

Scotland Excel

To: Executive Sub Committee

On: 28 February 2020

**Report
by
Director Scotland Excel**

Tender: National Flexible Framework for Care and Support Services

Schedule: 1318

Period: 1 April 2020 until 31 March 2024

1. Introduction and Background

This recommendation is for the award of the first National Flexible Framework agreement for the provision of care and support services (care at home and supported living services) in Scotland.

The flexible nature of the framework means that it will re-open on a six monthly basis throughout its four-year duration. This will allow new providers to join, ensuring a diverse range of services and providers are available to meet the varying needs of people across the country, and promote choice for people who need support.

Scotland Excel was funded by the Scottish Government to explore collaborative opportunities in the delivery of care and support services in Scotland. Following significant stakeholder engagement, a procurement exercise was carried out to develop a Flexible Framework to support the delivery of these services.

The services will predominantly be delivered in people's own homes and in their communities. This will help people to achieve their personal outcomes and live independently for as long as possible, with the support they need provided in a homely setting. It also supports Scottish Government and Health and Social Care ambitions for prevention of early admission to hospital, and enables early supported discharge.

2. Scope, Participation and Spend

Scotland Excel worked with Councils/Health and Social Care Partnerships' (HSCPs) commissioning and procurement staff across Scotland, Scottish Government, Convention of Scottish Local Authorities (COSLA), the Care Inspectorate, providers, representative bodies and others, to inform the contract specification. This incorporates the revised Health and Social Care Standards¹, which seek to provide better outcomes for everyone and to ensure that individuals are treated with respect and dignity and that human rights are upheld. The Flexible Framework also seeks to support the Scottish Government National Performance Framework, notably, the following national outcomes: Human Rights, Fair Work and Business, Health and Communities.

Currently, Councils/HSCPs in Scotland contract separately for these services. This Flexible Framework provides an opportunity to introduce a single procurement approach, minimising repetition to enable commissioners to focus on ensuring that individual needs are understood, and that care packages are enabled to support this.

It is important to note that people who currently access care and support through an existing council contract should remain under this contracted arrangement until they choose an alternative, or if their care needs are reassessed. It is likely that the new Flexible Framework will initially be used for new care and support requirements, ensuring ongoing service continuity for people in line with the Scottish Government Guidance on the Procurement of Care and Support Services.

The advertised value of the Flexible Framework was £560m over a four-year period. Twenty-two Councils/HSCPs have confirmed their intention to use the Flexible Framework throughout its duration, and Scotland Excel anticipate that more Councils will use the Flexible Framework as their own contractual agreements come to an end. All 32 Councils/HSCPs were named on the published contract notice to allow them to use the Flexible Framework in the future. An overview of the participating Councils (as at time of writing) can be viewed at Appendix 1.

3. Procurement Process

The remit of this procurement falls within the 'Social and Other Specific Services' category as defined in Schedule 3 of the Public Contracts (Scotland) Regulations 2015, and is subject to the procurement regime set out in Section 7 of the same.

¹ <http://www.newcarestandards.scot/>

These Regulations contain a more flexible set of rules for the procurement of certain services (including social care) and this is known as the 'light-touch' regime. As such, Scotland Excel has more scope to choose the procurement methodology most suited to the services to be purchased, whilst fundamentally adhering to the EU Treaty principles of non-discrimination, equal treatment, transparency and proportionality.

Prior Information Notices were issued in August and October 2017, inviting providers to engage with Scotland Excel and its member councils to explore collaborative opportunities for the procurement of care at home and supported living services.

Following this, Scotland Excel engaged with a range of people through a User Intelligence Group (UIG), comprising of representatives from Councils/HSCPs across Scotland, and via provider meetings to help develop the procurement strategy for care and support services.

The UIG endorsed the strategy to develop a Flexible Framework for care and support services (including both care at home and supported living services), focusing on people and their needs. They also supported Scotland Excel in trying to address some of the issues experienced by Councils/HSCPs and providers in commissioning and procurement of services.

The UIG and technical groups informed the specification, approach to commercials or pricing structure, terms and conditions and options for arranging support services from the Flexible Framework. They also considered various options for the evaluation of provider responses and agreed the approach to be taken.

Scotland Excel issued a contract notice on 27th September 2019 inviting providers to participate in the Flexible Framework. The Flexible Framework was tendered using the Public Contracts Scotland (PCS) electronic portal. All documents were available for access on the PCS website.

The procurement procedure is similar to an open tender procedure under the 'light touch' regime, whereby providers were evaluated against predetermined criteria including qualification, technical and commercial.

The qualification evaluation was conducted using the European Single Procurement Document (ESPD) Scotland. Tenderers were evaluated against predetermined criteria in accordance with the process set out in the tender documents. This included examination of responses to mandatory exclusion questions, as well as criteria set in respect of insurance cover, financial standing,

Care Inspectorate registration, and the requirement to have attained a Grade of '3' or above for all Care Inspectorate quality themes at the most recent inspection. Tenderers required to pass the qualification evaluation in order to be considered for award.

Scotland Excel has assessed the insurances of all bidders. Successful bidders who have committed to obtain the required insurances will receive an award once they have satisfied Scotland Excel that the required insurances are in place.

Tender responses were evaluated against the published award criteria weighted as follows:

- 90% Technical; and
- 10% Commercial.

The technical section comprised a response to the following questions:

Requirement	Marks Available
Care Inspectorate Grade for the "quality of Care and Support" theme, for the Service	90
Fair Work Practices	0 - Non scored element
Sustainability, Community and Social Benefits	0 - Non scored element
Payment of the Real Living Wage	0 - Non scored element
Acceptance of Scotland Excel Flexible Framework Terms including all Schedules	0 - Non scored element

In accordance with the published tender documents, the scored question in the technical section was evaluated using the current Care Inspectorate Grade for the 'quality of Care and Support' theme for the relevant service. Marks were awarded in accordance with the following methodology:

Grade for "Quality of Care and Support" theme for Service	Grade (provided by Care Inspectorate)	Definition	Marks Awarded
Grade 6	Excellent		90
Grade 5	Very Good		67.5
Grade 4	Good		45
Grade 3	Adequate		22.5

The commercial section evaluation was conducted was evaluated in accordance with the published tender documents. Marks were awarded in accordance with the following methodology:-

Requirement	Marks Available
Submit a full and detailed response in accordance with the instructions given in Schedule 7 – Financial Information.	10

The intended outcome of the Flexible Framework was to maximise the range of quality services available to people, and therefore a different approach was taken to the evaluation of price. A fixed 10 marks were awarded to all providers who submitted a complete price schedule. It was not anticipated that this procurement process would result in direct savings, as it sought to implement Fair Work practices and obtain a range of rates from different providers - which would help offer choice to people who require a service.

A key driver of the Flexible Framework was to support payment of the Real Living Wage; ensure a sustainable rate for providers and Councils/HSCPs, support the delivery of social care services in Scotland and ensure the principles of Fair Work are adopted. In order to ensure greater transparency of this position, providers were asked to include Real Living Wage costs, pension commitments and the inclusion of travel time and mileage as part of the tendered price.

Within Schedule 7 – Financial Information, providers were required to select council areas and care groups supported by their service and information on the base price per hour. They were also given the opportunity to identify any additional local variable rates that may apply; for example additional travel costs or training, recognising that there are variances in services across the country and differing geographical challenges. As each person's care and support needs are different, separate identification of these additional costs will support councils in purchasing personalised services to meet outcomes.

4. Report on Offers Received

The tender return deadline was 12 noon on Tuesday 12th November 2019. A total of 161 providers noted an interest in the opportunity and responses were received from 84 providers across 334 registered services. Of the 84 providers which submitted a response, 48 were micro/small-medium sized organisations (57%) and 36 were large organisations (43%). Appendix 2 provides a full breakdown of the SME status of the providers who responded.

As set out in Appendix 3:-

There were 76 successful providers.

There were 5 unsuccessful providers, as their bids were non-compliant with the published qualification criteria.

There were 3 providers which were partly successful, as some of their tendered services were non-compliant with the published qualification criteria.

Scotland Excel plan to work with any providers that are interested in applying to participate when the Flexible Framework reopens, and with providers that are successful in obtaining a place on the Flexible Framework and wish to vary their services (including by the addition of new services). In these circumstances the minimum qualification requirements outlined in the Contract Notice must be met. This means that whenever the Flexible Framework re-opens, or service variations are considered, in order to ensure equal treatment of all providers and consistency of standards under the Flexible Framework, Scotland Excel will ensure that all providers and services are subject to the same minimum requirements and assessments as those applied to the Flexible Framework at the commencement date.

5. Recommendations

Based on the evaluation undertaken, and in line with the criteria and weightings set out above, it is recommended that 79 providers across the 22 geographical areas are awarded to the Flexible Framework from its commencement, as outlined in Appendix 3.

In addition, it is recommended:

- (a) that authority be delegated to the Director of Scotland Excel (or Head of Strategic Procurement in the Director's absence) to approve recommendations following the evaluation of offers received on the periodic re-opening of the Flexible Framework, or following the consideration of formal requests from existing providers for the addition of new services; and
- (b) that the Executive Sub-Committee will be updated on the appointment of any new providers to the Flexible Framework on an annual basis via incorporation to the Annual Procurement Report.

6. Benefits

Benchmarking

Benchmarking revealed that prices were on average higher than existing rates, where known. This was anticipated because of the requirement to embed Real Living Wage adjustments, travel time and mileage, all of which may not be included in current Council prices. This has resulted in an average increase of 13.9% over previous prices. This drops to 9.8% when you take account of obligations by councils to pay an increase in the Real Living Wage.

However, it is not anticipated that Councils would move to implement the new prices for all current contracted arrangements. The Procurement of Care and Support guidance advises that this should be driven by the choice of people receiving the service and therefore this will give a period of adjustment for Councils to move to the new rates. It is important in our contract mobilisation programme that this is stressed to current providers of services in these areas.

Variables to the provision of care and support services across the country include adjustment for additional travel costs in rural areas, specialist training and/or staff. Scotland Excel included a section within the price schedule for providers to identify any additional local variable costs. A review across each of these proposed additional costs was undertaken to ensure that these costs are clear, and that Councils/HSCPs understand which services may incur additional charges on top of the base hourly rate. These additional charges will only be agreed by the Council/HSCPs and provider on a case by case basis, and at the point of accessing the Flexible Framework to arrange support.

Throughout the duration of the Flexible Framework, Scotland Excel will review the costs associated with delivering these services across the country to ensure sustainability of services. There is an opportunity to better understand the true costs of delivering services through the Flexible Framework.

As Councils/HSCPs have their own current arrangements for services, it will be a Council/HSCP decision to purchase under the Flexible Framework for the person receiving the care.

Price Review

Flexible Framework pricing is fixed for the first year and thereafter there is an option for an annual review. This may include an automatic uplift to reflect any Real Living Wage adjustment, a general inflation uplift and/or a written request from providers identifying and evidencing a request for an uplift. Price reviews will be undertaken in collaboration with Council/HSCPs.

As part of the tender process, providers were asked to provide a full breakdown in their financial submission of the associated costs for providing the service. This information will be used when considering the appropriate uplift mechanism for the Flexible Framework.

Payment of the Real Living Wage and Fair Work Practices

Real Living Wage

There is a commitment in Scotland to support payment of the Real Living Wage. Scotland Excel extended the response deadline to allow providers to consider the new Real Living Wage rate for 2020 within their tender submission. Of the 79 providers recommended for award to the Flexible Framework, 98% will pay the new Real Living Wage rate of £9.30. Appendix 4 provides an overview of each provider Real Living Wage status.

Fair Work Practices

An open question was asked relating to providers' approach to fair work practices. A review of all provider responses was undertaken, and the information submitted will be made available to Councils/HSCPs when accessing the Flexible Framework. Some areas of noted good practice include:

- Contracted support workers with guaranteed minimum hours;
- Staff having choice in the shifts that they do;
- Training and development opportunities for staff;
- Payment of the Real Living Wage;
- Examples of employee owned companies where the employees elect directors and trustees to the company board;
- Flexibility offered to staff in terms of caring/study responsibilities which allows them to manage their work with other commitments; and
- Adherence to Unison's Ethical Care Charter.

Sustainability, Community and Social Benefits

An open question was asked relating to providers' approach to the delivery of sustainability, community and social benefits. Similar to the approach adopted in Fair Work, a review of all provider responses was undertaken, and the information submitted will form part of the information available to assist Councils/HSCPs in using the Flexible Framework. Some areas of noted good practice include:

- Involving people who access services in the recruitment and selection of staff;
- Offering training to family members and carers;
- Employment of a community engagement officer;

- Commitment to employ a modern apprentice for every 1000 hours of support delivered; and
- An autism advice line offering free support to people, their families and professionals.

Other Benefits

Scotland Excel is committed to continuing to work with Councils/HSCPs and providers throughout the duration of the Flexible Framework, including working together to develop standard documents to support the efficient use of the Flexible Framework and monitoring its effectiveness, and improvements which can be made.

7. Flexible Framework Engagement and Ongoing Development

Scotland Excel will initially work closely with the Councils/HSCPs which have advised of their intention to use the Flexible Framework from its commencement date, and with all providers that have been awarded to the Flexible Framework. This will include a range of communication methods including meetings, to ensure an understanding of how the Flexible Framework operates and supporting documentation and guidance.

Given the high number of providers across Scotland, Scotland Excel will utilise remote working and provide webinars for Council/HSCP staff and providers. A small technical group will continue to support engagement and ongoing development of the Flexible Framework.

The approach to Flexible Framework management will be collaborative and supportive including the views of a range of stakeholders such as people who receive support, Councils/HSCPs and providers. Scotland Excel will seek to support local networks to avoid unnecessary duplication of work within the Councils/HSCPs.

Scotland Excel will continue to engage with Councils/HSCPs who have chosen not to participate in the Flexible Framework at this time.

8. Summary

The Flexible Framework for care and support services has maximised collaboration and provides a flexible route for Councils/HSCPs to purchase services which best meet the needs of people. It supports payment of the Real Living Wage, Fair Work practices and wider community benefits.

It is anticipated that throughout its duration, more providers and services will join the Flexible Framework and Scotland Excel will continue to work with a range of stakeholders to promote continuous improvement and ensure that the Flexible Framework continues to align with the outcomes of the Scottish Government Adult Social Care Reform programme.

The Executive Sub Committee is requested to approve the recommendation to award this Flexible Framework agreement to the providers as outlined in Appendix 2.

Appendix 1 – Participation Summary

Member Name	Participation in Contract
Aberdeen City Council	No
Aberdeenshire Council	No
Angus Council	Yes
Argyll and Bute Council	Yes
City of Edinburgh Council	Yes
Clackmannanshire Council	Yes
Comhairle nan Eilean Siar	Yes
Dumfries and Galloway Council	Yes
Dundee City Council	Yes
East Ayrshire Council	Yes
East Dunbartonshire Council	Yes
East Lothian Council	No
East Renfrewshire Council	Yes
Falkirk Council	Yes
Fife Council	No
Glasgow City Council	No
Highland Council	No
Inverclyde Council	Yes
Midlothian Council	Yes
Moray Council	Yes
North Ayrshire Council	Yes
North Lanarkshire Council	No
Orkney Islands Council	No
Perth and Kinross Council	Yes
Renfrewshire Council	Yes
Scottish Borders Council	Yes
Shetland Islands Council	No
South Ayrshire Council	Yes
South Lanarkshire Council	No
Stirling Council	Yes
West Dunbartonshire Council	Yes
West Lothian Council	Yes

Appendix 2 – List of Tenderers – Size of Organisation and Summary Outcome

Name of Tenderers	Size of Organisation	Location	Outcome of Evaluation
1st Home Care Ltd.	Large	Dunfermline	Recommended for award
Aberdeen Association of Social Service T/A VSA	Large	Aberdeen	Recommended for award
Able Health Care Scotland Ltd	Small/Medium	Falkirk	Recommended for award
Absolute Recruitment (UK) Limited T/A AbleCare@Home	Small/Medium	Aberdeen	Recommended for award
ACasa Care Limited	Small/Medium	Auchtermuchty	Recommended for award
Action in Mind	Small/Medium	Stirling	Recommended for award
Active Care (Ayrshire) Limited	Small/Medium	Ayr	Recommended for award
Ailsa Care Services Ltd.	Small/Medium	Glasgow	Recommended for award
Allander Homecare Ltd	Small/Medium	Glasgow	Recommended for award
Allied Health-Services Limited T/A Allied Healthcare	Small/Medium	Stafford	Recommended for award
Angela Magee T/A Visiting Angelz	Small/Medium	Erskine	Recommended for award
ARK Housing Association Ltd	Large	Edinburgh	Recommended for award
Aspire Housing & Personal Development Services Limited	Small/Medium	Glasgow	Recommended for award
Balmoral Homecare Ltd	Large	Glasgow	Recommended for award
Blackwood Homes and Care	Large	Edinburgh	Recommended for award
British Red Cross Society	Large	London	Recommended for award
Brothers of Charity Services (Scotland)	Large	Galashiels	Recommended for award
Caledonia Social Care Limited	Small/Medium	Glasgow	Recommended for award
Caledonian Care Consultants Ltd T/A Bluebird Care (Dunbartonshire)	Small/Medium	East Dunbartonshire	Recommended for award
Call-In Homecare Limited	Large	Edinburgh	Recommended for award
Capability Scotland	Large	Glasgow	Recommended for award
Carescot Limited T/A Home Instead Senior Care Glasgow North	Small/Medium	Glasgow	Recommended for award
Caring Hearts Limited	Small/Medium	Paisley	Recommended for award
Carr Gomm	Large	Edinburgh	Recommended for award
C-Change Scotland	Small/Medium	Glasgow	Recommended for award
Clyde Healthcare Limited	Small/Medium	Glasgow	Recommended for award

Name of Tenderers	Size of Organisation	Location	Outcome of Evaluation
Community Integrated Care	Large	Cheshire	Recommended for part award
Cornerstone Community Care	Large	Glasgow	Recommended for award
CrossReach (The operating name for The Church of Scotland Social Care Council)	Large	Edinburgh	Recommended for award
Crossroads Caring Scotland	Large	Glasgow	Recommended for award
Deafblind Scotland	Small/Medium	Glasgow	Recommended for award
Delight Supported Living Ltd	Small/Medium	Paisley	Recommended for award
ENABLE Scotland (Leading the Way)	Large	Lanarkshire	Recommended for award
Extended Personal Care Limited	Small/Medium	Lennoxtown	Recommended for award
Flourish Home Support Services LTD	Small/Medium	Alloa	Recommended for award
Glasgow Association for Mental Health	Small/Medium	Glasgow	Recommended for award
Glasgow Homecare Ltd T/A Home Instead Senior Care Glasgow South	Small/Medium	Glasgow	Recommended for award
Hamill Homecare Limited	Small/Medium	Glasgow	Recommended for award
Hands - On Homecare Limited	Small/Medium	Glasgow	Non-compliant
Hazelhead Home Care Limited	Large	Carlisle	Recommended for award
Home Is Best Ltd	Small/Medium	Stirlingshire	Recommended for award
HRM Homecare Services Ltd.	Small/Medium	Kilmarnock	Recommended for award
IKL Care (a partnership)	Small/Medium	Clackmannanshire	Recommended for award
Independent Clinical Services Limited T/A Scottish Nursing Guild	Large	London	Recommended for award
Inspire (Partnership Through Life) Ltd.	Large	Aberdeen	Recommended for award
Invercare Services Ltd	Small/Medium	Greenock	Recommended for award
Inverclyde & North Ayrshire Care Services Limited T/A Carewatch Inverclyde, Carewatch Ayrshire, Carewatch Dunbartonshire, Carewatch Argyll & Bute	Small/Medium	Greenock	Non-compliant
ION Care and Support Services Limited	Small/Medium	Broxburn, West Lothian	Recommended for award
Key Housing Association Limited	Large	Glasgow	Recommended for award
Kingdom Support and Care CIC T/A Kingdom Housing Association	Large	Glenrothes	Recommended for award
Lothian Trading Services Ltd	Small/Medium	Edinburgh	Recommended for award

Name of Tenderers	Size of Organisation	Location	Outcome of Evaluation
Mears Care (Scotland) Limited	Large	Alloa	Recommended for part award
Montana Home Care Ltd.	Small/Medium	Falkirk	Recommended for award
My Care (Grampian) Limited	Small/Medium	Aberdeen	Recommended for award
Nacor Healthcare Services Ltd	Large	Falkirk	Non-compliant
National Autistic Society (The)	Large		Recommended for award
National Schizophrenia Fellowship (Scotland) T/A Support in Mind Scotland	Small/Medium	Edinburgh	Recommended for award
Neighbourhood Networks in Scotland Limited	Small/Medium	Glasgow	Recommended for award
Orems Care Services Limited	Small/Medium	Glasgow	Non-compliant
Penumbra	Large	Edinburgh	Recommended for award
Plus (Forth Valley) Ltd	Small/Medium	Stirling	Recommended for award
Potters Health Care Limited	Small/Medium	Falkirk	Recommended for award
Rainbow Services (UK) Ltd	Large	Ayr	Recommended for award
RAMH	Small/Medium	Paisley	Recommended for award
Real Care Agency Ltd	Small/Medium	East Kilbride	Non-compliant
Real Life Options	Large		Recommended for award
Sacro	Small/Medium	Edinburgh	Recommended for award
Salvation Army Trustee Company(The) T/A The Salvation Army	Large	London	Recommended for award
Scottish Association for Mental Health	Large	Glasgow	Recommended for award
Scottish Autism	Large	Alloa	Recommended for award
SCRT Limited T/A Social Care Recruitment and Training	Large	Dundee	Recommended for award
Sense Scotland	Large	Glasgow	Recommended for award
SRS Care Solutions Limited	Small/Medium	Glasgow	Recommended for award
Step Up (Housing, Employability & Community Support Services) Ltd.	Small/Medium	Falkirk	Recommended for award
Sue Ryder	Small/Medium	Stirling	Recommended for award
T & I Professional Services Limited	Small/Medium	Elgin	Recommended for award
The Action Group	Small/Medium	Edinburgh	Recommended for award
The Jon Fleming Group Limited *	Small/Medium	Glasgow	Recommended for award
The Mungo Foundation	Large	Glasgow	Recommended for part award

Name of Tenderers	Size of Organisation	Location	Outcome of Evaluation
Thera (Scotland)	Large	Edinburgh	Recommended for award
Time 2 Help Ltd.	Small/Medium	Dunblane	Recommended for award
Trust Housing Association Limited	Large	Edinburgh	Recommended for award
Voyage 1 Limited T/A Voyage Care	Large	Lichfield	Recommended for award
With YOU Limited	Large	Edinburgh	Recommended for award

*** NB This bidder is the lead authority for a consortium bid comprising the following consortium members:**

**North East Community Care Limited
Mochridhe (Edinburgh and the Lothians) Limited
Mochridhe Limited**

Appendix 3 - Scoring and Recommendations

It should be noted that technical scores were directly linked to the grade awarded by the Care Inspectorate for the theme 'quality of care and support'. The grades were checked against the Care Inspectorate datastore (as at 31st October 2019, published 8th November 2019).

Services highlighted in grey did not meet minimum requirements.

Grade for 'Quality of Care and Support' = Points available for Technical Score	Grade definition
Grade 6 = 90	Excellent
Grade 5= 67.5	Very Good
Grade 4 = 45	Good
Grade 3 = 22.5	Adequate

Tenderer	Care Inspectorate Registration Number	Total Score	Recommended for Award?
1st Home Care Ltd.	CS2006118500	55	Yes
	CS2015340104	32.5	Yes
	CS2015337198	32.5	Yes
Aberdeen Association of Social Service T/A VSA	CS2006116364	77.5	Yes
	CS2014329990	77.5	Yes
Able Health Care Scotland Ltd	CS2015340983	55	Yes
Absolute Recruitment (UK) Limited T/A AbleCare@Home	CS2017354749	55	Yes
ACasa Care Limited	CS2010280174	77.5	Yes
Action in Mind	CS2004062420	100	Yes
Active Care (Ayrshire) Limited	CS2017362325	55	Yes
Ailsa Care Services Ltd.	CS2016352468	77.5	Yes
	CS2016351998	77.5	Yes
	CS2004079450	55	Yes
	CS2004079443	55	Yes
Allander Homecare Ltd	CS2009196033	55	Yes
	CS2009217062	55	Yes
Allied Health-Services Limited T/A Allied Healthcare	CS2018371999	77.5	Yes
	CS2018371957	55	Yes
	CS2018371997	55	Yes
Angela Magee T/A Visiting Angelz	CS2009216693	55	Yes
	CS2010270240	55	Yes
ARK Housing Association Ltd	CS2010272702	100	Yes
	CS2011304866	100	Yes
	CS2004073952	100	Yes
	CS2004073951	100	Yes
	CS2013316340	77.5	Yes
	CS2013316519	77.5	Yes
	CS2004073934	55	Yes
	CS2012307152	55	Yes
	CS2004073973	55	Yes
	CS2004073971	55	Yes
	CS2004073970	77.5	Yes

Tenderer	Care Inspectorate Registration Number	Total Score	Recommended for Award?
	CS2004073974	77.5	Yes
	CS2004073975	77.5	Yes
	CS2004073967	77.5	Yes
	CS2004073968	77.5	Yes
	CS2014332228	77.5	Yes
	CS2014334024	77.5	Yes
	CS2004073963	100	Yes
	CS2004073962	100	Yes
	CS2015342711	55	Yes
	CS2015340672	55	Yes
	CS2004073969	77.5	Yes
Aspire Housing & Personal Development Services Limited	CS2018366487	55	Yes
Balmoral Homecare Ltd	CS2005113372	77.5	Yes
Blackwood Homes and Care	CS2004068907	77.5	Yes
	CS2016344470	77.5	Yes
	CS2016344472	77.5	Yes
	CS2004068843	77.5	Yes
	CS2004077165	77.5	Yes
	CS2004077186	77.5	Yes
	CS2004077187	77.5	Yes
British Red Cross Society	CS2013321345	55	Yes
	CS2004073103	55	Yes
Brothers of Charity Services (Scotland)	CS2008192028	77.5	Yes
	CS2008192059	77.5	Yes
Caledonia Social Care Limited	CS2016353182	55	Yes
Caledonian Care Consultants Ltd T/A Bluebird Care (Dunbartonshire)	CS2008183616	77.5	Yes
Call-In Homecare Limited	CS2004084651	77.5	Yes
Capability Scotland	CS2003055087	77.5	Yes
	CS2003017824	77.5	Yes
	CS2004076834	100	Yes
	CS2003011114	77.5	Yes
	CS2003055023	100	Yes
	CS2003055089	77.5	Yes
	CS2003055019	55	Yes
Carescot Limited T/A Home Instead Senior Care Glasgow North	CS2013320865	55	Yes
Caring Hearts Limited	CS2013316709	55	Yes
Carr Gomm	CS2011298798	55	Yes
	CS2011298803	55	Yes
	CS2012306141	55	Yes
	CS2006116474	77.5	Yes
	CS2006124410	77.5	Yes
	CS2004075307	55	Yes
	CS2004075308	55	Yes
	CS2004075293	77.5	Yes
	CS2004075297	77.5	Yes

Tenderer	Care Inspectorate Registration Number	Total Score	Recommended for Award?
	CS2004075282	77.5	Yes
	CS2004075290	77.5	Yes
	CS2004075301	77.5	Yes
	CS2004075303	77.5	Yes
C-Change Scotland	CS2004070943	77.5	Yes
	CS2004070912	77.5	Yes
Clyde Healthcare Limited	CS2010248902	55	Yes
Community Integrated Care	CS2004073366	77.5	Yes
	CS2004073365	77.5	Yes
	CS2004073368	77.5	Yes
	CS2004073369	77.5	Yes
	CS2008181750	77.5	Yes
	CS2008181744	77.5	Yes
	CS2004072163	77.5	Yes
	CS2004072162	77.5	Yes
	CS2004073809	77.5	Yes
	CS2004073808	77.5	Yes
	CS2017362614	Non-compliant	No
	CS2017362975	Non-compliant	No
	CS2015341531	100	Yes
	CS2016344494	100	Yes
	CS2004083188	77.5	Yes
	CS2004076543	77.5	Yes
	CS2007147824	77.5	Yes
	CS2007147839	77.5	Yes
	CS2007158585	55	Yes
Cornerstone Community Care	CS2004073007	77.5	Yes
	CS2004073005	77.5	Yes
	CS2016348168	55	Yes
	CS2004073008	77.5	Yes
	CS2004073009	77.5	Yes
CrossReach (The operating name for The Church of Scotland Social Care Council)	CS2004079790	55	Yes
Crossroads Caring Scotland	CS2014332297	77.5	Yes
	CS2009198902	77.5	Yes
	CS2008179307	77.5	Yes
	CS2014332293	32.5	Yes
	CS2014333895	77.5	Yes
	CS2014332238	55	Yes
Deafblind Scotland	CS2015338868	55	Yes
	CS2003053997	55	Yes
Delight Supported Living Ltd	CS2009236076	77.5	Yes
	CS2016348705	77.5	Yes
ENABLE Scotland (Leading the Way)	CS2004061936	55	Yes
	CS2004079756	55	Yes
	CS2004061919	77.5	Yes
	CS2004079755	77.5	Yes
	CS2004079420	77.5	Yes

Tenderer	Care Inspectorate Registration Number	Total Score	Recommended for Award?
	CS2004079757	77.5	Yes
	CS2004061939	77.5	Yes
	CS2004079759	77.5	Yes
	CS2004061916	100	Yes
	CS2004079643	77.5	Yes
	CS2004061941	77.5	Yes
	CS2005095308	77.5	Yes
	CS2004061920	77.5	Yes
	CS2004079761	77.5	Yes
	CS2014325658	77.5	Yes
	CS2014325660	77.5	Yes
	CS2017355481	55	Yes
	CS2017355479	55	Yes
	CS2014329674	77.5	Yes
	CS2014329678	77.5	Yes
	CS2004079632	77.5	Yes
	CS2004061922	77.5	Yes
	CS2006139478	55	Yes
	CS2006119838	55	Yes
	CS2004061942	77.5	Yes
	CS2004079638	77.5	Yes
Extended Personal Care Limited	CS2004082498	77.5	Yes
	CS2010237376	77.5	Yes
Flourish Home Support Services LTD	CS2011286375	77.5	Yes
Glasgow Association for Mental Health	CS2008181251	100	Yes
Glasgow Homecare Ltd T/A Home Instead Senior Care Glasgow South	CS2016348145	100	Yes
Hamill Homecare Limited	CS2015342626	100	Yes
Hands - On Homecare Limited	N/A	Non-compliant	No
Hazelhead Home Care Limited	CS2004070597	55	Yes
Home Is Best Ltd	CS2012313695	77.5	Yes
	CS2013315489	77.5	Yes
HRM Homecare Services Ltd.	CS2009195294	55	Yes
	CS2009195295	55	Yes
	CS2009232697	77.5	Yes
	CS2009230635	77.5	Yes
IKL Care (a partnership)	CS2013322920	100	Yes
Independent Clinical Services Limited T/A Scottish Nursing Guild	CS2007155874	100	Yes
	CS2007155863	100	Yes
Inspire (Partnership Through Life) Ltd.	CS2010279592	77.5	Yes
	CS2013321963	77.5	Yes
	CS2004073056	55	Yes
Invercare Services Ltd	CS2014333299	32.5	Yes
	CS2014331196	32.5	Yes
Inverclyde & North Ayrshire Care Services Limited T/A Carewatch Inverclyde, Carewatch Ayrshire, Carewatch Dunbartonshire, Carewatch Argyll & Bute	CS2003053843	Non-compliant	No
	CS2004073779	Non-compliant	No

Tenderer	Care Inspectorate Registration Number	Total Score	Recommended for Award?
ION Care and Support Services Limited	CS2016352276	77.5	Yes
Key Housing Association Limited	CS2004079432	77.5	Yes
	CS2004079348	55	Yes
	CS2004079440	77.5	Yes
	CS2004079429	77.5	Yes
	CS2004079438	55	Yes
	CS2004079435	77.5	Yes
	CS2007163994	77.5	Yes
	CS2004079437	77.5	Yes
Kingdom Support and Care CIC T/A Kingdom Housing Association	CS2016351149	100	Yes
	CS2016351147	100	Yes
	CS2016351141	77.5	Yes
Lothian Trading Services Ltd	CS2017360261	55	Yes
	CS2017356171	55	Yes
Mears Care (Scotland) Limited	CS2019374566	Non-complaint	No
	CS2019374567	Non-complaint	No
	CS2019374565	Non-complaint	No
	CS2016348305	55	Yes
	CS2016348307	55	Yes
	CS2019374568	Non-complaint	No
	CS2019374569	Non-compliant	No
	CS2018367671	55	Yes
	CS2018367672	55	Yes
	CS2009234912	77.5	Yes
	CS2009234919	77.5	Yes
	CS2011300948	77.5	Yes
	CS2011300949	77.5	Yes
	CS2017358664	32.5	Yes
	CS2017358665	32.5	Yes
	CS2017361938	55	Yes
	CS2017361940	55	Yes
	CS2017361941	77.5	Yes
	CS2017361942	77.5	Yes
	CS2017361937	55	Yes
	CS2017361935	55	Yes
	CS2016351143	32.5	Yes
Montana Home Care Ltd.	CS2014334478	77.5	Yes
My Care (Grampian) Limited	CS2003051777	32.5	Yes
Nacor Healthcare Services Ltd	N/A	Non-complaint	No
National Autistic Society (The)	CS2007162782	55	Yes
National Schizophrenia Fellowship (Scotland) T/A Support in Mind Scotland	CS2004082377	77.5	Yes
Neighbourhood Networks in Scotland Limited	CS2003053949	100	Yes
Orems Care Services Limited	N/A	Non-complaint	No
Penumbra	CS2004057234	77.5	Yes
	CS2004057242	100	Yes
	CS2004057245	77.5	Yes

Tenderer	Care Inspectorate Registration Number	Total Score	Recommended for Award?
	CS2004061892	77.5	Yes
	CS2004061897	100	Yes
	CS2004061899	77.5	Yes
	CS2004061905	77.5	Yes
	CS2006129979	100	Yes
	CS2006129980	100	Yes
	CS2007156109	77.5	Yes
	CS2007156110	77.5	Yes
	CS2012307983	77.5	Yes
	CS2013321463	100	Yes
	CS2014330278	77.5	Yes
	CS2015335270	77.5	Yes
	CS2017358978	100	Yes
	CS2017362592	77.5	Yes
PLUS (Forth Valley) Ltd	CS2003035186	77.5	Yes
Potters Health Care Limited	CS2017353823	77.5	Yes
Rainbow Services (UK) Ltd	CS2010238189	77.5	Yes
	CS2018364007	55	Yes
RAMH	CS2003051815	100	Yes
	CS2004077401	100	Yes
Real Care Agency Ltd	N/A	Non-compliant	No
Real Life Options	CS2015342061	77.5	Yes
	CS2015342064	77.5	Yes
	CS2015342019	77.5	Yes
	CS2015342021	77.5	Yes
	CS2004071266	77.5	Yes
	CS2004071270	77.5	Yes
	CS2017359686	77.5	Yes
	CS2017359601	77.5	Yes
	CS2015335704	77.5	Yes
	CS2015335724	77.5	Yes
	CS2004073152	77.5	Yes
	CS2004073155	77.5	Yes
	CS2015335708	77.5	Yes
	CS2015335725	77.5	Yes
	CS2012311708	77.5	Yes
	CS2012311702	77.5	Yes
Sacro	CS2013318738	77.5	Yes
	CS2005087474	77.5	Yes
	CS2006128386	77.5	Yes
	CS2011288125	77.5	Yes
	CS2011288126	77.5	Yes
Salvation Army Trustee Company(The) T/A The Salvation Army	CS2004074999	77.5	Yes
	CS2007161487	77.5	Yes
Scottish Association for Mental Health	CS2013319959	55	Yes
	CS2013319874	55	Yes
	CS2004081888	55	Yes
	CS2004081925	77.5	Yes
	CS2004081927	77.5	Yes
	CS2004077436	77.5	Yes

Tenderer	Care Inspectorate Registration Number	Total Score	Recommended for Award?
	CS2004077439	77.5	Yes
	CS2004081943	100	Yes
	CS2004081944	100	Yes
	CS2013317898	100	Yes
	CS2013320664	100	Yes
Scottish Autism	CS2004058226	77.5	Yes
	CS2004073451	77.5	Yes
	CS2012308579	77.5	Yes
	CS2004073440	77.5	Yes
	CS2014333865	55	Yes
	CS2013322018	55	Yes
	CS2003046736	77.5	Yes
	CS2017357366	77.5	Yes
	CS2017357047	77.5	Yes
	CS2015339267	77.5	Yes
	CS2004058239	77.5	Yes
	CS2017353473	77.5	Yes
	CS2004058171	77.5	Yes
	CS2004073445	77.5	Yes
SCRT Limited T/A Social Care Recruitment and Training	CS2019373616	55	Yes
Sense Scotland	CS2016347985	77.5	Yes
	CS2016347984	77.5	Yes
	CS2016348011	77.5	Yes
	CS2016348012	77.5	Yes
	CS2004077391	55	Yes
	CS2004061990	55	Yes
	CS2016348005	77.5	Yes
	CS2016348001	77.5	Yes
	CS2016347993	77.5	Yes
	CS2016347991	77.5	Yes
	CS2016348056	77.5	Yes
	CS2016348058	77.5	Yes
	CS2014328312	77.5	Yes
SRS Care Solutions Limited	CS2017357881	55	Yes
	CS2018366850	55	Yes
	CS2017362472	32.5	Yes
Step Up (Housing, Employability & Community Support Services) Ltd.	CS2013319314	77.5	Yes
	CS2013320396	77.5	Yes
Sue Ryder	CS2010271308	100	Yes
T & I Professional Services Limited	CS2017354556	55	Yes
The Action Group	CS2004076432	77.5	Yes
	CS2004081067	77.5	Yes
	CS2004061828	77.5	Yes
	CS2004076436	55	Yes
The Jon Fleming Group Limited *	CS2005113415	77.5	Yes
	CS2006115474	77.5	Yes
	CS2016348456	77.5	Yes
	CS2017354068	77.5	Yes
	CS2012311726	32.5	Yes

Tenderer	Care Inspectorate Registration Number	Total Score	Recommended for Award?
	CS2012311725	32.5	Yes
	CS2006119252	77.5	Yes
	CS2006118959	77.5	Yes
	CS2017356392	55	Yes
	CS2017356393	55	Yes
The Mungo Foundation	CS2016348917	100	Yes
	CS2009232873	77.5	Yes
	CS2004060920	Non-compliant	No
	CS2003001418	100	Yes
	CS2006115401	Non-compliant	No
Thera (Scotland)	CS2007164348	77.5	Yes
Time 2 Help Ltd.	CS2012307932	100	Yes
Trust Housing Association Limited	CS2004056339	100	Yes
	CS2004056395	77.5	Yes
	CS2016353106	77.5	Yes
	CS2006135147	77.5	Yes
Voyage 1 Limited T/A Voyage Care	CS2004082189	55	Yes
	CS2004082190	55	Yes
With YOU Limited	CS2003055985	32.5	Yes
	CS2003055982	100	Yes

*** NB This bidder is the lead authority for a consortium bid comprising the following consortium members:**

North East Community Care Limited
Mochridhe (Edinburgh and the Lothians) Limited
Mochridhe Limited

Appendix 4- List of Recommended Providers with Real Living Wage Status

Provider	Accredited	Progress towards accreditation	Not Accredited but pay the Real Living Wage (all Front-Line Care Staff)	Committed to gaining accreditation over the first 2 years of the Flexible Framework	Not paying Real Living Wage but committed to doing so within 2 years	Neither accredited nor paying the Real Living Wage
1st Home Care Ltd.			Yes			
Aberdeen Association of Social Service T/A VSA			Yes			
Able Health Care Scotland Ltd		Yes				
Absolute Recruitment (UK) Limited T/A AbleCare@Home		Yes				
ACasa Care Limited			Yes			
Action in Mind	Yes					
Active Care (Ayrshire) Limited			Yes			
Ailsa Care Services Ltd.	Yes					
Allander Homecare Ltd			Yes			
Allied Health-Services Limited T/A Allied Healthcare			Yes			
Angela Magee T/A Visiting Angelz	Yes					
ARK Housing Association Ltd			Yes			
Aspire Housing & Personal Development Services Limited			Yes			
Balmoral Homecare Ltd			Yes			
Blackwood Homes and Care			Yes			
British Red Cross Society			Yes			
Brothers of Charity Services (Scotland)			Yes			
Caledonia Social Care Limited			Yes			

Provider	Accredited	Progress towards accreditation	Not Accredited but pay the Real Living Wage (all Front-Line Care Staff)	Committed to gaining accreditation over the first 2 years of the Flexible Framework	Not paying Real Living Wage but committed to doing so within 2 years	Neither accredited nor paying the Real Living Wage
Caledonian Care Consultants Ltd T/A Bluebird Care (Dunbartonshire)	Yes					
Call-In Homecare Limited			Yes			
Capability Scotland			Yes			
Carescot Limited T/A Home Instead Senior Care Glasgow North				Yes		
Caring Hearts Limited			Yes			
Carr Gomm	Yes					
C-Change Scotland			Yes			
Clyde Healthcare Limited			Yes			
Community Integrated Care			Yes			
Cornerstone Community Care			Yes			
CrossReach (The operating name for The Church of Scotland Social Care Council)			Yes			
Crossroads Caring Scotland			Yes			
Deafblind Scotland	Yes					
Delight Supported Living Ltd	Yes					
ENABLE Scotland (Leading the Way)			Yes			
Extended Personal Care Limited			Yes			
Flourish Home Support Services LTD			Yes			
Glasgow Association for Mental Health	Yes					

Provider	Accredited	Progress towards accreditation	Not Accredited but pay the Real Living Wage (all Front-Line Care Staff)	Committed to gaining accreditation over the first 2 years of the Flexible Framework	Not paying Real Living Wage but committed to doing so within 2 years	Neither accredited nor paying the Real Living Wage
Glasgow Homecare Ltd T/A Home Instead Senior Care Glasgow South			Yes	Yes		
Hamill Homecare Limited			Yes			
Hazelhead Home Care Limited			Yes			
Home Is Best Ltd		Yes				
HRM Homecare Services Ltd.	Yes					
IKL Care (a partnership)			Yes	Yes		
Independent Clinical Services Limited T/A Scottish Nursing Guild			Yes			
Inspire (Partnership Through Life) Ltd.			Yes			
Invercare Services Ltd			Yes			
ION Care and Support Services Limited			Yes			
Key Housing Association Limited			Yes			
Kingdom Support and Care CIC T/A Kingdom Housing Association	Yes					
Lothian Trading Services Ltd				Yes		
Mears Care (Scotland) Limited			Yes			
Montana Home Care Ltd.			Yes			
My Care (Grampian) Limited			Yes	Yes		
National Autistic Society (The)			Yes			
National Schizophrenia Fellowship (Scotland) T/A Support in Mind Scotland			Yes			

Provider	Accredited	Progress towards accreditation	Not Accredited but pay the Real Living Wage (all Front-Line Care Staff)	Committed to gaining accreditation over the first 2 years of the Flexible Framework	Not paying Real Living Wage but committed to doing so within 2 years	Neither accredited nor paying the Real Living Wage
Neighbourhood Networks in Scotland Limited	Yes					
Penumbra			Yes			
Plus (Forth Valley) Ltd					Yes	
Potters Health Care Limited	Yes					
Rainbow Services (UK) Ltd			Yes			
RAMH	Yes					
Real Life Options			Yes			
Sacro			Yes			
Salvation Army Trustee Company(The) T/A The Salvation Army			Yes			
Scottish Association for Mental Health	Yes					
Scottish Autism			Yes			
SCRT Limited T/A Social Care Recruitment and Training			Yes			
Sense Scotland			Yes			
SRS Care Solutions Limited	Yes					
Step Up (Housing, Employability & Community Support Services) Ltd.	Yes					
Sue Ryder			Yes			
T & I Professional Services Limited			Yes	Yes		
The Action Group			Yes			
The Jon Fleming Group Limited *			Yes			
The Mungo Foundation					Yes	

Provider	Accredited	Progress towards accreditation	Not Accredited but pay the Real Living Wage (all Front-Line Care Staff)	Committed to gaining accreditation over the first 2 years of the Flexible Framework	Not paying Real Living Wage but committed to doing so within 2 years	Neither accredited nor paying the Real Living Wage
Thera (Scotland)			Yes			
Time 2 Help Ltd.			Yes			
Trust Housing Association Limited			Yes			
Voyage 1 Limited T/A Voyage Care			Yes			
With YOU Limited	Yes					

*** NB This bidder is the lead authority for a consortium bid comprising the following consortium members:**

North East Community Care Limited
Mochridhe (Edinburgh and the Lothians) Limited
Mochridhe Limited