

Delegated Decisions by the Cabinet Member for Adult Social Care

21 October 2025

Contract Extensions of HOWDAB2 Seeability (Faringdon Road, New Road) and Creative Support (Hope House)

Report by Corporate Director for Adult Social Care

RECOMMENDATIONS

1. The Cabinet Member for Adult Social Care is **RECOMMENDED** to:
 - a) Agree to the extension of the Henley, Oxford, Witney, Didcot, Abingdon and Banbury (HOWDAB)2 Seeability supported living contract using 3 of the maximum 5-years available as part of the extension provision within the existing contract; and
 - b) Agree to the extension of the HOWDAB2 Creative Support supported living contract using 3 of the maximum 5-years available as part of the extension provision within the existing contract.

Executive Summary

2. A range of supported living contracts exist within the Council to ensure quality of life standards for people whose care and support needs require more specialist services. These contracts enable people to live as independently as possible within Oxfordshire.
3. The provision to extend supported living contracts allows continued and consistent levels of support for individuals who require support in relation to their learning disability and ensures efficiency of procurement activity for the Council to carry out an appropriate and fair procurement process, where the new contracts can be defined to meet an acceptable quality standard alongside supporting market sustainability.

Background

4. The requirement to extend contracts for supported living enables Oxfordshire County Council to meet people's needs with a Learning Disability and / or Autism as identified by a Care Act 2014 Assessment.

5. This is in line with the vision of Oxfordshire County Council (The Council) to provide adult social care for our residents, enabling everyone to live as independently as possible, for as long as possible. The Council seeks to provide residents good quality support that will have a positive impact on their lives.
6. HOWDAB2 is made up of several historic supported living contracts provided by Seeability and Creative Support in Henley, Oxford, Witney, Didcot, Abingdon and Banbury.
7. The Seeability contract started on 4th May 2021. The Creative Support contract started on 24th May 2021. Both contracts have an end date of 31st March 2026.

Proposal

8. For the extension of the Seeability and Creative Support contracts (see Annex 1), procurement will provide written notice to the contracted provider of the contract extension to meet the terms of the existing agreement.
9. For the contract extensions of the HOWDAB2 Seeability and Creative Support contracts, meetings have taken place with the provider. Procurement will provide written notice to the contracted provider of the contract extension to meet the terms of the existing agreement. The provider is obligated to accept the council's decision.
10. The extension to contracts will be for 3 years, which will:
 - a Provide an ongoing continuity of care and support to vulnerable people that help ensure their independence and personal wellbeing and development is maintained and/or improved.
 - b Continue with a provider that is currently delivering a good quality of care and outcomes.
 - c Will create an efficiency for the Council in terms of reducing the need for a new and regular procurement process, where the incoming provider is delivering the quality and outcome required by the contract.
11. Key Performance Indicators will be included within the specification of the extension to improve the quality of supported living.
12. The contracts will improve outcomes for the people living in the accommodation. They will introduce an outcomes-based tool to be implemented for all residents. This will enable residents, the provider and the Council to evidence and measure the impact of the support on an individual, service and County wide basis to improve quality of life outcomes over the lifetime of the contract.

13. The price for the contract extensions will remain at the current rate, therefore will not have an additional impact to current budgets and spend. The 3-year extensions are predicted to be a maximum value of £2,040,768.73.

User and Family Involvement

14. Feedback regarding contract performance was obtained through the Council's contract monitoring process, including experts by experience who use support and family members through quality checker questionnaires and interviews. They supported the case for extension to the contracts and the feedback received on the quality of the provider was positive.

Council Priorities & Policies

15. The prevention and relief of homelessness and achievement and maintenance of independent living continues to be a priority for Oxfordshire County Council. The Supported Living contract replacements contribute to this priority. These contracts contribute to this priority by ensuring that individuals maintain their tenancy through specialist housing and support providers preventing homelessness.
16. Accommodation based support services adopts a person-centred and outcomes focused approach to secure and maintain a sustainable housing tenancy with the opportunity to maximise independence and potentially step down / move on as assessed.

Financial Implications

Supported Living Contract Costs

17. Financial assumptions have been made with the supported living contracts in terms of support delivery and existing hours of support individuals require. The supported living contracts are set up with core shared hours (between residents) and 1 to 1 hours that can increase or decrease dependant on individual needs. Estimates on the level of core hours of support and the 1:1 hours have been predicted from previous spend on existing contracts based on assessed needs profiles. Care Act assessments will determine the level of support each person requires. Models to determine how to maximise the core support within and between properties (core and cluster) has been developed for each scheme.

Hourly Rates & Uplifts

18. The price point for the contract extensions will remain the same, at £22.60 and £24.25 and is affordable within the current budget. The annual values of the contract are quoted in annex 1.

19. The agreed framework rates will not be subject to any further uplifts in year 1 of the contract (extension). In year 2, the rates will be subject to the council's annual price review mechanism with a 0.5% reduction on any agreed increases within this sector. In year 3, these rates will be reviewed as part of the annual review process.

Finance Comments Checked by.

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Legal Implications

20. Under s18 Care Act 2014 the Council has a statutory duty to meet the eligible needs of adults with physical and/or learning disabilities. The supported living services to be purchased under the proposed contract extensions and procurement activity promote independence, safety, and wellbeing and are a way of meeting those needs.
21. The proposed contract extensions are options exercisable by the Council which were part of the original contracts. They do not therefore constitute a modification under the Public Contract Regulations 2015 (as amended) and do not require consideration under the modification rules governed by those regulations.

Legal Comments Checked by.

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Staff Implications

22. The contract extensions will be delivered by support providers and therefore do not involve services or staff directly provided by the Council. Therefore, there is no impact on the Council's workforce as a result of these recommendations.

Equality & Inclusion Implications

23. The new contracts will support the Oxfordshire County Councils objectives in relation to:

Objective 2 - Tackling inequalities in Oxfordshire

Objective 3 - Prioritise the health and wellbeing of residents

Objective 4 - Support carers and the social care system

24. These supported living contracts are designed to meet the specific needs of people with a learning disability, complex health, and physical disabilities. The expectation of care providers is to deliver person centred support which ensures:
- a Provision of in-county accommodation so people with Care Act needs are not moved away from their networks.
 - b The least restrictive care to support greater independence for people. People are integrated into their local communities, with their individual needs and preference are met.
 - c Their cultural and religious beliefs are supported to be observed, specific dietary requirements.
 - d People can become economically sufficient by supporting people to access training, learning, voluntary and employment opportunities.
 - e People are supported to have better access to universal services.
 - f Competition in the market to support people to have choice in their care provider.
25. These Supported Living contracts include the requirement for the provider to have an Equalities Policy. Providers are required to self-certify that their organisation has an active Equality & Diversity Policy in keeping with the Equality Act 2010 (a requirement under the Live Well Supported Services Adults Framework).
26. The Quality & Improvement Team carry out regular monitoring of services and include equality items in their reviews.
27. The Care Act assessment and subsequent support planning will be done in conjunction with the individual, their family and support network to ensure the support is tailored to their specific needs and is made clear to the care provider. Routine reviews of care alongside contract monitoring reports will enable the Council to monitor how the provider is upholding.

Sustainability Implications

28. As current properties are reviewed and replaced, Oxfordshire Climate and Environmental Policy will be considered for any new developments.

Recruitment

29. The contract extensions will continue to recruit staff local to the areas where the people supported live, maintaining positive job opportunities within their communities.

Staff Travel

30. These supported living contracts are for existing accommodation-based services. These are static workplaces unlike domiciliary care calls to multiple locations.
31. People living in supported living are unlikely to require formal transport to attend day centres as transport needs are generally provided by the main supported living contract. Instead within the course of supporting someone staff will be required to travel alongside the individual often on public transport both for accessing the community and for travel training where this is part of an individual's support plan.

Staff Training

31. Many of the support providers contracted offer training online so their staff are not having to travel.

Medical & Health Appointments

32. Where possible support staff will work with an individual to access online appointments. If a face-to-face appointment is required then staff will use public transport, unless this is not possible e.g. risks posed to travel.

Shopping

33. Where possible support staff will work with an individual to access their shopping online. Where it is practical to do so they will carry out online shopping for several people to limit the number of deliveries. Where online shopping is not possible staff will endeavour to use public transport unless it is unsafe to do so.

Risk Management

34. There are no risks to the recommendations of the contract extensions with Seeability and Creative Support. These services are being delivered to a good standard and this allows for continuity of care for the people supported.

Consultations

35. People who use support and family members have already been involved in feeding back on quality through quality monitoring processes.

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ANNEXE**Annexe 1 Contract extensions for tender for supported living schemes requiring procurement of support provider.**

Number	Title	Description	Contract Length	Hourly rate	Annual Value
1	Seeability	Contract extension Learning disability supported living.	3-year extension with effect from 1 st May 2026-1 st April 2029 (departmental leadership team extended by 1 month 1 st April 2026 – 30 th April 2026)	£24.95	£1,546.299
2	Creative Support	Contract extension Learning disability supported living.	3-year extension with effect from 1 st May 2026-1 st April 2029 (departmental leadership team extended by 1 month 1 st April – 30 th April 2026)	£22.60	£504,086.93

October 2025

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