled to, when-ever possible, be more independent, to volunteer and to do more for themselves and their local communities.

## **1.5 Information:**

### **1.5.1 Background**

1.5.2 In 2013 the Authority undertook a procurement exercise that resulted in the contract for Advice and Information Services being awarded to the North Tyneside Citizens Advice Bureau from the 1 April 2014. The initial contract was for three years. This contract has been extended for a further two years and will expire on 31 March 2019.

1.5.3 Last year the service helped residents secure over £2.7 million of debt write off and almost £5.8 million of income and benefit gains. At a time of economic hardship this makes a significant difference to the lives of residents of North Tyneside. In addition the service assisted with over 52,000 advice issues.

1.5.4 On the 10 September 2018 the Cabinet agreed to conduct a further procurement exercise to secure on going provision for Advice and Information to the residents of North Tyneside and authorised the Head of Commissioning in consultation with the Cabinet Member for Community Safety and Engagement, the Cabinet Member for Finance and Resources, the Senior Manager Legal Services and Information Governance and the Head of Finance to award the contract. The proposed new contract will be for a duration of three years with an option to extend for two further one year periods commencing 1 April 2019.

### **1.5.5 Procurement:**

1.5.5.1 Following the Cabinet decision, a procurement exercise has taken place. The procurement opportunity was advertised in OJEU and on the NEPO portal. This resulted in one tender being submitted which was evaluated by officers of the Authority and found to exceed all service specification as set out in the procurement documentation.

1.5.5.2 Therefore the recommendation is to award a three year contract with an option to extend for a further two years to the supplier who submitted the evaluated tender.

1.5.5.3 This supplier is North Tyneside Citizens Advice Bureau who currently provide Advice and Information Services in North Tyneside. The new contract will commence on 1 April 2019.

## **1.6 Decision options:**

The following decision options are available for consideration:

### Option 1

Not to approve the recommendation in paragraph 1.2 of the report and decide not to re-procure the service;

### Option 2

To approve the recommendation in paragraph 1.2;

Option 2 is the recommended option.

## **1.7 Reasons for recommended option:**

Option 2 is recommended for the following reasons:

This service will help residents deal with debt, giving trusted advice and information to residents, including helping residents to navigate through the welfare reform changes. Without this service many North Tyneside residents would not receive support with helping them to address and manage their debts, or have access to confidential and trusted advice.

## **1.8 Appendices:**

No appendices

## **1.9 Contact officers:**

Felicity Shoemith, Community & Voluntary Sector Liaison Manager tel: (0191) 643 7071  
Judith Robson, Procurement & Contracts Officer tel: (0191) 643 5660  
Claire Emmerson, Senior Manager Financial Strategy & Planning tel: (0191) 643 8109

## **1.10 Background information:**

Service Requirement – Advice and Information Services for Residents of North Tyneside, September 2013 and other contractual documentation from the 2013 procurement.

<https://my.northtyneside.gov.uk/meeting/21475>

The Joint Strategic Needs Assessment 2017:

<https://my.northtyneside.gov.uk/category/605/joint-strategic-needs-assessment-jsna>

Information on Universal Credit reforms:

<https://my.northtyneside.gov.uk/category/505/universal-credit>

## **PART 2 – COMPLIANCE WITH PRINCIPLES OF DECISION MAKING**

### **2.1 Finance and other resources**

The current budget for working with the community and voluntary services is sufficient to continue to fund this service. If any future costs are not containable within current budgets this will be reported to Council / Cabinet, as appropriate, at the time, for a decision before any additional expenditure is incurred.

## **2.2 Legal**

As the predicted value of the contract exceeds £500,000, Cabinet approval was required to undertake this procurement process required Cabinet approval. The procurement process was undertaken in compliance with the Authority's Contract Standing Orders and EU and UK public procurement requirements.

Contracting arrangements are on terms agreed by the Senior Manager Legal Services and Information Governance.

Following agreement by Cabinet on 10 September 2018, this report seeks the delegated officer decision of the Head of Commissioning and Asset Management, in consultation with the Cabinet Member for Community Safety and Engagement, the Cabinet Member for Finance and Resources, the Senior Manager Legal Services and Information Governance and the Head of Finance to award the contract to the selected provider.

## **2.3 Consultation/community engagement**

### **2.3.1 Internal Consultation**

Consultation has taken place with the Cabinet Member for Community Safety and Engagement and other relevant council officers.

### **2.3.2 External Consultation/Engagement**

The current contract is regularly monitored. Information from the monitoring of the current contract will inform the new service specification which sets out the range of support the Authority has procured.

## **2.4 Human rights**

There are no human rights implications directly arising from this report.

## **2.5 Equalities and diversity**

Tenders included information on how any successful organisation will ensure that any service complies with the requirements of the Equality Act 2010 and the Public Sector Equality Duty.

## **2.6 Risk management**

There are no risk management implications directly arising from this report.

## **2.7 Crime and disorder**

There are no crime and disorder issues arising from this report.

## **2.8 Environment and sustainability**

There are no environmental or sustainability issues directly arising from this report.

### **PART 3 - SIGN OFF**

- Chief Executive  x
- Head(s) of Service  x
- Mayor/Cabinet Member(s)  x
- Chief Finance Officer  x
- Monitoring Officer  x
- Head of Corporate Strategy  
And Customer Service  x