

# **Delegated Decisions by the Cabinet Member for Adult Social Care**

**21 October 2025**

## **Procurement of a Replacement Contract for HOWDAB2 Community Integrated Care (CIC) and Real Life Options (RLO)**

### **Report by Corporate Director for Adult Social Care**

#### **RECOMMENDATIONS**

1. The Cabinet Member for Adult Social Care is **RECOMMENDED** to:
  - a) Agree to the procurement and award of a new call-off contract as a replacement contract for supported living services currently provided by Community Integrated Care at Banesberie Close and Millers Yard, and by Real-Life Options at Brasenose Driftway using the call-off contract award process under the Live Well Supported Services (Adults) Framework Agreement; and
  - b) Delegate authority to the Director for Adult Social Care, in consultation with the Head of Legal, to enter such a call-off contract following the completion of the procurement process for the replacement 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. Where a contract for supported living has reached its maximum extension or it is not appropriate to extend and there is a continued need for individual's ongoing support a new replacement contract will be required.

#### **Background**

4. The requirement of a replacement contract 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. To meet the future contracting requirements of supported living, the Live Well Supported Services Framework was developed in June 2023. There are currently 57 providers who have been quality assured on the Framework. Any new contracted activity for supported living will be progressed through the framework.
7. The recommendation to replace the HOWDAB2 Community Integrated Care and BROWSAW Real-Life Options contracts and combine these as one contract (as identified in Annex 1) was agreed by the Directorate Leadership Team on 7<sup>th</sup> July 2025 to be taken to Key Decision.
8. HOWDAB2 is several historic supported living contracts in Henley, Oxford, Witney, Didcot, Abingdon and Banbury, hence the name HOWDAB.
9. BROWSAW is several historic supported living contracts placed in around Banbury and Oxford. BROWSAW is an acronym of a number of historic place names which included, Banbury, Oxford, Witney, etc.
10. The start date of the HOWDAB2 contract was 4<sup>th</sup> May 2021. There is a total of 19 people supported over 2 properties within the HOWDAB2 Community Integrated Care contract. These properties are Banesberie Close and Millers Yard.
11. The start date of the BROWSAW contract was 1<sup>st</sup> December 2019. This contract was originally extended for five years from the end date 1<sup>st</sup> December 2024. The new end date of the contract is 1<sup>st</sup> December 2029. The council have triggered the notice period with the provider due to longstanding voids within this service. The voids have been due to the provider being unable to fill the voids due to the conditions and suitability of individuals needing to be placed. This has led to decommissioning work from the council, reducing the contract from 3 properties to 1 which was established through an assessment of the current need and moving individuals to suitable accommodation therefore removing any void pressures.

## **Proposal**

12. The replacement contract will be tendered through the Live Well Supported Services (Adults) Framework. The notification of the tender opportunity will be available to the providers on the framework via the Southeast Business Portal - Proactis.
13. The replacement contracts will be for 10 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 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.
- 14. Key Performance Indicators will be included within all new contracts to improve the quality of supported living.
  - 15. 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.
  - 16. The contract will include break clauses in year 5 and year 8, which will require one-years notice. This is beneficial for both the Provider and the Council to review quality and financial sustainability.
  - 17. The replacement contract is predicted to be a maximum value of £12,115,250 over 10-years.

#### User and Family Involvement

- 18. Experts by experience who all have capacity to make decisions around their care and support will be involved in providing feedback to inform the new specifications and evaluation questions. The provider will be required to involve and work alongside people who use support and their families during the mobilisation period to contract delivery go live and for the lifetime of the contracts.

### **Council Priorities & Policies**

- 19. The prevention and relief of homelessness and achievement and maintenance of independent living continues to be a priority for Oxfordshire County Council. This contract replacement contributes to this priority by ensuring that individuals maintain their tenancy through specialist housing and support providers preventing homelessness.
- 20. 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

21. 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

22. The price point and quality requirements are sufficient to deliver the level of expertise required. This is affordable within the current budget.
23. The hourly rates of the replacement contract will be £24.55 (Lot 1 Improve and Enable).
24. The agreed framework rates will not be subject to any further uplifts in year 1 of the contract. 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

25. 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 procurement activity promote independence, safety, and wellbeing and are a way of meeting those needs.
26. The proposed call-off contract must be procured in accordance with the award mechanism set out in the Live Well Supported Services (Adults) Framework Agreement. Providers on such framework agreement were themselves selected competitively under the Council's Contract Procedure Rules and the Public Contract Regulations 2015 (as amended).

27. The new replacement contract will be commissioned for 10 years, with break clauses in year 5 and year 8. One year's notice will be required to trigger the break clause.

Legal Comments Checked by.

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## **Staff Implications**

28. The replacement contract will be delivered by a contracted support provider 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.
29. As the service contract will be awarded to a new provider, the Transfer of Undertakings (Protection of Employment) (TUPE) Regulations will apply. Information provided by the existing provider will be made available to bidders during the procurement process, to ensure bidders can assess this impact on their projected delivery budget.

## **Equality & Inclusion Implications**

30. The new contract 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

31. 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 the support provider is to deliver person centred support which ensures:
- a Provision of in-county supported living 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 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 enable people to have choice in their support provider.

32. These Supported Living contracts include the requirement for the provider to have an Equalities Policy. Providers are required within the replacement contracts 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).
33. The Quality & Improvement Team carry out regular monitoring of services and include equality items in their reviews.
34. 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.
35. The service will provide accommodation and support to people funded by Adult Social Care.

## **Sustainability Implications**

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

### Recruitment

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

### Staff Travel

38. These supported living contracts are for existing accommodation-based services. These are static workplaces unlike domiciliary care calls to multiple locations.
39. 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

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

### Medical & Health Appointments

25. 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

26. 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**

27. The recommendation to tender a replacement contract for Community Integrated Care and Real Life Options without utilising the contract extensions has been discussed in June 2025 with the support providers and the council. Replacing these contracts will enable qualified providers to deliver high-quality support for individuals with disabilities or complex and specialist needs, ensuring that people continue to receive appropriate care within their local communities in Oxfordshire.

## **Consultations**

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

**Karen Fuller,**  
**Corporate Director of Adult Social Care**

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## **ANNEXE**

### **Annexe 1 New replacement contract for tender for supported living schemes requiring procurement of support provider.**

Number	Title	Description	Contract Length	Contract start date	Hourly rate	Annual Value
1	Community Integrated Care and Real Life Options Contract Replacement Banesberie Close	<b>One replacement contract</b>  Learning disability Supported Living.	10 years	1 <sup>st</sup> April 2025	£24.55	£1,212,203.12

	Millers Yard Brasenose Driftway					
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**October 2025**

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