



Torbay Supplier Engagement Conference



Welcome

- Please keep microphones muted to allow for presentations to run uninterrupted
- Following presentations there will be an option to select your desired breakout room, there will be steps to explain how to do this later
- There will be Q&A so please write down any questions you have in the chat or save them until the Q&A at 3.00pm



Cllr Swithin Long

Cabinet Member for Economic Regeneration, Tourism, and
Housing

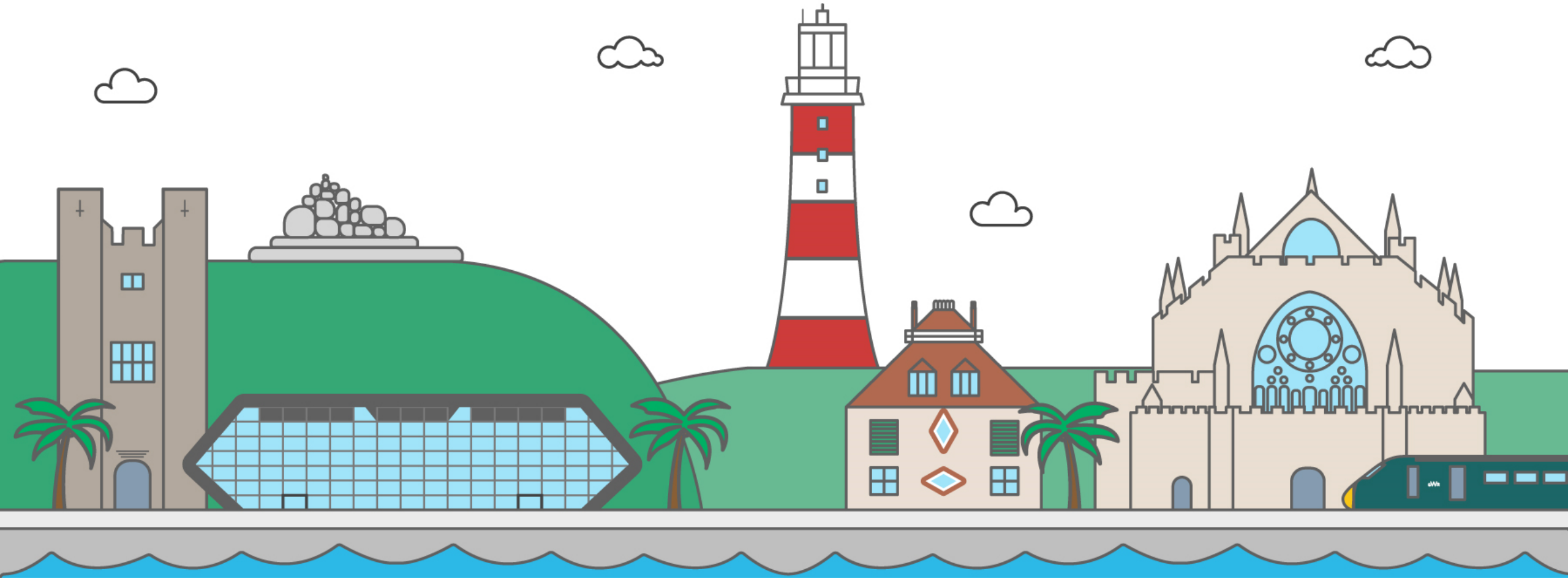
Chair of Torbay Community Wealth Building Board

SupplyDevon



Artificial Intelligence in procurement

Using AI to reinvigorate the economy and reduce carbon emissions



Funded by the government's Sustainable Innovation Fund

**Helping suppliers in Devon recover from
the economic impact of Covid-19.**

Developed in partnership with...

appegate

Ghyston



Key objectives...

Economic

Recycle spend locally

Environmental

Reduce carbon emissions through transport of goods

Ethical

Address discrimination in machine learning

The free procurement platform for Devon

- Source goods or services from **local Devon suppliers**
- Compare multiple quotes via **personalised** procurement dashboard
- Develop **new relationships** with local businesses
- **Reduce carbon emissions** through the transport of goods
- **Tackle discrimination**

How it works: For buyers



1

Fill in the online form to tell us about your requirements



2

Our system (supported by our experienced team) will source local suppliers for you



3

Quotes will be sent direct to your inbox, and can also be managed via your personalised buyer dashboard

"I need 10,000 face masks to be delivered to Exeter by next week"



"I am a Devon-based supplier and am sending you a quote"



How it works: For suppliers



1

Provide us with your company details to create a profile that we, our AI and dedicated buyer management team will match enquiries to



2

Receive enquiries and respond to the buyer directly via your supplier dashboard



3

Build relationships locally and win new business

"I need 10,000 face masks to be delivered to Exeter by next week"



"I am a Devon-based supplier and am sending you a quote"



Benefits of AI



Acceleration

Increases speed while keeping high quality customer service



Expertise

Access to state of the art techniques with University of Exeter AI researchers



Fairness

Practical automated action to reduce potential biases

Working with Torbay

By using the SupplyDevon hub as a route to market, Torbay Council can:

- Increase the spend that remains within Torbay.
- Feed into the Community Wealth Building agenda.
- Increase knowledge of the local supply market.
- Increase visibility around inviting local suppliers to opportunities.
- Increase competition in the local market instead of having a list of preferred suppliers.

Working with Torbay

£5,000 to £25,000


Obtain quotes from Torbay based economic operators through the SupplyDevon hub.

£25,001 to £50,000

RFQ using the Council's standard templates through the SupplyDevon hub targeting Torbay based economic operators.

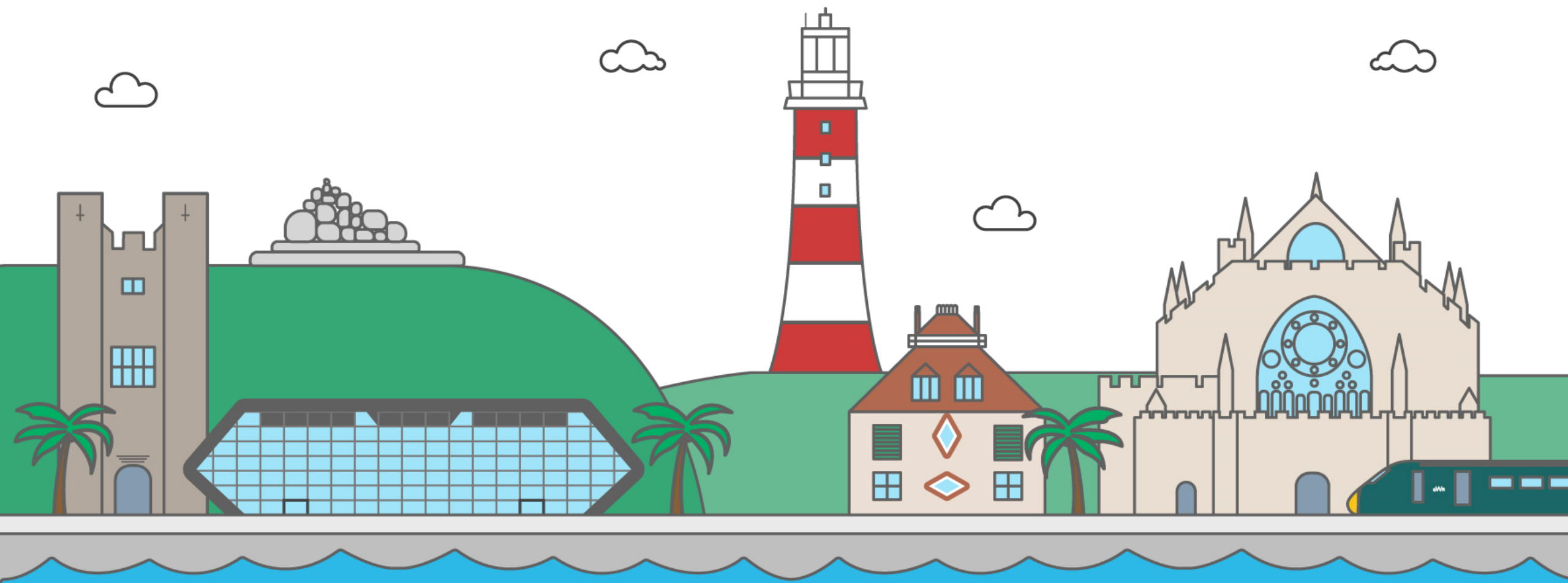
www.supplydevon.org



 Petroc Campus, Old Sticklepath Hill,
Barnstaple EX31 2BQ

 0345 600 7177

 info@supplydevon.org



How Torbay Council Uses Supply Devon

- Pilot up until end of March 2021
- Spend between £5,000 and £50,000
- Review pilot to establish usage and whether local spend has increased

Community Wealth Building Meet the Buyer 16 Dec 2021

Mark Slaney
Torbay and South Devon NHS Foundation Trust



Who are Torbay and South Devon NHS Foundation Trust?

*We are a medium sized Hospital providing **Acute Clinical services** - A&E and ICU Emergency Care, Maternity services and **Elective procedures** (Planned operations e.g. Hip replacement).*

*We also provide **Community services** in our Community Hospitals and Wellbeing Centres, as well as Adult Social Care.*

We were the first Trust to combine all these services 6 years ago.

Snapshot of the organisation: -

- 1 x main acute hospital in Torbay with 546 beds
- 5 x community hospitals
- The ability to manage
 - over 500,00 face-to-face contacts with patients in their homes
 - 75,000 ED attendances
 - 53,000 inpatient admissions
 - 546 beds
 - 586,000 outpatient attendances (face-to-face / virtual / telephone)
 - Technology enabled care services (TECS) / Remote monitoring
- Torbay 0-19 service
 - School Nursing, Health Visiting and charitable services from Children's Society and Action for Children for 0-19 in Torbay. TSDFT are sub-contracted by Torbay Council for this service
- Child and Family Health Devon (CFHD)
- This is an alliance of local NHS Providers led by TSDFT in partnership with: Devon Partnership Trust, Royal Devon and Exeter NHS Foundation Trust, Northern Devon NHS Trust and Livewell SouthWest

That's a lot of activity and means we spend a lot of money £553m.
However not all of this is influenceable, around £100m is.

Torbay and South Devon NHS Foundation Trust Note 5 Operating expenses (Group) 2020/21 2019/20 £000 £000

•	Purchase of healthcare from NHS and DHSC bodies	13,926	12,225
•	Purchase of healthcare from non-NHS and non-DHSC bodies	51,755	42,175
•	Purchase of social care	64,343	58,307
•	Staff and executive directors costs	274,552	258,862
•	Remuneration of non-executive directors	172	183
•	Supplies and services – clinical (excluding drugs costs)	31,041	27,243
•	Supplies and services – clinical: utilisation of consumables donated from DHSC group bodies for COVID response	3,185	0
•	Supplies and services - general	4,901	4,908
•	Supplies and services - general: notional cost of equipment donated from DHSC for COVID response below capitalisation threshold	117	0
•	Drugs costs (drugs inventory consumed and purchase of non-inventory drugs)	31,359	33,694
•	Inventories written down	95	79
•	Inventories written down (consumables donated from DHSC group bodies for COVID response)	115	0
•	Consultancy	29	8
•	Establishment	2,897	2,932
•	Premises	18,260	20,309
•	Transport (including patient travel)	2,409	3,073
•	Depreciation on property, plant and equipment	12,858	11,384
•	Amortisation on intangible assets	3,040	1,874
•	Net impairments	3,702	(8)
•	Movement in credit loss allowance: contract receivables/assets	597	2,329
•	Increase/(decrease) in other provisions	790	413
•	Change in provisions discount rates	195	341
•	Audit fees payable to the external auditor: audit services- statutory audit	123	117
•	other auditor remuneration (external auditor only)	0	2
•	Internal audit costs*	318	344
•	Clinical negligence	7,654	6,454
•	Legal fees	349	131
•	Insurance	128	145
•	Research and development - staff costs	1,583	1,431
•	Research and development - non-staff	55	38
•	Education and training - staff costs	9,290	8,776
•	Education and training - non-staff	1,680	1,637
•	Education and training - notional expenditure funded from apprenticeship fund	655	752
•	Rentals under operating leases	1,309	1,335
•	Charges to operating expenditure for on-SoFP IFRIC 12 schemes (e.g. PFI)	1,404	984
•	Grossing up consortium arrangements	1,459	1,290
•	Other	7,162	7,718
•	Total	553,507	511,485



There are three core elements of our BBF Programme:

- Workforce – **empowering our staff to transform services** with new models of care through smarter and better application of digital.
- Estates – **bringing our estate into the 21st century** such that they are able to take advantage of the digital age.
- Digital – taking a digital first approach. Realising our need for a connected health and care solution for the ICO and across the ICS. **The Electronic Patient Record (EPR) is the foundation of our solution.**

The funding for this is around £350m

How Torbay and South Devon NHS Foundation Trust use Supply Devon

- *So far we have only engaged with Supply Devon for one project and this is ongoing*
- *The project is for Warehousing Space in Torbay*
- *This identified a number of potential providers and facilities, these were reviewed and one was deemed suitable for our requirements*
- *Our requirement was a mixed use of secure storage: -*
 - *Fast and slow-moving PPE inventory – pallets*
 - *Slow moving Clinical Records – Paper folders 2.5m high shelving*
 - *Emergency Medical Equipment, Beds, ventilators etc.*

We plan to use the system mainly for non-clinical goods and services

Living Well @ Home 2020 - Regulated home based care/domiciliary care

– TRANCHE 1

Who will be interested and what will it change / support?

- Different approaches to contracting
- Engaging with those responsible for: -
 - Commissioning care
 - Contracting for care
 - Arranging care
 - Monitoring performance of care Providers
 - Providing Care
- Making partnership real - not just a set of words

What did we hope to achieve?

- Learning - not repeating the past
- We had an expensive model 2005
- Create a framework of providers and standardised
- Self-optimising
- Make the documents available as to what we put out into the market
- Get the voices of the providers as part of this
- Note that the pre-work was there with the Care Collaborative
- Develop equal, 2-way Relationships

Process

- A project team was formed July 2019 comprising of Council and CCG commissioners, Trust and Council Procurement, ICO management, ICO operations (inc Arranging Support, Quality Assurance, Social Work, Brokerage, Finance & Benefits) and ICO Finance.
- Governance was provided by the Living Well @ Home Board and Executive Board.
- The project team met every two weeks and was supported by three subgroups – finance, specification (including KPI's) and procurement.
- The Services to which this Procurement relates fall within Schedule 3 of the Public Contracts Regulations 2015 (the 'Regulations'). As such, the procurement of the Services is being run as a bespoke, single stage application process akin to a Framework procedure.
- Price had been set at £20.48 per hour (from 1st April 2020).
- All applications were be evaluated in three (3) parts:
- Selection Questionnaire (SQ). The prospective Providers must pass this national standard document and must agree to the hourly rate;
- Award Criteria Questionnaire (the written response) weighted at 50%
- Facilitated discussion weighted at 50%.
- The prospective Providers must achieve an overall score equal to or greater than 50% to be awarded a contract.
- The procurement process also allows for further windows of opportunities to be opened.

Key points

- Handover / start up in Covid April 2020
- Reduction in outstanding hours - single figures from 100's of hours not filled
- Size of specification reduced from 53-35 pages
- Flexibility for evolution of the contract and delivery during the 5 years including payment / compensation mechanisms
- Care Collaborative – Director of Nursing - if you're not in you're not in – *No guaranteed work*
- Firmness of purpose - not about being wishy-washy or ambiguous messages
- Review of PI.s / KPI.s - what matters - and providers testing themselves
- Intellectually / emotionally signed up to them not just physically on the contract
- Shaped the PI set with the providers - what's in / what's out / What's the value in the PI – What's In It For Me? – What's In It For someone else?
- Time to discuss, explain, explore

Tranche 1 - to award a 5 year (spot) contract to the following providers: -

- Agincare UK Ltd,
- Caretakers SW Ltd,
- Carmel Care & Support Ltd,
- Devon C Air Ltd,
- Digital Home Visits Ltd,
- Guardian Homecare UK Ltd,
- Livability,
- Palm Tree Care Ltd,
- Stella Care Devon Ltd,
- Taher Ltd
 - 3 Bids rejected – deferred to Tranche 2

Extension option - 3 years, subject to individual provider performance
Max Contract Value £64,000,000

Living Well @Home 2020/25

- More Choice
- Quality Care Reviews
- Better working Relationships
- Integration
- Ensuring Safety and Safeguarding People
- Retention and Recruitment
- Professionalism & Advancement in Care & Support
- Self Optimizing Teams
- Communication
- Capture and Monitor Compliments & Concerns
- Continuity of Care
- Timing of Support
- Links with the Community & Voluntary Sector



Committed to Care



Community Wealth Building Meet the Buyer Thursday 16 Dec 2021

Sue Hayes
South Devon College
sue.hayes@tenetservices.com



How do local suppliers access contracts?

All major contracts advertised on the new Government portal, Find a Tender

<https://www.gov.uk/find-tender> This has replaced OJEU, all UK contracts available to UK suppliers

Some contracts valued over £25K advertised on Contracts Finder <https://www.gov.uk/contracts-finder>

Some contracts valued over £25K only advertised to invited suppliers or frameworks used

Public Sector Principles and Aims

All suppliers must be treated with

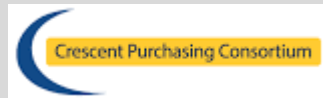
- Equal treatment
- Non-discrimination
- Mutual recognition
- Proportionality
- Transparency

Current thresholds

- Supplies and services: £122,976/ £189,330
- Light Touch: £663,540
- Works: £4,733,252

Frameworks

The Anchor Institutions also use Frameworks to procure Goods and Services



CPC



NHS SBS



ESPO



CCS

Frameworks can also be used to procure construction contracts



Southern
Construction
Framework



Scape



LHC



E-tendering Portals

- All of the Anchor Institutions use e-tendering portals
- Suppliers need to register on the portals
- Torbay and South Devon NHS Foundation Trust
 - [Eu-Supply home page](#)
 - [NHSSW \(eu-supply.com\)](https://eu-supply.com)
 - [Eu-Supply current opportunities page](#)
 - eu-supply.com
- Torbay Council
 - Supplying the South West (ProContract) for spend above £50K
 - Log into <https://www.supplyingthesouthwest.org.uk>
 - Supply Devon for spend under £50K
 - Log into <https://www.applegate.co.uk/supply/devon>
- South Devon College
 - Multiquote for tenders and quotes
 - Log onto <https://www.suppliers.multiquote.com/page/login.aspx>

Questions?

Social Value at Torbay Council

Jude Pinder – Lead Specialist in Commissioning (Policy & Strategy)

Jude.pinder@torbay.gov.uk

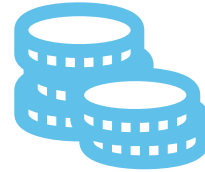
Social Value at Torbay Council



What is Social Value?



Torbay Council
Social Value Policy



Social Value in
procurements



Social Value &
contract monitoring

What is Social Value?

Cabinet Office

“Social Value refers to wider financial and non-financial impacts of projects and programmes including the wellbeing of individuals, communities, social capital and the environment”

Public Services (Social Value) Act 2012

“An Act to require public authorities to have regard to economic, social and environmental wellbeing in connection with public services contracts and for connected purposes”

Social Enterprise UK

“the additional benefit to the community from a commissioning/procurement process over and above the direct purchasing of goods, services and outcomes”.

Social Procurement

Procurement

- Process of acquiring goods, services and works

Social procurement

- Process of acquiring goods, services and works
- PLUS generation of Social Outcomes

What does Social Value look like?

Example – New Job

- On the one hand....

- Happy family
- Good education
- Good CV
- No criminal record

=Salary

- On the other hand

- Troubled family
- Left school at 16 no GCSE's
- Petty criminal record, likely to get worse

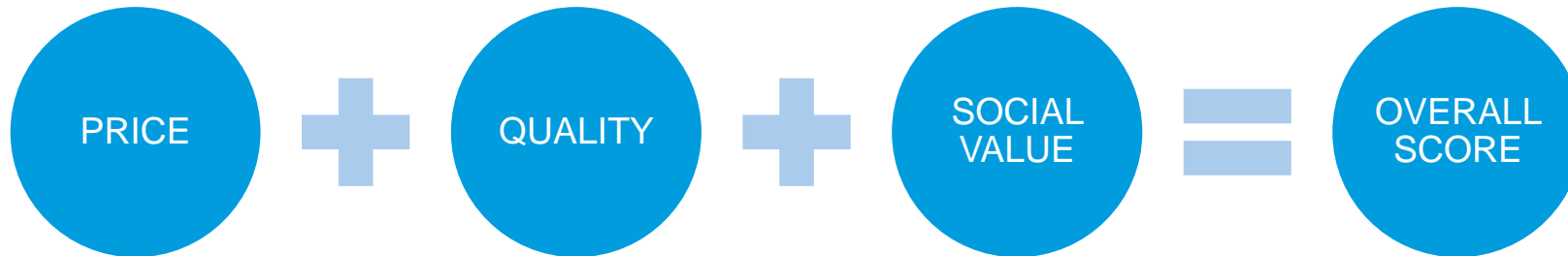
= Salary + Social Value



A value can be
attributed to this

What does this mean for suppliers?

In terms of evaluating and awarding a contract it means that as well as quality & price – added Social value can also be scored as part of the evaluation and award criteria.



Social Value Policy at Torbay Council

- Minimum of 10% of overall scoring will be allocated to Social Value in all procurements over the value of £50,000 (3% quantitative and 7% qualitative).
- Focus on the quality of Social Value offers we receive and are implemented.
- Some procurements may have some social value commitments being given an additional weighting – for example where contracts are identified at high risk to Modern Slavery risks or have potential negative impacts on the environment

Social Value Measurement

- The National Social Value Taskforce was formed to develop a national measurement solution for Social Value.
- They developed the National (TOMs) Social Value Measurement Framework
 - Themes
 - Outcomes
 - Measures
 - Units
 - Value

Themes	Outcomes	Measures	Units	Value
Local Skills and Employment	More opportunities for disadvantaged people	No. ex-offenders employed	No. people	£23,119/per
Growth of Responsible and Local Business	More opportunities for local SMEs and VCSEs	No. voluntary hours	No. hrs	£16.07/hr
Healthier, Safer and more Resilient Communities	Reducing inequalities	Spend in local supply chain	£ spent	Local Spend Multiplier
Decarbonising and Safeguarding our World	Vulnerable people helped to live independently	Tonnes CO2e reduced	tCO2e	£69.35/tCo2e
Social Innovation	Carbon emissions are reduced			
	Safeguarding the natural environment			

Total Social Value = Sum(Measures*Value)

Torbay Council Social Value Framework

- We are committed to a performance and evidence based approach to Social Value.
- We have mapped our Council priorities to the National TOMs framework to signpost suppliers to Social Value contributions that will make the most difference to Torbay.
- In the future all procurements will include either the 'light set' or 'master set' of the Torbay Council Social Value Framework.
- For larger procurements (over the value of £250,000) we will be using the Social Value Portal for both the procurement and contract management of Social Value.

Key Points

- Social Value is not compulsory – but will be included in the overall scoring of submissions.
- Any Social Value offers made will form part of your contract and be performance managed in the same way.
- Make sure any Social Value offers are proportionate and relevant to the business and specific contract.
- Social Value offers can only directly relate to the contract being procured.
- Core requirements of the contract cannot be counted as social value.
- You cannot double count Social Value.
- They must be measurable & quantifiable.
- Focus on local delivery.
- Do provide good descriptions and any relevant evidence of how you will deliver Social Value.

Support

- Training
- Supplier Guides
- Web page
- Specific sector workshops

Breakout Sessions

Please indicate which break out room you would like to be assigned to by changing your Zoom name:

1. Torbay Council

Tracey Field, Head of Procurement, Contract Management & Commissioning, Torbay Council

2. Torbay and South Devon NHS Trust

Mark Slaney, Head of Procurement and Logistics, Torbay and South Devon NHS Foundation Trust

3. South Devon College

Sue Hayes, Senior Procurement Consultant, Tenet Services

You will automatically leave your break out sessions
at 3.50pm



Guide – How to change your name to indicate preference

- 1. Select **Participants**, located in the bottom toolbar of the meeting window.
- 2. Hover over your name and select **More** (desktop), or tap your name (mobile).
- 3. Click or tap **Rename**.
- 4. Enter your desired name and click **Rename** (desktop) or **Done** (mobile).

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Torbay Supplier Engagement Conference

Jay Tompt
Co-founder and Director,
Local Spark



Thank you

Please take a couple of minutes to complete the feedback survey which will be sent out shortly.