

Report for: Cabinet Member Signing – 10 March 2022

Title: Variation and Extension of Housing Related Support Contract – Reach & Connect Service

Report

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Ward(s) affected: All

Report for Key/

Non-Key Decision: Key Decision

1. Describe the issue under consideration

1.1. This report seeks Cabinet approval to implement Contract Standing Order 10.02.1b, to vary and extend the contract for the Community Navigator Service for Older people in Haringey (Reach & Connect) with Public Voice for a period of 2 years.

2. Cabinet Member Introduction

2.1 As a borough we are committed to ensuring that vulnerable older people have access to high quality support that enables them to enjoy independent, active and healthy lives. In particular, we recognise the significant positive impact that having safe and suitable housing makes to achieving these aims and the specific housing vulnerabilities older people.

2.2 The Community Navigator Service (Reach & Connect) provides a practical response to the needs and ambitions of a growing older population in the borough, ensuring more people have access to support regardless of where they live or the type of housing they live in. It is therefore appropriate to extend this contract to ensure continuity for the beneficiaries of the service following the uncertainty of the last two years.

3. Recommendations

The Cabinet Member is asked:

3.1 To approve the variation and extension of contract for the Community Navigator Service for Older People in Haringey (Reach & Connect), held by Public Voice, as allowed under Contract Standing Order 10.02.1b as follows:

- Year 4 (1 May 2022 to 30 April 2023) – £391,670
- Year 5 (1 May 2023 to 30 April 2024) - £401,670
- Which is a total extension value of £793,340

3.2 The aggregated value of the contract period from 1 May 2019 to 30 April 2024 is £2,041,440.

3.3 Funding for this extension will be from the Council's Housing Related Support general fund budget, in Adults and Health.

3.4 The contract was re-negotiated with Public Voice for the duration of the variation and extension period as shown in 6.13 of the report.

4. Reasons for decision

4.1 The service enables older people in the borough to continue living independently in their own homes and prevent escalation in care needs and hospital admissions.

4.2 Performance has been evaluated as good throughout the contract period. Performance returns are completed and submitted on time and targets are met. There is a demonstrable need for this service in Haringey and the services are evidently delivering positive outcomes for older residents. Therefore, it is in residents and the Council's overall interest to continue to provide these much-needed older people services in Haringey.

5. Alternative options considered

5.1 Do nothing: It would be possible to leave the contract to cease at the end of this contract period, however there is continued high demand for this service, and it continues to achieve positive outcomes for vulnerable people. Therefore, it would not be in the council's interest to end this contract at this time.

5.2 In-house provision was considered and was found not to be suitable for delivery of this service, as there is not currently the expertise within the Council to provide this service.

5.3 Consideration was given to the completion of a procurement exercise via an open tender process. However, this option was discounted because the Council was able to enter into negotiations with the current provider and use the option to extend the contract which was agreed by Cabinet in March 2019.

6. Background information

- 6.1 The Housing-Related Support programme funds supported accommodation, floating support, health, and specialist advice services for housing vulnerable people in Haringey. There are currently over 60 contracts for a wide range of resident groups including: older people; people with mental health needs; learning and physical disabilities; young people; survivors of domestic violence; people with substance misuse issues; those at risk of re-offending and those at risk of homelessness and rough sleeping.
- 6.2 Housing Related Support for older people is a preventative and early help provision designed to prevent homelessness, reduce isolation and de-escalate and/or manage social care needs.
- 6.3 Haringey has a total population of 254,900. 49.5% of the population are male and 50.5% are female.
- 6.4 A key finding from the 2011 Census is that 22,400 of the population are 65+. This is 8.8% of the total population. This is proportionately less than both London (11.1%) and England and Wales (16.4%).
- 6.5 In March 2019, following an open tender process, Cabinet agreed the award of contract for the Community Navigator Service for Older people in Haringey (Reach & Connect) to a partnership of 4 organisations led by Public Voice. The other providers are:
- Mind in Haringey
 - Haringey Association for Independent Living
 - Wise Thoughts.
- 6.6 The contract commenced from 1 May 2019 to 30 April 2022 and with an option to extend for two (2) further period of two (2) years each. The service was delivered by 8 Community Connectors (2 from each organisation), providing 2000 hours of support per quarter.
- 6.7 The annual contract values are:
- Year 1 – 01/05/19 - 30/04/20 - £389,760
 - Year 2 - 01/05/20 - 30/04/21 - £436,670
 - Year 3 - 01/05/21 - 30/04/22 - £421,670
- 6.8 The aim of the Community Navigator service model is to provide proactive universal, brief, targeted, housing-related support that enables older people to live long, active, healthy and independent lives by providing:
- a holistic person-centred approach that recognises housing support as a platform to address a wide range of other needs
 - fair and equal access to the service for all vulnerable older people

- universal drop-in, individual and group support providing information, signposting and capacity building support
- targeted brief interventions to enable especially vulnerable older people to manage challenging experiences such as returning from hospital, moving home, bereavement and victimisation
- safeguarding of vulnerable adults and protection from abuse, neglect and hate crime

6.9 Haringey Circle is a membership service set up to connect and inspire over 50's in Haringey. It provides activities and events to help over 50's lead fulfilled lives and to reduce social isolation and loneliness. The salaries for two Haringey Circle staff are included in the Reach & Connect budget.

6.10 In October 2021, Public Voice advised that the pandemic had significantly impacted on the development and growth of Haringey Circle which had planned a launch in May 2020 but was cancelled due to the Covid lockdowns starting in March 2020 and they were not able to sign up as many members as they anticipated which left a shortfall in their budgets.

6.11 The original contract award included for the first time, dedicated support for LGBTQI+ and learning-disabled older people. In October 2021, Public Voice advised that Wise Thoughts gave notice of withdrawal from the partnership to deliver the Community Navigator Service for Older people in Haringey (Reach & Connect). Their element of the service delivered specialist LGBTQ+ support. The Housing Related Support team intend to commission 1 FTE LGBTQI+ Community Connector via a separate process, in order to retain the specialist nature of the provision to ensure this is provided by a specialist 'by and for' organisation.

6.12 Between October and December 2021, the Housing Related Support renegotiated annual contract values for the extension period with Public Voice as follows:

No. of Connectors	Number of Partners	Annual Contract Value in Yr 4	Annual Contract value in Yr 5	Comments
6	3	£391,670	£401,670	A 3% inflationary uplift in year 5 against staff costs only.

6.13 There was provision in the original bid for a price negotiation in the event that the option to extend was exercised; the price was not expected to be higher than the submitted Year 3 price which is £421,670. Over the 2- year extension

period this would have totalled £843,340 with 8 Community Connectors.

- 6.14 The negotiated contract value over the 2- year extension period is £793,340 including a reduction of Community Connectors to 6.
- 6.15 There is a further option to extend the contract for another 2 years and if the option is exercised, the price will be negotiated, but this is not expected to be higher than the Year 5 price and is subject to funding being available.
- 6.16 Commissioning has undertaken regular contract monitoring and has received and reviewed performance data which demonstrates that targets are met and requisite outcomes are delivered.

7. Contribution to strategic outcomes

- 7.1 The service directly links to **Priority 2 – Enable all adults to live healthy, long and fulfilling lives:**
- All residents will be as healthy as possible for as long as possible.
 - Health related quality of life will improve over time (including mental health and wellbeing).
- 7.2 The service contributes to the boroughs emerging work to develop an integrated Older People and Frailty Strategy, in particular in the aim to prevent hospital re-admissions for falls and other preventable issues linked to frailty.

8. Statutory Officers comments (Director of Finance (including procurement), Head of Legal and Governance, Equalities)

8.1 Finance

- 8.1.1 The proposal is to extend contract for a period of 2 years commencing from 1st May 2022 until 30th April 2024 at an additional cost of £391,670 and £401,670 respectively. This will increase the total contract value to £2,041,440.

	19/20 £	20/21 £	21/22 £	22/23 £	23/24 £	Total £
Gross Budget	0.4	0.4	0.4	0.4	0.4	2.0
Gross Expenditure	0.4	0.4	0.4	0.4	0.4	2.0

8.1.2 Funding will be met from the Council's Housing Related Support general fund budget, in Adults and Health. There is sufficient annual budget to meet the allocated expenditure of over financial years 2022/23 - 2023/24.

8.2 Procurement

8.2.1 This provision was advertised and tendered as required by Schedule 3 of the Public Contracts Regulation 2015 ("the Regulations").

8.2.2 The contract extension was provided for in the original tender process and may be exercised in line with Regulation 72(1).

8.2.2 The requested contract extension and variation are in accordance with the requirements of Contract Standing Order 10.02.1b.

8.2.3 Housing Related Support commissioners have evaluated that the supplier has provided a good service which meets performance indicators and outcomes and will continue to monitor the contract throughout its duration.

8.3 Legal

8.3.1 The Head of Legal and Governance (Monitoring Officer) has been consulted in the preparation of this report.

8.3.2 The services to which this report relates are Schedule 3 services (social and other specific services) and therefore subject to the "light touch regime" which involves following a tender process which is compliant with Section 7 of the Public Contracts Regulations 2015 (the Regulations).

8.3.3 The Head of Legal and Governance (Monitoring Officer) has been advised that the original procurement allowed for an initial extension of 2 years and also for some flexibility in agreeing the contract price for any extension.

8.3.4 The extension therefore appears compliant with the modification rules set out in Regulation 72 (1) (a) i.e. 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.

8.3.5 The extension of the contract is a Key Decision and, as such, needs to comply with the Council's governance requirements in respect of Key Decisions including publication in the Forward Plan (CSO 3.01 (d)).

8.3.6 The Cabinet has power to approve the extension under CSO 10.02.1 (b) (where the value is £500,000 or more).

8.3.7 The Head of Legal and Governance (Monitoring Officer) sees no legal reason preventing Members from approving the recommendations in this report.

8.4 Equality

8.4.1 The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act
- Advance equality of opportunity between people who share those protected characteristics and people who do not
- Foster good relations between people who share those characteristics and people who do not.

8.4.2 The three parts of the duty applies to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

8.4.3 This decision is to approve the variation and extension of contract for the provision of housing-related support for older people. This will lead to improved quality of life for older people in Haringey by supporting their housing-related needs, including vulnerable older people with specific needs by virtue of sharing the protected characteristics of disability, sex, sexuality, and race.

8.4.4 The objective of the proposed decision is to maintain levels of housing-related support available to older people in the borough, leading to improved mental and physical health and a better quality of life for this group. The proposed decision therefore represents a measure to eliminate discrimination and advance equality of opportunity by meeting the needs of older people living in Haringey.

8.4.5 As an organisation carrying out a public function on behalf of a public body, Public Voice will be obliged to have due regard for the need to achieve the three aims of the Public Sector Equality Duty as stated above. Appropriate contract management arrangements will be established to ensure that the delivery of the service does not result in any preventable or disproportionate inequality.

9. Use of Appendices

None

10. Local Government (Access to Information) Act 1985

Not applicable.