

Report for: Cabinet Member Signing – April 2026

Item number:

Title: Variation to extend service agreements for the provision of Bundled Hours Home Support and Reablement Service

Report authorised by: Sara Sutton - Corporate Director Adults Housing Health

Lead Officer: Rebecca Cribb – Head of Adult Social Care Commissioning, Brokerage and Quality Assurance

Ward(s) affected: East and West Locality

**Report for Key/
Non-Key Decision:** Key Decision

1. Describe the issue under consideration

- 1.1. Approval to vary the Service Agreements with Verity Healthcare Limited and Care Sante Limited for the provision of Bundled Hours Home Support and Reablement services, extending the terms of the agreement for a further period maximum of ten (10) months from 1 March 2026 to 31 December 2026.
- 1.2. The proposed extension will ensure continuity of care for service users; remove the risks associated with premature transition to an alternative service provider; and allow the Council sufficient time to complete the ongoing review of the current Home Support and Reablement services and a fulfil a tender process before the implement of a new contract.

2. Cabinet Member Introduction

- 2.1. N/A

3. Recommendations

- 3.1. For Cabinet Member for Health, Social Care, and Wellbeing to retrospectively approve the implementation of Contract Standing Orders 0.08 and 2.02 (b) and
- 3.2. Vary the Service Agreement for the provision of Bundled Hours Home Support and Reablement with Care Sante Limited for East Locality and Verity Health Care Limited for West Locality, extending the term for up to ten (10) months from 1st March 2026 to 31st December 2026, at a maximum cost of £1,352,969 and £466,033 respectively.

3.3. The total cost of the Service Agreement with Care Sante Limited will increase from £2,750,938 to £4,058,906, and the total cost for Verity Health Care Limited will increase from £1,930,066 to £2,895,098, compared with the original award of the contract on 9th February 2021.

3.4. For the Cabinet Member for Health, Social Care, and Wellbeing to note that the Service Agreement for Verity Health Care Limited for West Locality varied in August 2025 to enable six months extension from 1st August 2025 to 28th February 2026 at cost of £499,000 was under delegated authority approval.

4. **Reason for decision**

4.1. The re-commissioning process is already underway, and initiating a separate procurement exercise for a short-term period of approximately 10 months would duplicate effort, resources, and costs for both the Council and providers.

4.2. A separate procurement process at this point would divert resources away from the recommissioning programme and involve major disruption to client care as well as the additional risk of further cost, time and resources implementing TUPE and new care arrangements

4.3.

4.4. The value of the proposed extension remains within the 50% threshold permitted under Regulation 72, ensuring compliance with procurement legislation.

4.5. Extending with current providers maintains continuity of service delivery for vulnerable service users during the re-commissioning period.

4.6. If the service agreement with Verity Healthcare and Care Sante is not extended this would lead to further pressure on the remaining four (4) service providers operating in those localities due to the increase in demand and the volume of hours of support needed.

4.7. Both service providers will have the capacity to accept further referrals on short response times if their service agreement is extended and the contract value increased this will also relieve the pressure on the other service providers operating in the same locality.

4.8. Key Performance Indicators and outcomes metrics have been embedded into the current 'bundled hours' contracts which commissioning officers can continue to monitor in line with our contract monitoring and quality assurance procedures. There are no performance or safeguarding matters outstanding with either of the service providers.

5. **Alternative options considered**

- 5.1. **Do nothing:** The Council has a statutory duty to meet residents assessed, eligible needs as defined under the Care Act 2014, and this Service Agreement is key to being able to deliver support to residents eligible under the statutory framework. To allow the service agreements to expire on 28 February 2026 would undermine all the progress the Council has made with the current providers to-date. It would also put at risk continuity of care for clients as providers may choose to hand back packages of care.
- 5.2. **Provide the service in-house:** While an inhouse provision exists, it is unable to meet demand and would not be cost effective due to the volume of hours of support needed, and the number of staff and the management arrangements that would be required. Furthermore, the Council is not in a position to mobilise an in-house service prior to the conclusion of the current Service Arrangement, mobilisation by the end of February may not be achievable, and implementation may need to take place during the extension period.
- 5.3. **Purchase through the Dynamic Purchasing System (DPS):** the DPS is not suitable for the scale and urgency of Home Support delivery. The mini-competition process required for each package introduces severe delays, which would negatively impact hospital discharges and timely access to care. Home Support providers operate on short response times and require volume certainty to maintain workforce stability. The DPS does not offer this, and many providers are unwilling or unable to engage with it for individual packages. The Council moved away from full reliance on the DPS for Home Support precisely to address these issues, reverting to it now would be a step backward and counter-productive to the ongoing service redesign work.
- 5.4. **Go out to tender:** While a new procurement exercise is ultimately anticipated, launching a tender now would be premature. The current contracts are due to expire imminently, and there is insufficient time to complete the design of a new model, engage stakeholders meaningfully, and run a compliant procurement process.

6. **Background information**

- 6.1. The Bundled Hours Home Support and Reablement Service locality-based model was introduced in 2020 as a strategic response to long-standing challenges in the delivery of Home Support and reablement services in Haringey. At the time, the borough faced several systemic issues. The Home Support and Reablement Service model was designed to address these issues by consolidating provision into a smaller group of providers with guaranteed volumes of care.
- 6.2. Following a mini-competition process undertaken via the Council's Dynamic Purchasing System (DPS) the Council awarded twelve (12) individual Service Agreements covering all three localities in Haringey to 8 service providers delivering up to 50% of the borough's Home Support and some reablement services.

- 6.3. In December 2023, the Cabinet Member for Health, Social Care and Well-being authorised a six (6) month extension to the agreements, in accordance with the provisions allowing for up to two (2) years of extension under the original contract terms.
- 6.4. On 6 February 2024, the Cabinet formally approved the remaining eighteen (18) month extension. This approval resulted in a full two-year extension period bringing the aggregate maximum contract value across twelve (12) agreements to £42,786,315, excluding inflationary increases.
- 6.5. In September 2025 subsequent approval was obtained from the Corporate Director of Adults, Housing and Health and the Corporate Director of Finance Resources to vary the term of nine (9) of the original contracts to allow for an additional extension of six (6) months from 1 September 2025 to 28 February 2026 with an option to extend for a further period of six (6) months subject to performance and service requirements.
- 6.6. These existing nine agreements are due to expire, and this report seeks approval to execute the option to vary the terms of two (2) of them for a further period of up to ten (10) months, from 1 March 2026 to 31 December 2026.
- 6.7. The remaining seven (7) agreements will be addressed separately through a Delegated Authority Decision, in accordance with the Council's Contract Standing Orders.

6.8. **Current Position and Capacity Constraints**

- 6.8.1. A review of the Home Support and Reablement Service model and the future design of Home Support services commenced in September 2024. The majority of this review work has now been completed, and the programme has progressed to the stage of seeking Cabinet approval to proceed to a competitive tender exercise.
- 6.8.2. While the Commissioning Team has operated within existing capacity constraints, sufficient progress has been made to enable the proposed future commissioning approach to be taken through the Council's governance process. Work to finalise the detailed procurement strategy is being developed in parallel to ensure readiness to go out to tender following Cabinet approval.

7. **Contribution to the Corporate Delivery Plan 2024-2026 High level Strategic outcomes'?**

- 7.1. Theme: Adults, health and welfare.
- 7.2. Outcome Area: Residents connected with the right support at the right time in their neighbourhoods

- 7.3. Activities: “Implement the Localities Programme, including projects that support the integration of health and social care, to deliver the right support at the right time to targeted residents and reduce the impact of health inequalities.”

8. Carbon and Climate Change

- 8.1. The service specification incorporates a locality-based delivery model which contributes positively to carbon emission reduction and mitigate climate change, the service agreements also include a requirement for service providers to support their workers to reduce the need to travel beyond the boundary of their assigned locality and to access alternative means of transport to private motor vehicle to support more sustainable transport choices.

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

9.1. Finance

- 9.1.1. The costs of the proposed extension will be contained within the Adult Social Care placement budget for 2026/27.

9.2. Strategic Procurement

- 9.2.1. The provision of Home Support services falls within the scope of the Public Contracts Regulations 2015, and the original agreements with the two providers were awarded compliantly following a competitive process undertaken via the Council’s Dynamic Purchasing System (DPS), in accordance with Regulation 34.
- 9.2.2. Ordinarily any modification to a contract during its term would require a new procurement process unless it meets the permissible criteria under Regulation 72. In this instance, the proposed variation satisfies Regulation 72(1)(b), as a change of provider at this stage would present:
- Significant operational and technical risk, including disruption to continuity of care
 - Duplication of cost and resource for both the Council and market providers
 - Practical constraints arising from the ongoing recommissioning program
- 9.2.3. In line with the requirements of Regulation 72, the value of the proposed modifications remain within the permitted 50% threshold of the original contract values.
- 9.2.4. Commissioning have maintained continuous oversight of service performance throughout the contract period. To date, no performance issues or safeguarding concerns have been identified, and the contracts

remain stable and well- managed. Ongoing monitoring arrangements will continue for the duration of the extended term.

9.2.5. In accordance with Contract Standing Orders (CSO) 0.08 and 2.02(b), variations exceeding £500,000 may be approved by the Cabinet Member

9.3. **Legal**

9.3.1. The Director of Legal and Governance (Monitoring Officer) was consulted in the preparation of the report.

9.3.2. Pursuant to the provisions of the Council's Contract Standing Order (CSO) 18.03.3, Cabinet may approve the variation of a contract where the value of the variation is £500,000 or more.

9.3.3. Further to paragraph 9.3.2 above and pursuant to the provisions of the Council's CSO 0.08, a decision reserved for Cabinet may be taken by a Cabinet Member with the agreement of the Leader and as such the recommendation in paragraph 3 of the report seeking approval from the Cabinet Member for Health, Social Care, and Wellbeing is in line with the Council's CSO so long as the Cabinet Member is taking the decision with the agreement of the Leader.

9.3.4. The Director of Legal and Governance (Monitoring Officer) see no legal reasons preventing the approval of the recommendations in the report.

9.4. **Equality**

9.4.1. 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.

9.4.2. 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. Although it is not enforced in legislation as a protected characteristic, Haringey Council treats socioeconomic status as a local protected characteristic.

9.4.3. This report seeks an approval for Care Sante Limited and Verity Healthcare Limited to continue to provide support to the most highly vulnerable social care service users, including adults and young people with complex including people with physical and learning disabilities, and those with mental health conditions.

- 9.4.4. The Service Providers actively contributes to the economic, social, and environmental well-being of the local area. The workforce is mainly women and includes many staff from ethnically diverse backgrounds; our approach supports fair pay (London Living Wage), better working conditions and more secure hours.
- 9.4.5. The decision to extend the contract for the existing provision will have a positive impact, advancing equality of opportunity for those with protected characteristics; in particular adults with physical disabilities or mental health disorders and older people age 65+ with eligible care and support needs, an interim extension of the service will enable this support to continue.

10. Use of Appendices

- 10.1. None

11. Background papers

- 11.1. Cabinet Report – 6 February 2024: [Extension of contracts for the provision of bundled hours home support and reablement services](#)