

	Cabinet 9 February 2026
	Report from the Corporate Director, Service Reform and Strategy
	Lead Member - Cabinet Member for Adult Social Care, Public Health and Leisure (Councillor Neil Nerva)
Authority to invite tenders for care and support at six supported living sites for adults with Mental Health Difficulties.	

Wards Affected:	Cricklewood & Mapesbury, Kenton, Roundwood, Wembley Central
Key or Non-Key Decision:	Key
Open or Part/Fully Exempt: (If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)	Open
No. of Appendices:	Two Appendix 1: Location of Sites Appendix 2: Equality Impact Assessment
Background Papers:	None
Contact Officer(s): (Name, Title, Contact Details)	Edwin Mensah, Acting Head of Commissioning Contracting and Market Management Tel: 0208 937 4132 Edwin.Mensah@brent.gov.uk

1.0 Purpose of the Report

- 1.1 This report concerns the procurement of care and support for six supported living sites. This report requests approval to invite tenders as required by Contract Standing Orders 88 and 89 for care and support at the following six supported living sites:

- 5 bed mental health supported living service at 54 Braemar Avenue HA0 4QN
- 8 bed mental health supported living service at 18 St Gabriels Road, NW2 4RY
- 6 bed mental health supported living service at 69 Craven Park, NW10 8SR
- 5 bed mental health supported living service at 144 The Mall HA3 9TH
- 6 bed mental health supported living service at 33 Essex Road NW10 9PG
- 6 bed mental health supported living service at 155 Walm Lane NW2 3AY.

The anticipated value of the contracts for the full term of seven years is estimated at £7,566,793.

2.0 Recommendation(s)

That Cabinet:

- 2.1 Approve inviting tenders for care and support services at six supported living sites for adults with mental health difficulties separated into 2 Lots on the basis of the pre-tender considerations set out in paragraph 3.4 of the report. The 2 Lots are set out below:

Lot 1:

- Mental Health Supported Living Service at 54 Braemar Avenue, Wembley.
- Mental Health Supported Living Service at 18 Saint Gabriels Road, Cricklewood.
- Mental Health Supported Living Service at 69 Craven Park Road, Roundwood.

Lot 2:

- Mental Health Supported Living Service at 144 The Mall Kenton.
- Mental Health Supported Living Service at 33 Essex Road Roundwood.
- Mental Health Supported Living Service at 155 Walm Lane Cricklewood.

- 2.2 Approve officers evaluating the tenders referred to in 2.1 above on the basis of the evaluation criteria set out in paragraph 3.4 section (vi) of the report.
- 2.3 Delegate authority to the Corporate Director for Service Reform and Strategy, in consultation with the Cabinet Member for Adult Social Care, Public Health

and Leisure to award the contract for each of the 2 Lots identified in 2.1 above for the provision of care and support services at the six supported living sites for adults with mental health difficulties for a term of five (5) years with the option to extend by two (2) years (on a 5+2).

3.0 Detail

3.1 Cabinet Member Foreword

- 3.1.1 This tender which is for care and support services at the six supported living sites for adults with mental health difficulties, as outlined above, is strategically positioned to significantly contribute to Brent Council's Borough Plan 2023-2027 Strategic Priority 5, A Healthier Brent, by achieving Desired Outcome 1 Tackling Health Inequalities and desired outcome 2 Localised Services for Local Needs. The tender will also align with theme 3 of the Brent Joint Health and Wellbeing Strategy Refresh-Tackling Health Inequalities, Staying Healthy, which is committed to working towards improving mental health awareness in Brent, supporting people to look after their mental health and wellbeing and ensuring support for people with mental illness is holistic and responds to their physical health needs as well as their wider aspirations.
- 3.1.2 The six sites are dedicated to serving vulnerable adults with varying levels of mental illness and who may: be in receipt of clinical treatment, have previously been detained under the Mental Health Act 1983, use drugs and/or alcohol, have a 'dual diagnosis', have been or be involved in the criminal justice system. These adults may be using secondary mental health services coordinated by Brent Mental Health Service staff and will have been assessed as eligible to move into supported accommodation
- 3.1.3 The services were designed to provide supported living accommodation which enable service users to move on to live more independently, promote opportunities for positive mental health well-being, including involvement with the community, and friends, reducing the use of institutional care and adult social care funding.
- 3.1.4 Whilst delivering cost-effective accommodation-based housing management and social care support, providers will be expected to engage with service users with severe and enduring mental health illness and through the Recovery Model work to support them to move on and lead independent lives in the community within a defined period.
- 3.1.5 By providing an inclusive and accessible environment, the services actively work towards reducing health inequalities strengthening community ties through supporting people closer to home, engagement initiatives and robust partnerships with local organisations. Furthermore, the settings supports employment in the local community through job creation and specialised training whilst enhancing the resilience of local communities by fostering supportive networks. This tender will ensure the continued alignment with and

contribution to the Council's aspirations, promoting a healthier, more equitable, and unified community.

3.2 Background

- 3.2.1 The Council requires the provision of care and support services at six supported living sites for adults with mental health difficulties. Three sites have contracts that are due to expire on 31 August 2026, one site has a contract expiring on 31 May 2026, one site has a contract expiring on 30 June 2026 and one site currently has no contract in place. Officers have explored alternative options, including the potential for home care and whether the Council could directly provide care and support at these sites. However, due to the specific needs of this client group, supported living services remain essential to ensure appropriate care and stability. After careful consideration, it has been concluded that care and support services at these sites are best delivered by experienced contractors. The appointed providers will have staff with the necessary expertise to support adults with mental health difficulties effectively
- 3.2.2 Approval is being sought to tender six supported living services for adults with mental health needs in two separate Lots. All six sites currently accommodate 33 existing service users. The proposed approach of combining some services within the same Lot will deliver economies of scale, enable more effective and targeted contract management across two suppliers, and support the development of a service model that meets the needs of individuals requiring both high and lower levels of support. This structure also enhances the attractiveness of the opportunity to a broader range of providers due to the higher contract values. The configuration of the Lots has been determined based on geographical proximity and the number of units at each site to ensure operational efficiency and continuity of care. The location of each site can be found at Appendix 1 of this report.
- 3.2.3 It is proposed that in line with the current contracts these new contracts will be based on a core and flexible model with the flexible component incorporating the service user assessed needs. The core element will be commissioned through this procurement. The core hours are designed to meet the essential daily living needs of all the residents, unplanned and emergency care needs and night support, with the assessed hours used to support client with their own individual support plan out comes.
- 3.2.4. The flexible hours are based on service users' individual assessed needs, with their care and support plan outlining support required to ensure their outcomes are achieved. The additional support is primarily provided by the service provider who delivers the core support, but the service user can exercise personal choice and choose a different provider via a Direct Payment. The distinction between core and assessed hours will be made explicitly clear in the tender documents.

- 3.2.5 The services deliver support in line with the principles of the Rehabilitation and Recovery Model where service users are supported on a planned basis to develop skills towards building independence. This support includes risk management, daily living skills, finance and benefit maintenance. It also includes effective co working with partner agencies to support their mental health needs.
- 3.2.6 The duration of the contracts for the 2 Lots will be for a period of five years with the option to extend for two years (on a 5+2 basis) subject to satisfactory performance of the contract by the successful providers. The length of this contract will be attractive to the market, whilst at the same time maintaining a degree of flexibility for the Council. The total contract value for all services for the initial contract term of five years and two year extension (7 years) is estimated to be £7,566,793. Individual contract values are listed under paragraph 3.4.1 section (ii) and under Financial Considerations in section 5. Officers anticipate that the contracts and service commencement date for the 2 Lots will be 1st September 2026.
- 3.2.7 Co-production is at the heart of the Brent approach. Stakeholder engagement has been ongoing throughout the last 12 months and concluded in November 2025. Officers have visited all six services to seek the views of service users and their family members. Representatives from the Council's Co-production Team, health and social care partners were also consulted. The output of these discussions has influenced the service delivery model and service specification. Feedback from service users about what was important to them included the following:
- The desire to step down into independent accommodation.
 - Demonstrating an ability to maintain independent living skills and personal hygiene and self-care.
 - Social activities and housing meetings in services and externally.
 - Night support such as a concierge service.
- 3.2.8 In addition to the benefits that this model gives to service users, the schemes generate efficiency savings to Adult Social Care (ASC) through the provision of high-quality care and support, rather than more expensive option such as residential mental health care homes and therapeutic communities. As such this approach to service delivery is cost effective and offers value for money. Whilst the Council fund care and support, further savings will be achieved within the supported living scheme, as service users are supported to claim Housing Benefit to pay accommodation costs.
- 3.2.9 Should consent be given to proceed to tender, a preliminary market engagement session will be held to alert potential suppliers to the opportunity.

3.2.10 In order to ensure diversity in the adult social care market, the Council is looking to appoint one different provider per Lot. Providers will be permitted to bid for both Lots and will be asked to indicate their preferred Lot should their bid be successful if fewer than 2 bids are received, the Council reserves the right to award the contracts to the same provider. In order to be awarded the contract, providers will need to meet minimum quality thresholds set out in the Invitation to Tender.

3.3 The individual procurement opportunities

3.3.1 Lot 1 Braemar Avenue, St Gabriels and Craven Park Road

Braemar Avenue, St Gabriels and Craven Park Road will be tendered as one Lot with one provider delivering care at all 3 services. The services are accessible to each other with the distance between the sites meaning that the staff can travel easily between locations.

3.3.2 The Maximum Combined Annual budget envelope for Lot 1 is £528,751 ex VAT and for the full term including the option to extend is £3,701,257 ex VAT.

3.3.3 **Service 1 Braemar Avenue** is owned by the Council. Braemar Avenue is currently being operated as a step-down service and has recently been refurbished. Braemar Avenue provides support for 5 females aged 18-65 years with a primary mental health diagnosis, who receive clinical treatment and have low level assessed mental health care and support needs.

3.3.4 There was strong evidence highlighting the benefits of Braemar Avenue becoming a commissioned mental health service. This service and accommodation would prevent a specific demographic of customers from relapsing and requiring hospital intervention, alleviating some of the pressure in securing hospital provision within borough.

3.3.5 Braemar Avenue is a service that requires staffed support for 42 hours per week for the following hours: 3 hours Morning/am and 3 Hours afternoon/PM 7 days a week x 365 days per annum with no specific Night Support. However, once the contract is underway the Council may agree that these hours may be used in a different way.

3.3.6 The whole service will include Night Support Worker across all 3 locations to respond as needed to incidents from 10pm to 7am the following day.

3.3.7 **Service 2 Saint Gabriels Road** is owned by Sanctuary Housing. The current contract is due to expire on 4th May 2026, and Officers are in the process of extending the contract until 31st August 2026.

3.3.8 St Gabriels Road provides support for 8 male and females aged 18-65 years with a primary mental health diagnosis, who receive clinical treatment and have medium level mental health care and support needs.

- 3.3.9 St Gabriels Road will have staffed support for 140 hours per week and will have staff on site including: 1 Support Worker on duty between 8am and 8pm x 7 days a week and 1 Support Worker 8 hours per day at essential times. There is no specific Night Support Worker as additional night-time staffing is provided through concierge via the landlord, Sanctuary Housing from 8pm until 8am.
- 3.3.10 The whole service will include a Night Support Worker across all 3 locations to respond as needed to incidents- from 10pm to 7am the following day.
- 3.3.11 The Council wishes to work with providers who can evidence their experience in Mental Health support provision so that the social care 'Recovery Pathway' is embedded within the service delivery model. Providers will be working with clients with severe and enduring mental illness and they will be expected to support them through their recovery to enable them to step down into lesser intensive supported living accommodation such as housing related support, within a two-year period.
- 3.3.12 **Service 3 Craven Park Road** is an existing Mental Health service and operates at full capacity. The current contract is due to expire on 31st August 2026
- 3.3.13 The property is owned by the Council. Craven Park Road provides support for 6 males aged 18-65 years with a primary mental health diagnosis, who receive clinical treatment and have high to medium mental health care & support needs.
- 3.3.14 Craven Park Road will have staff on site 24 hours, 365 days per annum. The Waking Night Support Worker availability will be from 21:30 to 07:30 the following morning. The Waking Night Support worker should be 50% funded through Housing Benefit.
- 3.3.15 **Lot 2 The Mall, Essex Road and Walm Lane**
- 3.3.16 The Mall, Essex Road and Walm Lane will be tendered as one Lot with one provider delivering care at three services. The services are just over 2.5 miles of each other. The Maximum Combined Annual budget envelope for Lot 2 is £552,220 ex VAT and for the full term including the option to extend is £3,865,535 ex VAT.
- 3.3.17 **Service 1 The Mall** is owned by Network Homes. The current contract is due to expire on 31st August 2026. The Mall provides support for 5 Males aged 18-65 years with a primary mental health diagnosis, who receive clinical treatment and have low to medium mental health care and support needs.
- 3.3.18 The Mall is a service that requires staffed support for 49 support hours per week and staff on site for the following hours: 4 hours morning/am and 3 hours afternoon/PM, 7 days a week, 365 days per annum.

- 3.3.19 **Service 2 Essex Road** is owned by Network Homes. The current contract is due to expire on 31st August 2026. Essex Road provides support for 6 females aged 18-65 years with a primary mental health diagnosis, who receive clinical treatment and have medium to high mental health care and support needs.
- 3.3.20 Essex Road will have staffed support for 168 support hours per week and will have staff on site 24 hours a day, 365 days per annum. Waking Night staff availability will be from 21:30 to 07:30 the following morning Nighttime staffing should be 50% funded through housing benefit.
- 3.3.21 **Service 3. Walm Lane** is owned by Notting Hill Genesis. The current contract is due to expire on 30th June 2026 and Officers are in the process of extending the contract until 31st August 2026. Walm Lane provides support for 6 males aged 18-65 years with a primary mental health diagnosis who receive clinical treatment and who have mental health care and support needs.
- 3.3.22 Walm Lane requires staff support for 217 support hours per week and will have the following staff on site: 1 Support Worker 24 hours a day including nights, 365 days per annum. The Waking Night Support Worker availability will be from 21:30 to 07:30 the following morning. 1 Support Worker 7 hours a day.
- 3.3.23 The Council wishes to work with providers who can evidence their experience in mental health support provision so that the social care ‘Recovery Pathway’ is embedded within the service delivery model. Providers will be working with clients with severe and enduring mental health illness and they will be expected to support them through their recovery to enable them to step down into lesser intensive supported living accommodation such as housing related support, within a two-year period.
- 3.3.24 On this same agenda, Cabinet is being asked to approve a variation in the FWH Business Plan to include the provision of supported accommodation. Subject to approval, this development will enable the delivery of high-quality and financially sustainable supported housing for residents who require low to medium levels of support. These new arrangements align with the Council’s wider commissioning approach for supported living and create an opportunity for First Wave Housing to potentially manage Braemar Avenue and Craven Park in the future—both of which are Council-owned properties associated with this project. Although the project is still at an early stage, there is significant scope for collaboration as we develop the model further and explore the operational and financial implications.

3.4 Pre-tender Considerations

- 3.4.1 In accordance with Contract Standing Orders 88 and 89, pre-tender considerations for the procurement of the contracts for the 2 Lots outlined above (the “Contracts”) have been set out below for the approval of the Cabinet.

Ref.	Requirement	Response	
(i)	The nature of the Goods / Services / Works.	Delivery of care and support services at six supported living sites which have been separated into 2 Lots with 3 sites in each Lot, as outlined in paragraph 2.1. The services are for vulnerable adults with mental health difficulties and a primary mental health diagnosis. This will include adults who receive clinical treatment.	
(ii)	The estimated value.	<p>Lot 1: Mental Health Supported Living Service at Braemar Avenue, Craven Park Road and St Gabriels Road Up to £528,751 ex VAT annually Up to £3,701,257 ex VAT over the full contract period including the option to extend (5+2)</p> <p>Lot 2 Mental Health Supported Living Service at The Mall, Essex Road and Walm Lane Up to £552,219 ex VAT annually Up to £3,865,536 ex VAT over the full contract period including the option to extend (5+2)</p>	
(iii)	The contract term.	Five years with the option to extend for two years (on a 5+2 basis)	
(iv)	The tender procedure to be adopted.	Competitive Flexible procedure	
v)	The procurement timetable.		Indicative dates are:
		Publish Preliminary Market Engagement Notice	23 January 2026
		Cabinet Approval seeking Authority to Tender	9 February 2026
		Market Engagement event	11 February 2026
		Adverts placed	18 February 2026
		Publish Tender Notice	18 February 2026
		Publish Procurement Specific Questionnaire	18 February 2026

Ref.	Requirement	Response	
		Procurement Specific Questionnaire deadline	24 March 2026
		Procurement Specific Questionnaire evaluation and moderation	By 14 April 2026
		Publish Invitation to tender to shortlisted Tenderers	21 April 2026
		Deadline for tender submissions	19 May 2026
		Panel evaluation and shortlist	20 May - 02 June 2026
		Report recommending Contracts award circulated internally for comment	By 16 June 2026
		Corporate Director approval	by 23 June 2026
		Publish Contract Award Notice	30 June 2026
		Voluntary 8 working days standstill period – notification issued to all tenderers and additional debriefing of unsuccessful tenderers	31 June - 09 July 2026
		Publish Contract Details Notice	10 July 2026
		Contract Mobilisation	11 July 2026
		Contract start date	01 September 2026
(vi)	The evaluation criteria and process.	At selection stage shortlists are to be drawn up in accordance with the Council's Contract Procurement and Management Guidelines by the use of a Procurement Specification Questionnaire to identify organisations	

Ref.	Requirement	Response
		<p>meeting the Council's financial standing requirements, technical capacity and technical expertise</p> <ul style="list-style-type: none"> At tender evaluation stage, the panel will evaluate the tenders against the following criteria: 50% Quality, 10% Social Value and 40% Price
(vii)	Any business risks associated with entering the Contracts.	<p>The following business risks are considered to be associated with entering into the Contracts. Some risks may include failure to select a suitable provider to provide one or both of the Lots. Mitigations are</p> <ul style="list-style-type: none"> selection criteria case studies will be used as part of the evaluation to assess previous experience and how providers plan to achieve and sustain objectives. The tender evaluation criteria for the award section will ensure that all tenderers have experience and skills available to deliver the services specified. <p>Financial Services and Legal Services have been consulted concerning the Contracts.</p>
(viii)	The Council's Best Value duties.	The Council will be awarding the Contracts for each Lot to providers that have the Most Advantageous Tender (MAT)
(ix)	Consideration of Public Services (Social Value) Act 2012	It is the intention within this tender that 10% of the total evaluation criteria will be reserved for social value considerations. Bidders will be asked to provide a social value action plan and method statement which then be measured for impact and delivery over the life of the Contracts through the Contract Management function.
(x)	Any staffing implications, including TUPE and pensions.	There will be TUPE implications for the awarded providers which have been taken into consideration within the time scales. See Section 9 below.
(xi)	The relevant financial, legal and other considerations.	See sections 5 and 6 below.

Ref.	Requirement	Response
(xii)	Sustainability	This has been assessed in line with the Procurement Sustainability Policy and determined that a quality measure for sustainability is not required.
(xiii)	Key Performance Indicators / Outcomes	Appropriate Key Performance Indicators / Outcomes will be included in the Contracts.
(xiv)	Policy requirements including the National Procurement Policy Statement; prompt payment; London Living Wage; modern slavery; and carbon reduction	<p>The potential supplier will be required to provide Services in accordance with all relevant policy requirements, to include those detailed in the National Procurement Policy Statement, to comply with a 30 day payment requirement, to provide evidence of wage compliance, evidence due diligence in supply chain (including modern slavery) and provide report on carbon emission and sustainability initiatives during contract delivery.</p> <p>The Contracts will require the payment of the London Living Wage.</p>
(xv)	Sharing information to allow understanding of the Council's procurement policies and decisions	All relevant policies and information will be shared with the potential supplier during the procurement process.
(xvi)	Steps undertaken to remove or reduce barriers for SME participation in the procurement	Officers have considered whether any steps can be taken to remove or reduce barriers for SME participation in the procurement. We will facilitate market warming events which will include SME, VSCE as well as the wider market. It is considered that the procurement process recommended is appropriate for Services required and upholds the principles of equal treatment, transparency, and non-discrimination.
(xvii)	Contract Management	A Contract Manager will be appointed for the Contracts and appropriate contract management provisions will be included in the Contracts.

3.4.2 Cabinet is asked to give its approval to these proposals as set out in the recommendations and in accordance with Standing Order 89.

4.0 Stakeholder and ward member consultation and engagement

- 4.1 Co-production is at the heart of the Brent approach. Officers visited the six service sites, met with the service users and liaised with some family members and advocates. The feedback received has been considered in the development of the specification and delivery model proposed. Please see paragraph 3.2.8 for a summary of the feedback the consultation and engagement activity.

5.0 Financial Considerations

- 5.1 The value of the Contracts for the full term of seven years including the option to extend (5+2) is estimated to be up to £7,566,793.1 which amounts to £1,080,970.44 annually. This has been calculated based on the number of hours required within each lot and these are listed in Section 3.3 above. Each resident will have an equal share of core hours which includes the waking night where included. Assessed hours as required by individual support plans will be purchased based on the hourly rate that is agreed as part of the new Contracts.
- 5.2 Brent is committed to ensuring all contractors pay London Living Wage (LLW) as a minimum. These Contracts will be LLW compliant. The annual cost of these Contracts is likely to increase each year when the London Living Wage Commission announce the annual uplift. The likely increase to contract values each year to ensure Brent's commitments to LLW are adhered to. This is taken into consideration as part of the Council's Medium Term Financial Planning

6.0 Legal Considerations

- 6.1 The care and support services at six supported living sites for adults with mental health difficulties that Officers propose to procure are classified as "Light Touch Services" under Schedule 1 of the Procurement Regulations 2024 (the "PR 2024"), which means the procurement is subject to the special regime for Light Touch Contracts as defined in section 9 of the Procurement Act 2023 (the "PA23").
- 6.2 The estimated value of the proposed Contracts is above the threshold for Light Touch Services, currently set at £663,540 (including VAT) under the PA23. Accordingly, the procurement is subject to the general rules of the PA23, but with important flexibilities and some exemptions. This means:
- The Council must follow the procedures and transparency requirements set out in the PA23 and PR 2024 and that include: publication of notices (Tender Notice, Contract Award Notice, Contract Details Notice) identifying the contract as light touch on the central digital platform; setting an award criteria on the basis of the Most Advantageous Tender and if the contract benefits a particular user may consider the views and needs of the end user); consideration of the mandatory and discretionary exclusion grounds for suppliers.

- The Council must ensure compliance with the specific rules for Light Touch Contracts, which allow for more flexible procedures than standard contracts for example, no mandated minimum time limits for participation or tendering periods, and more freedom on the design of the competitive procedure but still require adherence to principles of transparency, equal treatment, and non-discrimination.
- 6.3 The procurement is subject to the Council's own Standing Orders and Financial Regulations in respect of High Value Contracts given the procurement is valued at £7,566,793 ex VAT. For High Value Contracts, Cabinet must approve the pre-tender considerations set out in paragraph 3.4 above (Contract Standing Order 89) and the inviting of tenders (Contract Standing Order 88).
- 6.4 In accordance with Recommendation 2.3, once the tendering process is undertaken, Officers will report to the Corporate Director, Service Reform and Strategy, in consultation with the Lead Member for Adult Social Care, Public Health and Leisure, explaining the process undertaken in tendering the Contracts and recommending award.
- 6.5 As this procurement is a Light Touch Contract, the Council is not required to observe the requirements of the mandatory minimum 8 working day standstill period before the Contracts can be awarded. However, the Council will voluntarily observe such standstill period for this procurement. The standstill period provides unsuccessful tenderers with an opportunity to challenge the Council's award decision if such challenge is justifiable. However, if no challenge or successful challenge is brought during the period, at the end of the standstill period the Council can issue a letter of acceptance to the successful tenderer and the Contracts may commence.
- 6.6 The Council is required to provide all tenderers that submitted an assessed tender with an assessment summary notifying them of the Council's decision to award and providing the scores and reasons. The contract award notice that the Council is required to publish must confirm that assessment summaries have been provided to all suppliers who submitted an assessed tender and state the standstill end date.
- 6.7 Following the expiry of the standstill period, and once the Council enters into the Contracts, the Council will be required to publish a Contract Details Notice pursuant to Section 53 of the PA23 before the end of the period of 120 days. If the Light Touch contract is over £5 million including VAT, the Council will need to publish a copy of the contract within 180 days of signature
- 6.8 As the decision that is being sought here is a Key Decision, the decision may not be taken by Cabinet unless this matter has been published on the Forward Plan. The Key Decision must be published on the Forward Plan (Paragraph 30 of the Access to Information Rules) and must be included on the Forward Plan not less than 28 days before the decision is to be made. (Paragraph 34 of the

Access to Information Rules). The decision has been placed on the Forward Plan for the requisite period.

- 6.9 As the decision to award will be a Key Decision, the decision will be subject to a 5 clear day call-in period and the Council will undertake the voluntary standstill period concurrently. The decision to award the Contracts may not be implemented until after expiry of the call-in period provided that no call in has been made.
- 6.10 Officers have set out in section 9 that the proposed service will be provided by an external provider. As such, the proposed procurement process is unlikely to have a direct impact on Council staff. There are likely to be TUPE implications as a result of the procurement process due to a continuation of services from the current contract and the new Contracts being procured. In this respect, Officers have set out in section 9.2 how TUPE issues would be managed as a result of the procurement process.
- 6.11 Officers advise that the successful tenderers of Lots 1 and 2 will be required to enter into housing management contracts, that will accompany the tender packs, with the landlords of the properties. The housing management contracts will contain template tenancy agreements / licences for the service users. For the services that will be carried out from the Council-owned premises the care provider will need to enter into either a housing management contract or a lease with the Council.

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 The very nature of supported living services for adults with mental health difficulties means that they are accessed as vulnerable adults who are also more likely experience multiple disadvantage due to their health conditions. Equalities issues have been taken into account throughout the review of the services and have been a key focus in the service model and service specification.
- 7.5 Officers are in the process of completing an Equalities Analysis, where negative and positive impacts will be considered and addressed. All the current service users and their families at these sites have had the chance to participate in consultation and engagement activities and their view have been reflected in the specification.
- 7.6 The proposed service model will not remove services, but it will enhance the way services are delivered and will place greater emphasis on a personalised approach using the Recovery Pathway.
- 7.7 The new service model is expected to deliver improved quality of service provision, improved service user experience, and establish more productive working relationships with providers. Impacts will be monitored throughout the implementation period and beyond through ongoing service user and provider engagement and the application of the Quality Assurance Framework, the Outcomes Framework and Performance Management Framework that are included in the service specification and associated schedules.

8.0 Climate Change and Environmental Considerations

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

9.0 Human Resources/Property Implications (if appropriate)

- 9.1 These services will be provided by an external provider and there are no direct staffing implications for the Council arising from the tender process.
- 9.2 As part of the procurement process, employee liability information will be sought from current contractors and provided to the tenderers. The TUPE process and any issues that may arise from it will be managed during the mobilisation phase.
- 9.3 Officers envisage that there are likely to be property implications as a result of the procurement process and are liaising with the Property Legal team to obtain relevant advice on implications.

10.0 Communication Considerations

- 10.1 To enhance the existing communication plan, given our familiarity with the resident population, a tailored communication plan will be put in place with service users and their families.

Report sign off:

Rachel Crossley

Corporate Director, Service Reform
and Strategy