

	Officer Key Decision
	Report to the Corporate Director of Community Health and Wellbeing
AUTHORITY TO VARY AND EXTEND CONTRACTS FOR HOUSING RELATED SUPPORT SERVICES	

Wards Affected:	All
Key or Non-Key Decision:	Key Decision
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
List of Appendices:	None
Background Papers:	None
Contact Officer(s): (Name, Title, Contact Details)	Name: Mark Mulvenna Job Title: Supplier Relationship Manager Email: Mark.Mulvenna1@brent.gov.uk

1.0 Executive Summary

- 1.1. This report requests authority to extend contracts in respect of Housing Related Support Services as required by Contract Standing Order 112. The report summarises the reasons for the request to extend the contracts and the duration of the extension.

2.0 Recommendation(s)

That the Corporate Director, Community Health and Wellbeing in consultation with the Cabinet Member for Adult Social Care, Public Health and Leisure:

- 2.1 approves a variation to the contracts detailed in paragraphs 3.6 to allow for the extension detailed in Recommendation 2.2.
- 2.2 approves the extension of the following Housing Related Support Services contracts for a period of 12 months from 1 April 2025:
- 2.2.1 contract for the provision of Short-Term Housing Related Support Service for Homeless and Ex-Offenders with Look Ahead Care and Support Ltd;
- 2.2.2 contract for the provision of Housing Related Support Services for Adults with Mental Health in Short-Term Accommodation with Hestia Housing & Support;

- 2.2.3 contract for the provision of Housing Related Support – Handy Person Services with Elders Voice;
- 2.2.4 contract for the provision of Short Term (Crash Pads) Accommodation Based Housing Related Support Services for Young Persons (18-21) with Depaul UK Limited;
- 2.2.5 contract for the provision of Short-Term Housing Related Services for Women’s Domestic Violence Refuge and Single Women with Complex Needs Service with Hestia Housing & Support.

3.0 Detail

Contribution to Borough Plan Priorities & Strategic Context

- 3.1 The Housing Related Support contracts contribute to Brent Council's Borough Plan outcomes. These services work with vulnerable adults with diverse and significant needs, including learning difficulties, mental health conditions, substance misuse issues and older adults and young people who are homeless. These services are crucial in enhancing resident well-being and helping the council to address homelessness in Brent.

3.2 Background

- 3.3 Housing Related Support (HRS) provides non-statutory time limited (up to 2 years) low-level support to a range of vulnerable people including people who are homeless (both young and older people), people who have mental health support needs, ex-offenders, women fleeing domestic abuse and people with substance misuse issues.
- 3.4 The service can be delivered either in a person’s own home (floating support) or in supported accommodation where the support is linked with the accommodation. Support consists of supporting people to pay their rent & utility bills, help find employment, training or education and support people to cook, shop and engage with the community. In essence, it provides the life skills to enable vulnerable people to live independently and maintain a tenancy.
- 3.5 HRS is a preventative service and people in receipt of HRS do not usually qualify for Adult Social Care services and providers are generally not regulated with Care Quality Commission (CQC) as HRS does not provide any regulated activities.
- 3.6 In November 2021 the Council entered into five Housing Related Support contracts following a single procurement process split into separate Lots. The Council entered into a Contract with the following providers for a period of three years with an option to extend for two years:

Services and Client Groups	Provider	Total contract value
Homelessness and ex-offender Service	Look Ahead Care & Support Ltd	£5,421,342.08
Mental Health Service	Hestia Housing & Support	£1,495,257.50
Handy Person Service	Elders Voice	£658,335.00
Young Person Service (18-21) and crash pads	DePaul UK Limited	£1,651,685.00
Domestic Abuse and Complex Women's Service	Hestia Housing & Support	£951,705.00

Lot 2 - Homelessness and ex-offender Service

- 3.7 The Council entered into a contract with Look Ahead Care & Support Ltd with a total contract value of £5,421,342. The contract is due to expire on 31 March 2025 and have reached a point where approval is now required to extend the contract for a further 12 months by exercising the first option to extend provided for in the contract. Officers are satisfied with the services provided by Look Ahead Care & Support Ltd and recommend the extension of the contract. The Contract contains provision permitting extension of the Contract by a further 2 years.

Lot 3 - Mental Health Service

- 3.8 The Council entered into a contract with Hestia Housing & Support with a total contract value of £1,495,257. The contract is due to expire on 31 March 2025 and have reached a point where approval is now required to extend the contract for a further 12 months by exercising the first option to extend provided for in the contract. Officers are satisfied with the services provided by Hestia Housing & Support and recommend the extension of the contract. The Contract contains provision permitting extension of the Contract by a further 2 years.

Lot 4 – Handy Person Service

- 3.9 The Council entered into a contract with Elders Voice on 1 April 2022 with a total contract value of £658,335.00. The contract is due to expire on 31 March 2025 and have reached a point where approval is now required to extend the contract for a further 12 months by exercising the first option to extend provided for in the contract. Officers are satisfied with the services provided by Elders Voice and recommend the extension of the contract. The Contract contains provision permitting extension of the Contract by a further 2 years.

Lot 5 - Young Person Service (18-21) and crash pads

- 3.10 The Council entered into a contract with Depaul UK Limited on 1 April 2022 with a total contract value of £1,651,685. The contract is due to expire on 31 March

2025 and have reached a point where approval is now required to extend the contract for a further 12 months by exercising the first option to extend provided for in the contract. Officers are satisfied with the services provided by Depaul UK Limited and recommend the extension of the contract. The Contract contains provision permitting extension of the Contract by a further 2 years.

Lot 6 - Domestic Abuse and Complex Women's Service

- 3.11 The Council entered into a contract with Hestia Housing & Support on 1 April 2022 with a total contract value of £951,705.00. The contract is due to expire on 31 March 2025 and have reached a point where approval is now required to extend the contract for a further 12 months by exercising the first option to extend provided for in the contract. Officers are satisfied with the services provided by Hestia Housing & Support and recommend the extension of the contract. The Contract contains provision permitting extension of the Contract by a further 2 years.
- 3.12 It should be noted that there are six Housing Related Support services commissioned by Brent Council. In 2021 it was not possible to award the contract for Lot 1, the provision of Generic Floating Support Service due to bidders not meeting the required minimum quality scores. A further procurement exercise was undertaken to award this contract to a provider. Whilst this contract is one of the Housing Related Support services, the initial term of this contract does not end until July 2026. Permission is not required to extend this contract currently.
- 3.13 Granting these contract extensions will ensure that vulnerable people in the specified client groups are well supported. There are no significant concerns with the service providers and continuing with the services maintains the stability of care and support for service users. If the council was unable to extend the contracts continuity of care would be put at risk and alternative approaches to support would need to be put in place for a vulnerable client group, and officers therefore believes that the extension of the contracts would secure best value for the Council.
- 3.14 Whilst extending existing contracts is sensible at the current time, there have been changes to the service user landscape in Brent since the contracts were awarded. For example, there has been a drastic increase in demand from local people requiring assistance due to homelessness or risk of homelessness. Clients approaching the council with housing needs can often have a range complex needs and vulnerabilities and because of this it makes sense to review whether the current configuration of services and contracts is fit for purpose given the change in need and demand.
- 3.15 A comprehensive review of the current contracts has therefore been commissioned to be delivered at pace within the next three months. The review will assess the effectiveness, efficiency, and impact of housing-related support services in Brent. It will identify strengths, gaps, and opportunities for improvement to ensure that future service provision is cost-effective, accessible, and aligned with residents' needs. The review will also support

evidence-based decision-making for future commissioning. Key objectives are to:

1. Assess Service Effectiveness – Evaluate whether services achieve their intended outcomes (e.g., homelessness prevention, tenancy sustainment, improved well-being).
2. Analyse Demand & Service Coverage – Identify whether current services meet the needs of Brent’s population, including any gaps.
3. Evaluate Value for Money – Examine the financial sustainability and cost-effectiveness of service delivery.
4. Examine Service Integration & Partnership Working – Assess how well housing support services collaborate with social care, health, and other local services.
5. Gather Service User & Stakeholder Insights – Understand experiences of people using services and frontline providers.
6. Provide Strategic Recommendations – Develop recommendations for future commissioning, funding allocations, and service improvements.

3.16 Under section 3(b) of the table at paragraph 9.5 of Part 3 of the Constitution, Corporate Directors may only vary and extend contracts and agreements provided that:

- (a) The extension would not be in breach of Procurement Legislation.
- (b) The extension does not substantially alter the terms and conditions of the contract.
- (c) There is sufficient existing budgetary provision.
- (d) If the extension goes beyond the period of extension provided for in the contract (if any) or is otherwise not in accordance with the extension provisions in the contract:
 - (i) in the case of any contract, agreement, deed or other transaction with a life of not more than one year (including any possible extension provided for in the contract) the extension shall not exceed a period of six months; or
 - (ii) in the case of any contract, agreement, deed or other transaction with a life of more than one year (including any possible extension provided for in the contract) the extension shall not exceed a period of one year.
- (e) provided that in the case of any variation (other than an extension):
 - (i) the total value of the variation is less than £1m; and
 - (ii) if the total value of the variation (and any previous variations agreed under this provision) is more than £50k it is not more than 50% of the original contract value (calculated over the life of the contract including any extensions or possible extensions and adjusted in

accordance with any price review mechanism provided for in the contract).

- (f) the relevant cabinet member shall be consulted prior to a decision within (d) (i) or (ii) and (e) (i) and (ii) above and may request that the decision instead be referred to them.

3.17 It is considered that the Corporate Director, Community Health and Wellbeing has delegated authority to agree the extension as, in addressing the points detailed in paragraph 3.17:

- (a) The proposed extension of 12 months was provided for when the contracts were let and is thus permitted in accordance with Regulation 72(1)(a) of the Public Contracts Regulations 2015. The proposed variation is to allow for a 1 year extension rather than an extension of 2 years;
- (b) The proposed extension and variation is in accordance with the contract provisions and do not substantially alter the terms and conditions of the contracts, with the contracts being extended for 1 year on the same basis as the original Contract and within the original permitted contract term;
- (c) There is sufficient budgetary provision provided for the extension – see Section 5 below for further details;
- (d) The extensions do not go beyond the period of extension provided for in the contracts and is in accordance with the extension provisions in the contracts and therefore sub-paragraphs (d)(i) and (ii) do not apply;
- (e) The proposed variation is at no cost as the extension of the contracts are within the original permitted contract term and therefore falls within e(i).
- (f) The relevant cabinet member shall be consulted prior to a decision within (e) (i) above and may request that the decision instead be referred to them.

4.0 Stakeholder and ward member consultation and engagement

4.1 There is no consultation required with the Ward members and stakeholders.

5.0 Financial Considerations

5.1 The current annual cost of these five contracts is £2.286m. These costs of these contracts are funded by existing budgets within Community, Health and Wellbeing. Brent is committed to ensuring all contractors pay LLW as a minimum. As a result, there will likely be an increase to the cost of this contract next financial year to ensure Brent's commitments are adhered to. These increases are taken into consideration as part of the Council's Medium Term

Financial Planning. As such, this increase will be managed within existing budgets.

6.0 Legal Considerations

6.1 Officers recommend the extension of the contracts for Housing Related Services as set out in paragraphs 3.6 – 3.11 with the contractors set out in paragraph 2.1 for a further 12 months from 1 April 2025.

6.2 The value of the original contracts is such that they are subject to full application of the Public Contracts Regulations 2015 (PCR 2015).

6.3 A contract may only be modified (to include an extension) without a new procurement procedure where this is done in accordance with Regulation 72 of the PCR 2015. Regulation 72 sets out various circumstances in which it is possible to extend a contract. Regulation 72(1)(a) provides that a contract may be modified where the modifications, irrespective of their monetary value, have been provided for in the initial procurement documents in clear, precise and unequivocal review clauses, which may include price revision clauses or options, provided that such clauses—

- (i) state the scope and nature of possible modifications or options as well as the conditions under which they may be used, and
- (ii) do not provide for modifications or options that would alter the overall nature of the contract or the framework agreement;

The contracts all contain express provisions allowing extensions of two years and are provided for in clear, precise and unequivocal review clauses in the initial procurement documents. The proposed variation of the contracts does not alter the overall nature of the contracts, and as such the extensions are permitted in accordance with Regulation 72(1)(a) of the PCR 2015.

6.4 The Corporate Director, Community Health and Wellbeing is authorised pursuant to Paragraph 9.5 of Part 3 of the Constitution to extend contracts subject to the conditions set out in paragraph 3.17 above. As set out in paragraph 3.18 above, none of these conditions preclude the Corporate Director, Community Health and Wellbeing agreeing the recommended extension.

6.5 In accordance with Contract Standing Order 112, the Corporate Director, Community Health and Wellbeing should only agree to extend the contracts if the extensions will achieve best value and is reasonable in all the circumstances. The Corporate Director is referred to section 3 of this report for further information.

7.0 Equity, Diversity & Inclusion (EDI) Considerations

7.1 Pursuant to s149 Equality Act 2010 (the “Public Sector Equality Duty”), the Council must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination, harassment and victimisation and other conduct prohibited under the Act
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it

7.2 The Public Sector Equality Duty covers the following nine protected characteristics: age, disability, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

7.3 Having due regard involves the need to enquire into whether and how a proposed decision disproportionately affects people with a protected characteristic and the need to consider taking steps to meet the needs of persons who share a protected characteristic that are different from the needs of persons who do not share it. This includes removing or minimising disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic.

7.4 There is no prescribed manner in which the council must exercise its public sector equality duty but having an adequate evidence base for its decision is necessary.

7.5 The proposals in this report have been subject to screening and officers believe that there are no adverse equality implications.

7.6 The proposals in this report have been subject to screening and officers believe that there are no adverse health equality implications.

8.0 Climate Change and Environmental Considerations

8.1 Given the nature of the services, Officers do not envisage that there will be any direct Climate Change and Environmental considerations.

9.0 Human Resources/Property Considerations (if appropriate)

9.1 These services are currently provided by external contractors and there are no implications for Council staff arising from extending the contracts.

10.0 Communication Considerations

None

Report sign off:

Rachel Crossley

Corporate Director for Community Health and Wellbeing