



Report for:	Cabinet Member Signing - 27 June 2014	Item Number:	
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Title:	Waiver and Award of Housing Related Support contracts for older people's services
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Report Authorised by:	Tracie Evans, Interim Chief Operating Officer  pp Phil Harris, Deputy Director, Community Housing Services
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Lead Officer:	Mustafa Ibrahim, Head of Commissioned Services, Community Housing Services
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Ward(s) affected: All	Report for: Key Decisions
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1. Describe the issues under consideration

- 1.1 This report recommends waivers in accordance with contract standing orders 10.01.2(d) and award of new contracts for the two services outlined below; to ensure the continued delivery of a floating support service for older people, and to bring Hornsey Housing Trusts contract in line with the rest of the Older People's sector.
- 1.2 In August 2013 the Housing Related Support Service launched a pilot floating support service for older people who are home owners or are living in the private rented sector (Home Sweet Home). The demand and outcomes from this scheme, demonstrates a continuing need for this type of service.
- 1.3 On 13 November 2012, Cabinet approved a request to waive Contract Standing Orders and awarded 60 month contracts (with an option to extend for up to 12 months) to all but one of the service providers (Hornsey



Housing Trust (HHT)). This is further explained in the exempt part of this report.

- 1.5 Officers are now in a position to recommend a contract award to HHT to align this contract with those of other service providers.

2 Cabinet Member introduction

I am pleased to support the report's recommendations as a means of assuring the delivery of preventative services to older people across tenures in Haringey; and I welcome the rigour applied to assessing need and quality, driving the continuous improvement and modernisation of housing related support services.

3 Recommendations

- 3.1 It is **recommended** that Cabinet:

3.1.1 Approves the waiver of the tendering requirements in accordance with Contract Standing Order 10.01.2(d), on the grounds that it is in the Council's overall interest; and

- 3.1.2 Approves the award of contracts as follows:-

Provider	Annual Contract Value	Duration	Total Contract Value
Metropolitan (Home Sweet Home)	£166,400	1 year + 1 year	£332,800
Hornsey Housing Trust	£101,000	3 years +1 year	£404,000

4 Alternative options considered

- 4.1 The option of extending the existing contracts was not available. It is not considered in the Council's best interest to tender these services (see 5.4.9 and 5.6.3). No other options were considered.

5 Background information

- 5.1 The Housing Support (HRS) programme funds support services for vulnerable people in Haringey. There are currently over 60 contracts for support provided to a wide range of clients groups including older people; people with mental health problems or learning disabilities; women fleeing



domestic violence; people with substance misuse issues; those at risk of offending and those at risk of homelessness.

5.2 The purpose of HRS is to enable individuals and families to maintain independence; and not to lose their housing and then require higher level interventions. Support is low level and is not care.

5.3 Support can be delivered through an accommodation based service (short or long term depending on need) or by floating support, whereby support can cease when the service user's support issues have been resolved. Both types of support are the subject of this report.

5.4 **Home Sweet Home – Floating Support Service for older people**

5.4.1 Haringey's floating support contract for older people came to an end in May 2011 and was not renewed. The service provided support to 300 older people across Haringey. This decision was taken in order to meet required savings following a £5m reduction in the Supporting People programme which was implemented in April 2011. This was agreed by Cabinet in March 2011.

5.4.2 Following extensive needs analysis and stakeholder consultation The HRS Commissioning Plan 2012-2015 included within its priorities:

- The commissioning of a floating support service for older people who are homeowners or private rented housing (if funding allowed). This was to address the resulting gap in service provision which it states 'had a significant impact on older people'.
- A review of older peoples' HRS provision and to remodel services where appropriate.

5.4.3 In August 2013 HRS commissioned a one year pilot (Home Sweet Home) to test demand and the application of a targeted model of floating support. This was for home owners and private sector tenants providing advice and support to enable them to live longer in their own homes. While the scheme was targeted at the private sector, social housing tenants were not prevented from accessing the scheme if there was no other suitable help on offer.

5.4.4 The Home Sweet Home pilot scheme was set up to run for one year to assist 25 service users for up to 6 months by providing an average of 4 hours of support per service user per week. Support was focused on providing support for income maximisation, prevention of homelessness, improving living conditions, managing risks, minimising social isolation and increasing general health and wellbeing.



- 5.4.5 Monthly statistics and quarterly contract monitoring meetings have taken place to review demand and progress of the pilot. The key aspects are outlined below:-
- 38 service users were being assisted as at 30 April 2014, 13 more than the contract capacity.
 - 59% of service users had a disability
 - 71% received support in managing health and falls risks
 - 47% lived in N15 & N17
 - 14% lived in N22 & N11
 - 39% lived in N8 & N4
 - 59% were home owners and 38% were private sector tenants
- 5.4.6 Home Sweet Home has successfully demonstrated quality outcomes which have enabled people to remain in their own homes for longer. A breakdown of type of assistance being provided to the 38 service users is included in Appendix A.
- 5.4.7 The pilot is due to end on 31 July 2014; however demand indicates a need to move on from the pilot and commission an expanded support service.
- 5.4.8 HRS has benchmarked the cost of services as part of the North London Strategic Alliance. This work resulted in a target value for money range for Housing Related Support Services. The negotiated contract value for the Home Sweet Home Service represents exceptional value for money, with a rate that falls below the benchmarked rates range.
- 5.4.9 It is recommended that a waiver of contract standing orders and contract award is agreed for one year with an option to extend for up to one year, at an annual contract value of £166,400. This will ensure that longer term commissioning is evidence based and strategically aligned with the wider sector review (see 5.4.2).
- 5.4.10 Funds have been identified within the Housing Related Support programme from efficiency savings to resource an extended and continued service.
- 5.5 **Hornsey Housing Trust (HHT) – long term older peoples supported housing**
- 5.5.1 Hornsey Housing Trust provides 102 units of long term supported housing for older people.
- 5.5.2 In November 2012 Cabinet agreed to a waiver of Contract Standing Orders and contract awards for HHT for one year with an option to extend for a further year, for reasons set out in the exempt part of this report. All other supported housing contracts in the older people's sector received contract awards of five years to 2018 with an option to extend for one year to 2019.



- 5.5.3 HHT's contract will end on 31 January 2015 and there is no further provision to extend.
- 5.6 Contract negotiations resulted in an agreed £29,000 reduction in the annual contract value, providing better value for money and bringing the hourly support charge within the range benchmarked with the North London Strategic Alliance.
- 5.7 It is recommended that a waiver to tender and contract award is agreed for three years with an option to extend for up to one year, with an annual contract value of £101,000.
- 5.8 This contract duration will align contracts across all supported housing providers for the older people's sector and allow time for members to consider any recommendations that result from a wider sector review (see 5.4.2), providing a consistent approach in implementing any changes.
- 5.9 As with 5.4.10, available funds have been identified within the Housing Related Support Programme budget to finance this service.

6 Comments of the Chief Finance Officer and financial implications

- 6.1 There is budgetary provision within the Housing Related Support budget for these contracts. Although there has not been a formal tender process the commissioners have taken steps including benchmarking with comparable services to ensure that they represent value for money.

7 Comments of the Assistant Director of Corporate Governance and Legal implications

- 7.1 The contracts for older people's support services are not considered priority services under The Public Contracts Regulations 2006 (as amended) ("the Regulations") and therefore there is no requirement to carry out an EU procurement under the Regulations.
- 7.2 A waiver of Contract Standing Orders (CSOs) in respect of tendering is recommended for (i) the floating support service for older people (Home Sweet Home); and (ii) the older people's supported housing contract with Hornsey Housing Trust.
- 7.3 The waiver is requested on the grounds that it is in the Council's overall interest (CSO10.01.2 d).



- 7.4 Because of the value of the contracts, the waiver may be approved by Cabinet in accordance with CSO 10.01.1 (a) (contracts valued over £100,000).
- 7.5 Should Cabinet see fit to approve a waiver, an award of contract for both contracts is recommended as allowed for under CSO 9.07.1 (d) (contracts valued over £250,000).
- 7.6 The Assistant Director of Corporate Governance confirms that there are no legal reasons preventing Members from approving the recommendations in this report.

8 Equalities and Community Cohesion Comments

- 8.1 Housing related support services provide a person centred approach to risk assessment and support planning. Support is individualised and agreed with the service user, taking into account their specific needs and is focused on improving outcomes in 6 key areas:
- Economic Wellbeing
 - Enjoy and achieve
 - Health and wellbeing
 - Safety and security
 - Making a Positive contribution
 - Planned Move on
- 8.2 Fair access to services and Equalities monitoring are incorporated as a requirement of the contract and the contract also states that access to the service must be available to the diverse community of the borough and any imbalances must be addressed.

9 Head of Procurement Comments

- 9.1 These recommendations are in line with the Procurement Code of Practice.
- 9.2 Contract monitoring is in place to ensure contract compliance.
- 9.3 The alignment of HHT's contract with all supported housing providers for older people will provide a consistent approach to the service and will allow for services to be reviewed holistically giving greatest scope for or future service delivery options. This service cost has also been renegotiated as part of this process and £29k per annum reduction has been achieved, providing better value for money and bringing the hourly support charge within the range benchmarked with the North London Strategic Alliance.
- 9.4 The Home Sweet Home pilot has provided an additional 50% capacity to their contracted levels and is providing a service identified within the HRS



Commissioning plan 2012-15. HRS has benchmarked the cost of services as part of the North London Strategic Alliance. The negotiated contract value for the Home Sweet Home Service represents exceptional value for money, with a rate that falls below the benchmarked rates range.

9.5 The Head of Procurement supports the recommendation.

10 Policy Implication

10.1 These services are linked to the Service's Business Plan and to the following council Plan outcomes.

- **Opportunities for all – A successful place for everyone**
To ensure that everyone has a decent place to live
- **Safety and Wellbeing for all - A place where everyone feels safe and has a good quality of life.**
Reducing health inequalities and improved wellbeing for all.
- **A better council - Delivering responsive, high quality services and encouraging residents who are able to help themselves to do so.**
Strive for excellent value for money

11 Reasons for Decision

11.1 The Home Sweet Home and Hornsey Housing Trust contracts expire on 31 July 2014 and 31 January 2015 respectively. There is no provision to extend.

11.2 Waivers of CSO 10.01.2 (d) and contract awards are sought for the two services detailed in this report, in order to align older people's sector contracts for accommodation based services and to ensure that new commissioning is based on need and agreed commissioning priorities.

12 Use of Appendices

12.1 Appendix 1 – Assistance provided by the Home Sweet Home Scheme

12.2 Appendix 2 – Part B (Exempt)

13 Local Government (Access to Information) Act 1985

13.1 This report contains exempt and non exempt information. Exempt information is contained in Part B and is not for publication. The exempt information is under the following category: (identified in the amended schedule 12A of the Local government Act 1972 (3)) Information in relation to financial or business affairs of any particular person (including the authority holding that information).



Appendix A

Types of Assistance provided by Home Sweet Home (30 April 2014)	No.
Hospital or GP referrals	6
People referred to Dementia / Mental Health Services	2
Referrals to Telecare	4
Referrals to Home Improvement Agencies	10
Referrals to London Fire Brigade	11
Referrals to Occupational Therapy	12
Referrals to Social Services for care / day services	5
Referrals to Advocacy and Cultural groups	2
Number of people helped to participate in chosen activities (Day Centres, Clubs, Training)	5
People helped with managing their accommodation (bills, tenancy)	11
People helped to manage home security and H&S	19
Number of evictions/repossessions	0
People supported with planned move on to Supported Living/Residential care	4
People supported with unplanned move on to Supported Living/Residential care	1
People helped to maximise income	16
People helped to manage debt	4
People helped to manage health and wellbeing	18
People helped to manage mobility	12
People supported home after a hospital visit	1
People accessing transport services (dial-a-ride/taxi card/freedom pass)	11