

MINUTES OF THE MEETING Cabinet Member Signing HELD ON Wednesday, 10th September, 2025, 11.05 - 11.35 am

PRESENT:

Councillors: Lucia Das Neves

ALSO ATTENDING:

Chris Liasi – Principle Committee Co-ordinator

1. FILMING AT MEETINGS

The Cabinet Member referred to the filming at meetings notice and this information was noted.

2. APOLOGIES FOR ABSENCE

There were none.

3. DECLARATIONS OF INTEREST

There were none.

4. URGENT BUSINESS

There were none.

5. DEPUTATIONS / PETITIONS / QUESTIONS

There were none.

6. TERMINATE THE CONTRACT WITH THE CURRENT EQUIPMENT SUPPLIER, NRS AND WITHDRAW FROM THE CURRENT LONDON CONSORTIUM ARRANGEMENT

The report was submitted as an urgent matter due to the significant impact on residents who depended on the continued provision of community equipment. This urgency followed the liquidation of NRS Healthcare Limited—the Council's contracted provider—on 1 August 2025, which led to the appointment of an Official Receiver and Special Managers. Given the fast-paced decisions required, the Chair of the Overview and Scrutiny Committee approved the exemption of the decisions from call-in procedures.

At the time, the Council remained in an interim contract with NRS under the oversight of the appointed managers. The original single-supplier framework had been commissioned in 2023 by Westminster City Council and the Royal Borough of Kensington and Chelsea, and was shared among 21 London boroughs through the London Community Equipment Consortium.

NRS had provided essential equipment to adults and children living at home, supporting independence and facilitating early hospital discharge. The equipment ranged from basic aids such as grab rails and raised toilet seats to more complex items like specialist beds, hoists, pressure care devices, and mattresses. While most recipients were aged 65 and over, younger disabled adults and children also benefited. In addition to delivery, NRS had undertaken maintenance, repairs, and collection of equipment.

RESOLVED:

Cabinet Member for Health, Social Care and Wellbeing:

3.1. Approved the termination of the NRS contract by way of notice to the provider in accordance with the terms of the contract.

3.2. Approved the withdrawal from the London Consortium Community Equipment arrangement.

Reasons for decision

Nottinghamshire Rehab Ltd (trading as NRS Healthcare) entered compulsory liquidation on 1st August 2025. An Official Receiver and Special Manager were appointed to oversee the process. NRS Healthcare continued to operate (via Official Receiver and Special Manager), but with a reduced service to allow Local Authorities to identify alternative arrangements. Work has been undertaken to have in place short and medium-term arrangements so that the Council can ensure that the most at-risk residents are supported. Extensive work has been undertaken to identify alternative arrangements and there is a need to transition to these arrangements and to continue to develop them. These arrangements are set out in a separate report.

The existing London Consortium was established specifically for the provision and sharing of community equipment contract. Following the collapse of NRS Healthcare all authorities have identified alternative arrangements for their community equipment provision. The purpose for the consortium no longer exists and the arrangements are Page 1 Agenda Item 6 no longer valid. It is therefore appropriate to withdraw from the arrangement to allow the establishment for new provision.

Alternative options considered

5.1. No alternative options have been considered as the provider has entered into liquidation and is no longer able to fulfil the contractual requirements.

7. APPROVAL FOR HARINGEY TO ENTER INTO A PARTNERSHIP AGREEMENT AND FOR HARINGEY COUNCIL TO DIRECTLY AWARD A NEW CONTRACT FOR THE INTEGRATED COMMUNITY EQUIPMENT SERVICE TO A NEW PROVIDER.

The report was submitted as an urgent matter due to the serious impact on residents who relied on the continued provision of community equipment, following the liquidation of NRS Healthcare Limited—the Council's previous provider—on 1 August 2025. The appointment of an Official Receiver and Special Managers necessitated rapid decision-making to safeguard essential services. Community equipment encompassed a broad range of items, from basic daily living aids to complex health and social care support tools.

Since 1 August, the Council had operated under an interim arrangement with NRS through the appointed managers. The original framework agreement had been commissioned in 2023 by Westminster City Council and the Royal Borough of Kensington and Chelsea, and was shared among 21 London boroughs via the London Community Equipment Consortium. A separate report had been submitted to the Cabinet Member seeking approval to formally terminate the contract with NRS.

The equipment service had supported both adults and children living at home, promoting independence and facilitating early hospital discharge. Items ranged from low-cost aids like grab rails and raised toilet seats to high-cost specialist beds, hoists, pressure care devices, and mattresses. While the majority of recipients were aged 65 and over, younger disabled individuals also benefited. In June alone, 17,000 pieces of equipment had been delivered to 2,500 residents. The service also included repairs, maintenance, and collection of equipment.

RESOLVED

The Cabinet Member for Health, Social Care and Wellbeing:

3.1. Approved the award of a Contract to the proposed provider identified in the exempt report for a maximum sum for year 1 of £4.5million in accordance with Contract Standing Order (CSO) 2.01. Cabinet approve awards of contracts valued at £500,000 or more) in accordance with CSO 0.08 (Decision which is required to be taken by Cabinet, may also be taken by the Leader or a Cabinet Member with the Leader's agreement). The new contract arrangement will be managed via a new Consortium arrangement with 7 other London Boroughs, known as the North London Equipment Partnership (NLEP).

3.2. Noted that the contract will be for a period of 1 year with a 2-year extension period option (1+1). It is proposed the contract will start on 15th September 2025.

3.3. Approved the share of mobilisation costs estimated at £62,500 per borough.

3.4. Delegated authority to the Corporate Director for Adults, Housing and Health to take all necessary decisions to enter into a partnership agreement with the boroughs listed in paragraph 1.2 above to form the North London Equipment Partnership.

Reasons for decision

4.1. These urgent decisions are sought due to the need to ensure continuity of provision of Community Equipment services for residents, to ensure they are kept safe and fulfil the council's statutory responsibilities.

4.2. The Community Equipment Supplier, Nottinghamshire Rehab Ltd (trading as NRS Healthcare), went into compulsory liquidation on the 1 August 2025. Whilst PWC were appointed as the Special Manager to oversee the process, NRS Healthcare continued to operate (via Official Receiver and Special Managers), but with a reduced service to allow Local Authorities to identify alternative arrangements. Extensive work has been undertaken by the service to identify short- and medium-term opportunities to meet these requirements.

4.3. As a result of this work a preferred supplier arrangement has been identified for the provision of a 1-year contract with the options to extend for a further 2 years on a 1 + 1 basis. This provides the Council with the opportunity to continue exploring longer term options whilst meeting the essential need.

4.4. The proposal of entering a new consortium with another 7 boroughs, forming the North London Equipment Partnership (NLEP), provides an appropriate arrangement to secure and manage the contract. The new arrangement will be supported with a formal partnership arrangement between the 8 boroughs.

Alternative options considered:

5.1. The recommended option is to directly award a contract to the proposed provider, The provider has the requisite skills and experience to safely manage this complex service, whilst further planning for longer term service provision takes place, as outlined in the above options appraisal.

8. EXCLUSION OF THE PRESS AND PUBLIC

That the press and public be excluded from the remainder of the meeting as item 7 contained exempt information as defined under paragraph 3, Part 1, Schedule 12A of the Local Government Act 1972: Information relating to the financial or business affairs of any particular person (including the authority holding that information).

9. APPROVAL FOR HARINGEY TO ENTER INTO A PARTNERSHIP AGREEMENT AND FOR HARINGEY COUNCIL TO DIRECTLY AWARD A NEW CONTRACT FOR THE INTEGRATED COMMUNITY EQUIPMENT SERVICE TO A NEW PROVIDER.

The exempt information was considered.

CABINET MEMBER:

Signed by CABINET MEMBER

Date

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