

## LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** Councillor Ben Coleman, Deputy Leader and Cabinet Member for Health and Social Care

**Date:** 24/03/2024

**Subject:** Award of Hammersmith & Fulham Council's Community Sexual Health Service contract

**Report author:** Craig Holden, Senior Lead, Adult Public Health

**Responsible Director:** Linda Jackson, Strategic Director of Social Care

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### SUMMARY

This report seeks approval to award the Community Sexual Health Service contract to **Turning Point UK Limited** following a robust procurement process. The contract will commence on 1st April 2024 to 31st March 2027. This will include the option to extend for a further two periods of two years (up to seven years in total).

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### RECOMMENDATIONS

That the Deputy Leader and Cabinet Member for Health and Social Care:

1. Notes that Appendices 1 and 2 are not for publication on the basis that they contain information relating to the financial or business affairs of any particular person (including the authority holding that information) as set out in paragraph 3 of Schedule 12A of the Local Government Act 1972 (as amended).
  2. Approve the award of a contract to Turning Point UK Limited for the delivery of a Community Sexual Health Service, for an initial three-year period from 1st April 2024 to 31st March 2027. This will include the option to extend for a further two periods of two years (up to seven years in total). The value of the initial three-year term is £1,098,000.00 (£366,000 per annum). Rising to a maximum of £2,562,000.00 should all options to extend the contract be taken up.
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**Wards Affected:** All

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<b>Our Values</b>	<b>Summary of how this report aligns to the H&amp;F Values</b>
Building shared prosperity	This is a community health service providing tailored sexual health interventions that improve access to, and education around, family planning. A priority is placed on the provision of accessible service delivery in a way that meets the needs of the local population and those most at risk. Also, the reduction of health inequalities and improvement of sexual health outcomes.
Creating a compassionate council	Supporting residents to improve and maintain their sexual health demonstrates compassion, by building an open and honest culture where everyone can make informed and responsible choices about relationships and sex; also to develop resilience in respect of their sexual and reproductive health.
Doing things with local residents, not to them	Re-commissioning was co-produced with our sexual health user groups. The provision of extensive peer led work including mentoring will be embedded in the contract specifications.
Being ruthlessly financially efficient	The H&F Community Sexual Health Service will operate across the whole of the borough of Hammersmith and Fulham, working to reduce the proportion of Sexually Transmitted Infections in the borough and improving knowledge about sexual health, condom use, safer sex and the importance of healthy relationships amongst key vulnerable groups in H&F. All of these interventions have an impact on reducing costs to other service areas including GPs and secondary care.
Taking pride in H&F	Maintaining and supporting high quality services for our residents. Enabling positive health outcomes for all our residents via universal and targeted specialist services.
Rising to the challenge of the climate and ecological emergency	Providers will be expected to commit to environmental outcomes as part of their social value offer. Services are local and residents often walk to or take public transport to appointments.

## Financial Impact

The recommendation in paragraph one above to award a contract to Turning Point for the provision of a Community Sexual Health Service with effect from 1<sup>st</sup> April 2024 will cost £366,000 per year and £1,098,000 over the proposed lifetime of the contract. This commitment will be funded from the annual ring fenced Public Health Revenue grant in 2024-25 and the two subsequent years following.

Name: Cheryl Anglin-Thompson, Principal Accountant, Email: [cheryl.anglin-thompson@lbhf.gov.uk](mailto:cheryl.anglin-thompson@lbhf.gov.uk)

Verified by David Hore, Finance Manager, Telephone: 07901114479, Email: [david.hore@lbhf.gov.uk](mailto:david.hore@lbhf.gov.uk) 21<sup>st</sup> January 2024

Verified by Sukvinder Kalsi, Director of Finance, [sukvinder.kalsi@lbhf.gov.uk](mailto:sukvinder.kalsi@lbhf.gov.uk), 29<sup>th</sup> February, 2024

## Legal Implications

The Public Contracts Regulations 2015 (PCRs) apply to this contract and also the Council's Contract Standing Orders (CSOs) for High Value Contracts will apply.

This procurement was run as an open tender and advertised on the Find a Tender service plus Contracts Finder. One bid was received which was evaluated by a panel from Public Health Commissioning and representative from a community sexual health partner organisation (Chelsea and Westminster Hospital NHS Trust).

The full scores are provided in Appendix 1.

The procurement was run in compliance with the PCRs and CSOs.

As a High Value Contract the appropriate decision maker for the contract award is the relevant Cabinet Member (CSO 21.1).

The award of this contract is a Key Decision (see Article 12 of the Constitution) and must be submitted to Committee Services for publication on the Council's website. The award decision cannot be implemented without the expiry of the call-in period for that decision as shown on the website and expiry of the Standstill Period (CSO 21.7).

*Joginder Bola, Senior Solicitor (Contracts & Procurement), 19.02.2024*

## Background Papers Used in Preparing This Report

None.

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## DETAILED ANALYSIS

### Proposals and Analysis of Options

1. Do Nothing – Not possible. This would mean that when the current contracts expire, the service would cease to exist. This is a statutory service and is funded via ringfenced Public Health Grant funding.
2. Award a 3+2+2 contract to Turning Point for the delivery of a Community Sexual Health service to residents of Hammersmith & Fulham – **Recommended**. This will ensure vital and long-term support for the community seeking help and support with their sexual health issues. Turning Point have performed well in delivery of similar sexual health services over the course of the previous contract (see Appendix 2).
3. Re-tender the contract – Not recommended. Whilst only 1 bid was received, this bid was strong and within budget. The single bidder is the incumbent supplier who has provided the service to the desired standard over the period of the previous contract. There were 9 other providers who initially expressed interest in the opportunity all of whom declined to bid. These included three

organisations working with HIV and sexual health; a community centre for people with HIV; and a design and innovation company. It is therefore very unlikely that re-tendering the service would create any greater interest with most likely the same outcome. To allow a further chance to tender for the service, we would require a non-compliant extension of the current contract.

## Reasons for Decision

4. An open procurement for these services has allowed the Council to stipulate the requirements for the new services as co-produced with residents, whilst achieving value for money via a competitive tender process within an established pool of providers.
5. Locally tailored sexual health services fulfil an important function. As well as improving the sexual health of local residents, Public Health England estimates cost savings of unplanned pregnancies to local authorities of £35m over 10 years, and a combined return on investment of £14 per £1 spent across local authority and NHS supports<sup>1</sup>.
6. Submissions were evaluated against a criterion of 60% quality, 10% Social Value and 30% price. Turning Point as the only bidder, ranked highest when the weighted scores for Technical, Social Value and Commercial were combined, therefore offering the Most Economically Advantageous Tender while meeting the identified needs for the service and its users.
7. The social value commitments for the successful tender set out various areas of social value delivery, mainly focused on the development of use of VCSE's within their supply chain, highlighting the provider's knowledge of the need to grow a local workforce. The social value response also included training, upskilling, peer education and volunteering to support local community projects. Turning Point have used the SV Portal national Themes/Outcomes/Measures (TOMs) to quantify their SV offer. This represents a value of £266,351 (24.26% of contract value) over the initial 3-year contract term. Turning Point have undertaken to include SV as a regular agenda item at contract meetings and to provide regular updates/reports/evidence and explore new and emerging reporting methodologies as well as working collaboratively with H&F to seek out additional opportunities to provide greater SV value from the contract.
8. As Turning Point are the current incumbent provider of the service the implementation plan and timings will be reduced compared to those of a new provider being awarded. Service users like the existing service and have been a key part of shaping its newly refined approach. The following indicative timetable details a summary of the proposed implementation plan for the service. The plan and timescales will be confirmed with the provider once the standstill period ends and the contract is awarded.

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<sup>1</sup> PHE women's reproductive health programme 2020 to 2021 - GOV.UK ([www.gov.uk](http://www.gov.uk))

## Implementation Timetable (Summary)

Action	Timeline
Award letter dispatched by LA Project implementation team established Review/agree risk log and budget Monthly reporting to provider Operating Board/Implementation and Transformation Board commences	Mar '24
Coordinate with delivery partners (subcontracts), establish terms of reference, meeting schedule Agree main contract Agree subcontracts and SLAs Schedule sub-contract performance meetings	Apr '24  Apr '24
Review data reporting requirements and agree template for reporting with commissioners	Apr '24

## Equality Implications

- There are no anticipated negative implications for groups with protected characteristics, under the Equality Act 2010, by the approval of the award outlined in this report. The service actively engages LGBTQ+ clients, a population who do not always disclose and approach support, based on prevailing stigma. An equalities impact assessment was completed as part of the procurement strategy and has been reviewed and updated to support this contract award (see Appendix 3).

## Risk Management Implications

- The report recommends awarding a contract for the delivery of a Community Sexual Health Service following a competitive procurement process. This is in line with the objective of being ruthlessly financially efficient. The recommissioned service was co-produced with residents to provide tailored sexual health interventions that improve access to, and education around, family planning, meeting the needs of the local population and those most at risk, helping to tackle health inequalities.

*Implications completed by: David Hughes - Director of Audit, Fraud, Risk and Insurance, 16 February 2024*

## Climate and Ecological Emergency Implications

- There are no negative climate or ecological implications related to the award this contract. As part of its social value commitments the provider has committed to contributing to H&F's Net Zero by 2030 policy. This includes the following: Maintaining ISO:14001 accreditation; 100% green electricity tariffs; National campaigns e.g. Big Plastic Count/Earth Day; Video conferencing to reduce travel, and paperless working e.g. digital assessments and PDF fliers for school e-noticeboards/emails.
- These and other related efforts will be monitored across the life of the contract.

*Implications verified by: Hinesh Mehta, Assistant Director of Climate Change, Tel: 07960 470125, 16<sup>th</sup> February 2024*

## **Procurement implications**

10. The results of the evaluation process have been verified against the e-tendering system capitalEsourcing: ITT\_17782.

*Waheeda Soomro, Commercial Manager, 05/03/2024*

*Verified by: Jacqueline Rutherford, Category Specialist, Corporate Procurement 05/03/2024*

## **Local Economy and Social Value**

12. This report confirms that Social Value contributions of 24.26% of the contract value has been committed by the supplier.

It is advised that the commissioner works with the Social Value Officer to ensure a delivery plan is in place to realise the increased commitments.

It is advised that the commissioner works with Legal to ensure appropriate social value clauses are included in the contract, so that the council can enforce its right to compensation if social value commitments are not delivered.

*Implications completed by: Oliur Rahman, Head of Employment and Skills, 22<sup>nd</sup> February 2024*

## **Consultation**

13. The service specification was developed following extensive consultation with service users and stakeholders including Chelsea and Westminster Hospital and a local HIV advocacy organisation, who reviewed the specification and provided feedback. Use was also made of various statutory and other best practice guidance.

## **Digital Services and Information Management Implications**

IT Implications: No IT implications are considered to arise from the proposal in this report.

IM Implications: A Data Privacy Impact Assessment will need to be completed or updated to ensure that all potential data protection risks are properly assessed with mitigating actions agreed and implemented.

The contract arising from this procurement will need to include H&F's data protection and processing schedule. The supplier will be expected to have a

GDPR policy in place and all staff will be expected to have received GDPR training.

*Implications completed by: Karen Barry, Strategic Relationship Manager, IT Services, Tel : 0208 753 3481 February 14, 2024*

## **LIST OF APPENDICES**

Exempt Appendix 1 - Evaluation and moderation process

Exempt Appendix 2 - Support & Advice on Sexual Health Performance Monitoring (23/24)

Appendix 3 - H&F Equality Impact Analysis Tool

## Appendix 3 - H&F Equality Impact Analysis Tool



### Conducting an Equality Impact Analysis

An EIA is an improvement process which helps to determine whether our policies, practices, or new proposals will impact on, or affect different groups or communities. It enables officers to assess whether the impacts are positive, negative, or unlikely to have a significant impact on each of the protected characteristic groups.

The tool is informed by the [public sector equality duty](#) which came into force in April 2011. The duty highlights three areas in which public bodies must show compliance. It states that a public authority must, in the exercise of its functions, have due regard to the need to:

- 1. Eliminate discrimination, harassment, victimisation, and any other conduct that is prohibited under the Equality Act 2010**
- 2. Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it**
- 3. Foster good relations between persons who share a relevant protected characteristic and persons who do not share it**

Whilst working on your Equality Impact Assessment, you must analyse your proposal against these three tenets.

### General points

1. In the case of matters such as service closures or reductions, considerable thought will need to be given to any potential equality impacts. Case law has established that due regard cannot be demonstrated after the decision has



been taken. Your EIA should be considered at the outset and throughout the development of your proposal, it should demonstrably inform the decision, and be made available when the decision is recommended.

2. Wherever appropriate, the outcome of the EIA should be summarised in the Cabinet/Cabinet Member report and equalities issues dealt with and cross referenced as appropriate within the report.
3. Equalities duties are fertile ground for litigation and a failure to deal with them properly can result in considerable delay, expense, and reputational damage.
4. Where dealing with obvious equalities issues e.g. changing services to disabled people/children, take care not to lose sight of other less obvious issues for other protected groups.
5. If you already know that your decision is likely to be of high relevance to equality and/or be of high public interest, you should contact the Strategy & Communities team for support.

Further advice and guidance can be accessed online and on the intranet:

<https://www.gov.uk/government/publications/public-sector-equality-duty>

<https://officesharedservice.sharepoint.com/sites/Governance/SitePages/Reports.aspx>

## H&F Equality Impact Analysis Tool

Overall Information	Details of Full Equality Impact Analysis
<b>Financial Year and Quarter</b>	2024 / Q1
<b>Name and details of policy, strategy, function, project, activity, or programme</b>	<p>Title of EIA: Award of Hammersmith &amp; Fulham Council's Community Sexual Health Service contract</p> <p>Short summary:</p> <p>Hammersmith &amp; Fulham Council is re-tendering its sexual health outreach service for adults. The intent is to improve the sexual health of residents through:</p> <ul style="list-style-type: none"> <li>• the delivery of high quality, confidential and tailored sexual health interventions that improve access to, and education around, family planning</li> <li>• the provision of accessible services in a way that meets the needs of the local population and those most at risk</li> <li>• the reduction of inequalities and improvement of sexual health outcomes</li> <li>• the building of an open and honest culture where everyone can make informed and responsible choices about relationships and sex, and develop resilience in respect of their sexual and reproductive health</li> </ul> <p>Our ambition is to support all residents who have experienced poor sexual health. We will encourage early access to services and provide bespoke packages of care for those who may experience additional stigma and discrimination.</p> <p>The contract will run for 3 years with options to extend twice for a further 2 years, up to 7 years in total. The contract will commence on 1st April 2024.</p>
<b>Lead Officer</b>	<p>Name: Craig Holden            Position: Senior Lead, Adult Public Health            Email: craig.holden@lbhf.gov.uk            Telephone No: 07795 127385</p>
<b>Date of completion of final EIA</b>	28 / 11 / 23

<b>Section 02</b>	<b>Scoping of Full EIA</b>		
<b>Plan for completion</b>	Timing: Resources:		
<b>Analyse the impact of the policy, strategy, function, project, activity, or programme</b>	Analyse the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic). You should use this to determine whether the policy will have a positive, neutral, or negative impact on equality, giving due regard to relevance and proportionality.		
	<b>Protected characteristic</b>	<b>Analysis</b>	<b>Impact:</b> Positive, Negative, Neutral
	Age	<p>People aged under 25 are more likely to be diagnosed with an STI:</p> <ul style="list-style-type: none"> <li>• among heterosexuals attending sexual health services, most chlamydia and gonorrhoea diagnoses were in people aged 15 to 24 years</li> <li>• among heterosexuals aged 15 to 24 years, men are three and a half and women seven times more likely to be diagnosed with an STI, than their counterparts aged 25 to 64 years.</li> </ul> <p>The service aims to ensure increased uptake of sexual health services by this younger cohort. Noted impacts are an increase in chlamydia diagnoses enabling more treatment and consequent reduction in prevalence.</p> <p><i>Variation in outcomes in sexual and reproductive health in England – PHE 2021</i></p>	Positive
	Disability	The service will be expected to have expert knowledge within the learning disability sector, and working with people with learning disabilities is a key component of the service model. This requirement will include bespoke training for professionals and carers and bespoke packages of care for people with learning disabilities.	Positive

	Gender reassignment	The provider will ensure staff are culturally aware and sensitive to deliver interventions effectively, including transgender and gender identity work.	Positive
	Marriage and Civil Partnership	No specific considerations	Neutral
	Pregnancy and maternity	As part of a whole system approach the service aims to reduce unintended pregnancies.	Positive
	Race	<p>Black Minority Ethnic (BME) populations are disproportionately affected by STIs:</p> <ul style="list-style-type: none"> <li>• the rate of gonorrhoea is three and a half times that of the general population</li> <li>• for trichomoniasis, the rate in BME people is nine times that of the general population</li> </ul> <p><i>Variation in outcomes in sexual and reproductive health in England – PHE 2021</i></p> <p>The provider will work with all residents, but will ensure the needs of Black, Asian and Minority Ethnic (BAME) communities are addressed in the service model including clear care packages and pathways, and targeted campaigns.</p>	
	Religion/belief (including non-belief)	<p>The service is intended to empower individuals to make healthy, safer sexual health choices and influence positive change. This will include.</p> <ul style="list-style-type: none"> <li>• developing peer support and wellbeing programmes within communities</li> <li>• deploying professional expertise from diverse voluntary sector organisations to support longer term behaviour change for religious and faith communities / groups.</li> </ul>	Positive
	Sex	Access to women’s health care remains a priority for the authority, therefore the provider will support women into a wide range of health care settings. The service offer will include:	Positive

		<ul style="list-style-type: none"> <li>• reproductive health information and support around areas including, healthy relationships, safe sexual health, contraception, menopause care</li> <li>• developing targeted engagement approaches to reach those who do not access services and who are at greater risk of poor outcomes and/or for whom the consequences of poor sexual and reproductive health are greater</li> <li>• support and advice to users within specialist sexual health services and targeted primary care settings</li> </ul>	
	Sexual Orientation	<p>Evidence suggests that Lesbian, Gay, Bi-sexual and Transsexual (LGBT) + are often discriminated against and may not seek to access appropriate advice and support in relation to their sexual health and wellbeing. It is also important that a range of delivery and promotional approaches are undertaken that respond to distinct sexual health needs/ barriers.</p> <p>Targeted advice and support services for this client group are therefore a priority and the service offer will include:</p> <ul style="list-style-type: none"> <li>• targeted information campaigns and on-line resources regarding access to LGBT+ health and wellbeing services</li> <li>• provide an LGBT+ friendly offer with a competent workforce</li> <li>• targeted STI awareness of risks and methods of transmission</li> <li>• specific support work to raise awareness about HIV prevention and increase access to early testing and diagnosis</li> <li>• specific LGBT+ community engagement</li> </ul>	Positive
	Care Experienced as a Protected Characteristic	No specific considerations	Neutral

**Human Rights or Children's Rights**  
If your decision has the potential to affect Human Rights or Children's Rights, please contact your Equality Lead for

	<p>advice</p> <p>Will it affect Human Rights, as defined by the Human Rights Act 1998? No</p> <p>Will it affect Children’s Rights, as defined by the UNCRC (1992)? No</p>
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<b>Section 03</b>	<b>Analysis of relevant data</b> Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
<b>Documents and data reviewed</b>	<p>PHE SPLASH data 2021 [Latest available]</p> <p>Variation in outcomes in sexual and reproductive health in England – A toolkit to explore inequalities at a local Level - PHE 2021</p> <p><a href="https://fingertips.phe.org.uk/static-reports/sexualhealth-reports/2023/E09000013.html?area-name=Hammersmith%20and%20Fulham">https://fingertips.phe.org.uk/static-reports/sexualhealth-reports/2023/E09000013.html?area-name=Hammersmith%20and%20Fulham</a></p>
<b>New research</b>	If new research is required, please complete this section <b>N/A</b>

<b>Section 04</b>	<b>Consultation</b>
<b>Consultation</b>	Details of consultation findings (if consultation is required. If not, please move to section 06)
<b>Analysis of consultation outcomes</b>	<b>N/A</b>

<b>Section 05</b>	<b>Analysis of impact and outcomes</b>
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<b>Analysis</b>	An effective community sexual health service in H&F must include sexual health and family planning (contraception) promotion, as well as prevention and targeted intervention services. Additionally, it should drive and support the improved health and wellbeing of residents utilising effective promotional mechanisms, preventative tools and targeted evidenced based support. The intention is that this service will respond to our understanding of the data by increasing the number of people that engage with services earlier, and achieving sustained health and wellbeing through the provision of a range of universal and targeted interventions. These interventions will help to support the work around protected characteristics as detailed above.
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<b>Section 06</b>	<b>Reducing any adverse impacts and recommendations</b>
<b>Outcome of Analysis</b>	Include any specific actions you have identified that will remove or mitigate the risk of adverse impacts and / or unlawful discrimination. This should provide the outcome for LBHF, and the overall outcome. <b>N/A.</b>

<b>Section 07</b>	<b>Action Plan</b>					
<b>Action Plan</b>	Note: You will only need to use this section if you have identified actions as a result of your analysis. N/A					
	Issue identified	Action (s) to be taken	When	Lead officer and department	Expected outcome	Date added to business/service plan

<b>Section 08</b>	<b>Agreement, publication and monitoring</b>					
<b>Senior Managers' sign-off</b>	Name: Dr Nicola Lang Position: Director of Public Health Email: Nicola.Lang@lbhf.gov.uk Telephone No: 07769 199 396 Considered at relevant DMT: Yes					
<b>Key Decision Report</b>	Date of report to Cabinet/Cabinet Member: 19/3/2024					

<b>(if relevant)</b>	Key equalities issues have been included: Yes/No
<b>Equalities Advice (where involved)</b>	Name: Position: Date advice / guidance given: Email: Telephone No: