



Glasgow City Council

Contracts and Property Committee

Report by Director of Legal and Administration

Contact: Maureen Fitzpatrick Ext: 76406

Item 8

6th February 2025

The Provision of Counselling Services within Education Establishments

Tender Reference: - GCC006200CPU

Purpose of Report:

To submit details of the tenders received to be appointed to the framework agreement (framework) for the provision of counselling services within education establishments and recommend acceptance of the most economically advantageous tenders as detailed in this report.

Recommendations:

The Contracts and Property Committee is requested to approve the award of a framework for the provision of counselling services within Education establishments and to appoint the suppliers listed below:

Lot	Company Name and Company number
1	Lifelink SC171155
2	Lifelink SC171155
3	With Kids SC343897
4	Impact Arts (Projects) Ltd SC225422

Ward No(s): xxxxxxxx

Citywide: ✓

Local member(s) advised: Yes ☐ No ☐ consulted: Yes ☐ No ☐

1 Background and Tender

- 1.1 The anticipated framework value for the provision of counselling services in education establishments over the framework duration is £8,000,000.
- 1.2 The framework can also be used by West Dunbartonshire Council.
- 1.3 The framework is required to support the Scottish Government's initiative for all children and young people, aged 10 and over, to be given the opportunity to have access to a counsellor and appropriate support services. The council has extended the provision to cover all 5–18-year-olds within education establishments and to provide support to families and key adults in a student's life.
- 1.4 The council's Education department requires providers to deliver the counselling and support services to children and young people aged 5 to 18 years within 171 primary and secondary schools, across the Glasgow boundary area. The provider(s) will be responsible for achieving key activities and outcomes, as detailed below:
 - Improve children and young people's mental health and be outcome focussed
 - Have easy access to the service evidenced by referral numbers, accepted numbers and waiting times for intervention
 - Ensure children and young people receive the support they need in a structured way, working through a programme of care including outcome measures, goal-based outcomes and children's plans
 - Ensure children and young people are receiving the right help at the right time
 - Foster strong relationship-based interventions and care plans for children and young people
 - Ensure staff who are working with and supporting children and young people, and their families, will gain knowledge, skills and confidence. This will be evidenced by staff training records, turnover, workplace feedback and training provided
 - Build capacity in Primary Care settings and clusters and within education. This will be evidenced by getting feedback from partners annually
 - Ensure children and young people and carers are well informed of available supports and services and can access the supports with information being provided in appropriate formats and media via school setting.
- 1.5 A commodity team consisting of stakeholders from Education Services and the Corporate Procurement Unit was formed to develop the sourcing strategy and deliver a new framework.

- 1.6 As part of the sourcing strategy developed, the framework was split into 4 distinct lots. These lots are as follows:

Lot	Description	Anticipated Framework Value
1	Secondary Schools – Counselling	£4,727,200*
2	Primary Schools – One to One Counselling	£3,272,800**
3	Primary Schools – Play Therapy	
4	Primary Schools – Art Therapy	

*Inclusive of West Dunbartonshire Council (WDC) budget figure

** The anticipated budget for Primary School provision is split across Lots 2 – 4 and provision and spend will be determined by the needs of the children within the Primary Schools.

- 1.7 These services delivered through this framework will be grant funded by the Scottish Government to a value of £5,020,000. However, all schools have an allocation of Pupil Equity Funding (PEF) based on the number of young people who live in Scottish Index of Multiple Deprivations (SIMD) Deciles 1 and 2. There is potentially up to a further £1,200,000 in PEF available to primary schools for services via this framework across Lots 2-4. It should be noted also that secondary school PEF may also be utilised where deemed appropriate, for Lot 1.
- 1.8 It was agreed that an open tender process would be the most appropriate method to deliver this framework. The opportunity was advertised via UK Find a Tender Service and Public Contracts Scotland.
- 1.9 The duration of the framework is for a period of 4 years, with a commencement date of 1st April 2025 until 31st March 2029.
- 1.10 The framework will be utilised by Education Services.

2 Evaluation

- 2.1 34 suppliers accessed the tender. Of the 34, 12 submitted a bid, however 2 bids were incomplete and deemed non-compliant. Several suppliers bid for more than one lot. Details of the number of bids per lot is shown in the table below: -

Lot	Number of Bids
1	4
2	4
3	2
4	4

2.2 Of the 24 suppliers that accessed the tender and decided not to bid; 1 supplier confirmed that it was submitting a bid under another entity, 1 is a developing counselling service and does not have the scale or experience to bid for this contract, 2 suppliers have insufficient capacity, 2 suppliers preferred not to provide a reason, 1 supplier confirmed that the opportunity was not suitable for its organisation, 1 supplier confirmed that it does not provide the services for the specific lot, 1 supplier stated it was not of interest and 1 supplier stated the requirement is not aligned with its core business. The remaining suppliers failed to provide a reason for non-participation.

2.3 The award evaluation was based on the following criteria and weightings: -

Lot	Price	Quality	Quality Sub Criteria
1	15% (5% Total Cost and 10% Number of Sessions)	85%	Service Delivery 15%
			Outcomes 15%
			Partnership Activity 6%
			Infrastructure 15%
			Contract Implementation 7%
			Monitoring and Evaluation 15%
			Accessibility and Equality 3%
			Business Continuity 4%
			Fair Work First (including the Real Living Wage) 5%
2-4	15%	85%	Service Delivery 15%
			Outcomes 15%
			Partnership Activity 6%
			Infrastructure 15%
			Contract Implementation 7%
			Monitoring and Evaluation 15%
			Accessibility and Equality 3%
			Business Continuity 4%
			Fair Work First (including the Real Living Wage) 5%

2.4 The table below shows each lot will be awarded to a single supplier. This approach supports schools and students in receiving a consistent service, charged at the same rate.

- 2.5 The evaluation of award scoring of the suppliers which have been recommended to be appointed to each respective lot is shown in the table below:

Lot	Description	Supplier	Total Evaluation Score
1	Counselling Service Secondary Schools	Lifelink	99.92
2	One to One Counselling Primary Schools	Lifelink	100.00
3	Play Therapy Primary Schools	With Kids	99.00
4	Art Therapy Primary Schools	Impact Arts (Projects) Ltd	95.61

- 2.6 An indicative method of comparison was undertaken to calculate the variation of costs against the previous framework and this has shown an overall framework percentage increase of approximately 22% to deliver services. It should be noted however, that as services under the framework will be grant funded the spend on the framework will remain consistent and in line with grant funding secured. The increase is reflective of the current market position for services under this requirement and demonstrates the impact of increased labour costs over the preceding 4-year framework period.
- 2.7 The anticipated value of Lots 2-4 is £3,272,800. Due to the nature of these services, the requirement will be based on the individual needs of the child/young person, and it is not therefore possible to determine an anticipated value per lot at this stage.
- 2.8 A summary of the unsuccessful tender evaluation results can be found at Appendix A.

3 Contract implementation and Supplier Management

- 3.1 On framework award there will be a period of mobilisation which will include the Transfer of Undertakings Protection of Employment regulations (TUPE) consultation stage this will be relevant only to Lot 1 as there will be a change of provider.
- 3.2 The outcome of our Contract Management Assessment Tool (CMAT) has deemed this framework to be categorised as a medium. The providers will be monitored in line with our contract and supplier management process which includes tracking the supplier's performance against the key performance indicators and working collaboratively to identify opportunities of improvement and innovation.

- 3.3 The agreed community benefits outcomes will be monitored via Cenefits which is a web-based monitoring tool. We will also capture sustainable commitments within the CPU Sustainable Register.

4 Policy and Resource Implications

Resource Implications:

Financial: The overall estimated framework value, over the four-year duration, is approximately £8,000,000.

As set out in paragraph 1.7, the counselling services will be grant funded as by the Scottish Government, to a value of £5,020,000 (which is inclusive of WDC funding) and schools will have the option to use Pupil Equity funding (PEF) to purchase services via the framework, if required.

Legal: The report raises no new legal issues.

The Director of Legal and Administration will be responsible for concluding the framework.

Personnel: No direct personnel implications.

Procurement: Open tender process as detailed in Section 1.8.

Council Strategic Plan: Grand Challenge 1 Missions 2 and 3.
Grand Challenge 2 Mission 3

Equality and Socio-Economic Impacts:

Does the proposal support the Council's Equality Outcomes 2021-25 Yes - the Sustainable Procurement Duty requires that before a contracting authority buys anything, it must think about how it can improve the social, environmental and economic wellbeing of the area in which it operates, with a particular focus on reducing inequality.

What are the potential equality impacts as a result of this report? The EQIA, in summary, does not detail any negative impacts by implementing this framework.

Please highlight if the policy/proposal will help address socio economic disadvantage. Fair Work First was included as part of the award criteria with a weighting of 5%.

The suppliers,' recommended to be appointed to the framework, Fair Work First tender submissions are set out in appendix B.

A Community Benefits requirement was included as part of the tender process. The suppliers recommended to be appointed to the framework offered an array of community benefits outcomes from the menu.

The delivery of Community Benefits via this framework will be based on spend thresholds. Suppliers will be required to deliver the outcomes offered as part of their submission when spend reaches the relative threshold.

See Appendix C which shows the mandatory Community Benefits points and thresholds.

The proposal supports outcome 1 of the councils Equality Outcomes 2021 to 2025.

Climate Impacts:

Does the proposal support any Climate Plan actions? Please specify:

Does not specifically support any climate plan actions but will contribute to the overarching climate plan.

What are the potential climate impacts as a result of this proposal?

Carbon emissions, as a result of travel required to deliver services on site, will be mitigated through robust planning of service delivery and use of more active travel methods by providers. Promotion of alternate methods of travel is encouraged by all providers recommended for appointment to the framework and this is demonstrated through the supplier's environmental policies.

Will the proposal contribute to Glasgow's net zero carbon target?

Yes – robust planning of service delivery will minimise the requirement to travel between locations, therefore reducing the level of carbon emissions associated with delivery of services.

Privacy and Data Protection impacts:

A Data Protection Impact Assessment (DPIA) was completed at the outset of the process and data handling was reviewed as part of the tender evaluation for all suppliers.

5 Recommendations

The Contracts and Property Committee is requested to approve the award of a framework for the provision of counselling services within Education establishments to and to appoint the suppliers listed below:

Lot	Company Name and Company number
1	Lifelink SC171155
2	Lifelink SC171155
3	With Kids SC343897
4	Impact Arts (Projects) Ltd SC225422

Appendix A - Unsuccessful Suppliers

Lot	Supplier	Evaluation Score	Rank
1	Action For Children Services Ltd (2332388)	96.92	2
	Therapeutic Counselling Services Ltd (SC296810)*	79.69	3
	Crystal Pathways Ltd (12102960)	63.81	4
2	Barnardos (00061625)	92.38	2
	Place2Be (02876150)	84.05	3
	Therapeutic Counselling Services Ltd (SC296810)*	79.18	4
3	Place2Be (02876150)	72.15	2
4	Place2Be (02876150)	64.98	2
	Artricia Therapy (Sole Trader)	53.40	3
	Spiral Creative Arts Therapies (CS004717)	43.79	4

*Since submission of their tender Therapeutic Counselling Services Ltd have changed their business name to Health is One Ltd updated on Companies House 23 December 2024.

Appendix B - Fair Work First Evaluation Outcomes

Tenderer	Employee Voice	Investment in Workforce Development	No Zero Hours	Gender Pay Gap / Inclusive Workplace	Pay Real Living Wage	Flexible & Family Friendly	Oppose Fire & Re-Hire
Lifelink	✓	✓	✓	✓	✓	✓	✓
With Kids	✓	✓	✓	✓	✓	✓	
Impact Arts (Projects) Ltd	✓	✓	✓	✓	✓	✓	✓

Note: The above information is based on the supplier's tender submission and may not be fully reflective of its Fair Work First policies.

Appendix C – Suppliers Community Benefits Commitments

Lot 1 – Lifelink

Spend Threshold	Number of Mandatory Points	Outcomes Offered
£50,000 – £249,999	5 CBPs	1 x MCR Pathways 1-2-1 Mentoring Programme (or equivalent Programme)
£250,00 - £599,999	10 CBPs	1 x New Employee – Part Time Job (from Priority Group)
£600,000 - £999,999	15 CBPs	1 x Taster Sessions (Council or Delivery Partner Programmes) 1 x Supply Chain Briefing
£1,000,000 – £2,999,999	25 CBPs	3 x Taster Sessions (Council or Delivery Partner Programmes) 2 x Community Engagement – Non-Financial Support (min. 5 Hrs.)
£3,000,000 - £5,000,000	35 CBPs	1 x MCR Pathways 1-2-1 Mentoring Programme (or equivalent Programme) 2 x Taster Sessions (Council or Delivery Partner Programmes)

Lot 2 – Lifelink

Spend Threshold	Number of Mandatory Points	Outcomes Offered
£50,000 – £249,999	5 CBPs	1 x MCR Pathways 1-2-1 Mentoring Programme (or equivalent Programme)
£250,00 - £599,999	10 CBPs	2 x Taster Sessions (Council or Delivery Partner Programmes)
£600,000 - £999,999	15 CBPs	1 x Taster Sessions (Council or Delivery Partner Programmes)
£1,000,000 – £2,999,999	25 CBPs	1 x Taster Sessions (Council or Delivery Partner Programmes) 2 x Community Engagement – Non-Financial Support (min. 5 Hrs.)
£3,000,000 - £5,000,000	35 CBPs	2 x Taster Sessions (Council or Delivery Partner Programmes) 1 x MCR Pathways 1-2-1 Mentoring Programme (or equivalent Programme)

Lot 3 – With Kids

Spend Threshold	Number of Mandatory Points	Outcomes Offered
£50,000 – £249,999	5 CBPs	1 x Community Engagement - Non-Financial Support (min. 5 hrs.)
£250,00 - £599,999	10 CBPs	2 x Community Engagement - Non-Financial Support (min. 5 hrs.)
£600,000 - £999,999	15 CBPs	3 x Community Engagement - Non-Financial Support (min. 5 hrs.)
£1,000,000 – £2,999,999	25 CBPs	5 x Community Engagement - Non-Financial Support (min. 5 hrs.)
£3,000,000 - £5,000,000	35 CBPs	7 x Community Engagement - Non-Financial Support (min. 5 hrs.)

Lot 4 Impact Arts (Projects) Ltd

Spend Threshold	Number of Mandatory Points	Outcomes Offered
£50,000 – £249,999	5 CBPs	1 x Workplace Visit
£250,00 - £599,999	10 CBPs	1 x Work Experience Placement - Non School 1 x Workplace Visit
£600,000 - £999,999	15 CBPs	1 x Work Experience Placement - Non School 2 x Workplace Visit
£1,000,000 – £2,999,999	25 CBPs	1 x Taster Sessions (Council or Delivery Partner Programmes) 2 x Work Experience Placement - Non School 2 x Workplace Visit
£3,000,000 - £5,000,000	35 CBPs	2 x Taster Sessions (Council or Delivery Partner Programmes) 2 x Work Experience Placement - Non School 3 x Workplace Visit