



**REPORT TITLE: 2-year option to extend community and accommodation-based support contracts.**

<b>Cabinet Date</b>	21 <sup>st</sup> September 2022
<b>Cabinet Member</b>	Cllr Carole Allaway-Martin, Adult Social Care Commissioning and Cllr Kathy Williams, Adult Social Care Delivery
<b>Key Decision</b>	Yes
<b>Purpose of Report</b>	To seek Cabinet approval to exercise the first 2-year option to extend the existing Community and Accommodation Based Support (CABS) call-off contracts described in Appendix 1 following the expiry of their initial 3-year terms on 31st March 2023.
<b>Recommendations</b>	That Cabinet approves a 2-year extension to the term of the council's call-off contracts described in Appendix 1 under the council's Multi Provider Framework Agreement for the provision of Community and Accommodation Based Support Services for Homelessness and People in Vulnerable Circumstances that was awarded pursuant to a decision by Cabinet dated 30 <sup>th</sup> January 2019. Such extensions shall commence on 1 <sup>st</sup> April 2023 and be effected in accordance with the extension option provisions of such call-off contracts.
<b>Reasons for Recommendations</b>	The agreement to allow the first option to extend for 2 years the above-mentioned call-off contracts will ensure the continuation of support to people who are homeless and in vulnerable circumstances across Gloucestershire and in accordance with the aims of the Council's Strategy and the Government's Ending rough sleeping Strategy <a href="http://www.gov.uk/government/publications">http://www.gov.uk/government/publications</a>
<b>Resource Implications</b>	In January 2019, Cabinet approved a tender process for the award by the Council of a number of contracts (Appendix 1) for the provision of Community and Accommodation Based Support Services each contract being for a term of 7 years comprising an initial term of 3 years with 2 options to extend for a further period of 2 years in each case. The combined annual contract value is £6,285,833.

<b>Background Documents</b>	<b>Cabinet Decision (30/01/2019): <a href="#">Tendering of Services for Homelessness and People in Vulnerable Circumstances</a></b>
<b>Statutory Authority</b>	
<b>Divisional Councillor(s)</b>	All
<b>Officer</b>	Name: Helen Flitton Tel. no: 01452 328602 Email: <a href="mailto:helen.flitton@gloucestershire.gov.uk">helen.flitton@gloucestershire.gov.uk</a>
<b>Timeline</b>	<ul style="list-style-type: none"> <li>• Communicate preferred recommendation/intention to extend contracts to relevant providers</li> <li>• Extension decision September Cabinet 2022</li> <li>• If approved, enter into contract extension arrangements with incumbent providers by for the period 01.04.23 – 31.03.25</li> </ul>

## Background

1. On 30<sup>th</sup> January 2019, Cabinet approved the establishment of a 4-year multi supplier, multi purchaser Open Framework for the procurement of Community and Accommodation Based Support Services (CABS).
2. On 1st April 2020, following a competitive tender process, the Council procured several contracts (see Appendix 1) for the provision of Community and Accommodation Based Support. Each contract being for a term of 7 years comprising an initial term of 3 years with an option to extend for a further 2 periods of 2 years each.
3. Community Based Support Services assist people in any form of accommodation and across a continuum of need from early intervention and prevention through to intensive support for people in crisis with high level and complex needs such as substance misuse, mental health, and a history of contact with the criminal justice system. Community Based Support delivers short term support that build on an individual's existing strengths to help them develop the skills and resources to become self-reliant and resilient. This could include practical support to develop skills for maintaining independent living; support to access training, volunteering and/or employment; rebuilding family relationships and developing links with other people, neighbourhoods, and community networks to enable an individual to live independently in the long term.
4. Where appropriate, Community Based Support will signpost individuals to other more specialist housing related support, including Accommodation Based Support and resettlement into the community. A small number of specialist Community Based Support Services are also funded for specific groups, e.g., refugee and asylum seekers and for individuals with sensory impairment.
5. Accommodation Based Support provides short term accommodation for homeless individuals who have a range of complex needs e.g., substance misuse, mental health and contact with the criminal justice system. On-site support enables individuals to develop the living skills to enable them to move on to live independently in the community.
6. CABS services operate within a broader partnership of Local Authority Housing Services, Mental Health Services, Drug and Alcohol Services and Health Services that work together to intervene as early as possible to prevent further risk of harm and escalation of need for individuals in vulnerable circumstances. This is coordinated through the Gloucestershire Strategic Housing Partnership made up of representatives from the six District Councils; the County Council; NHS Gloucestershire and the Office of the Police and Crime Commissioner.
7. The services also work effectively together to identify and support rough sleepers, contributing to the Government target of ending rough sleeping by 2027. In Gloucestershire, our rough sleeping numbers have fallen by around 50% since 2019.

## Options

8. Option 1: To approve the recommendation for the first option to extend the existing Community and Accommodation Based Support contracts for 2 years covering the period 01.04.23 to 31.03.25.

9. Option 2: To end the current Community and Accommodation Based Support Services at the end of the initial contract period, 31.03.23. However, ending these services would leave people in vulnerable circumstances without accommodation or support, potentially leading to higher rates of rough sleeping and homelessness across the County, reputational damage and higher demand for the Council's other statutory Children's and Adult Social Care services.

## **Risks**

10. Existing providers are unable or do not wish to continue with service delivery beyond March 2023. The current climate of inflationary and workforce pressures may make this risk more likely.
11. This risk will continue to be regularly reviewed as part of the project management process, and any significant changes will be reported to the Lead Cabinet Member.

## **Financial implications**

12. In January 2019, Cabinet approved a tender process for the award by the Council of several contracts (Appendix 1) for the provision of Community and Accommodation Based Support Services each contract being for a term of 7 years comprising an initial term of 3 years with 2 options to extend for a further 2 years in each case. The combined annual contract value is £6,285,833.

## **Climate change implications**

13. No disproportionate impact identified

## **Equality implications**

14. An Equalities Impact Assessment (EIA) has been completed.
15. The EIA which reflects the impact and understanding of the existing CABS service is attached to this report. Service users and providers will continue to be encouraged to provide equality impact information to test the robustness and inclusivity of the provision going forward.

## **Data Protection Impact Assessment (DPIA) implications**

16. A data impact assessment has been completed for the CABS Framework and was reviewed as part of the contract extension process. Data impact will continue to be monitored and any identified risks highlighted to senior officers within the Prevention, Wellbeing and Communities Hub and the Data Protection Officer.

## **Social value implications**

17. The opportunity to test CABS providers' commitment to embedding social value (including working with local suppliers, approaches to waste reduction, recycling, and volunteering) into their contracts formed part of the original tender process and this is regularly reviewed as part of the quarterly contract monitoring process. The CABS

contracts continue to focus on improving the lives and outcomes of the service users and the communities within which they live.

## **Consultation feedback**

18. A wide range of consultation with service users and other stakeholders took place prior to the commencement of the Framework and significantly shaped the content of the contracts and the outcomes required. The impact of the first 3 years of these contracts has seen positive feedback from partner agencies including District Councils, Probation and Safeguarding. Service user satisfaction levels as well as exit interviews are completed regularly to ensure ongoing development of service delivery. Satisfaction levels for CABS services are reviewed through quarterly monitoring and a range of wider partnership meetings.

The following are typical examples of the type of feedback received by the services:

“I've been with my CABS provider since earlier this year and the staff have been nice and positive with me and helped me with all my paperwork and health matters. Staff have helped me to get my life back onto the right track in relation to my drink and drug problem. My keyworker has been very good, and I don't know what I would have done without their help, as well as the manager and other staff members I am grateful to all of them”

“To whom it may concern I am writing to say thank you to all the staff I did not find it bad to live here so all I can say is thank you.”

“I would just like to say that the manager and her team have been so caring and so understanding I really appreciate what they have done for me I am really grateful thanks.”

“I found the staff friendly, I had good accommodation looked after and all support that I have asked for has been given. Moving on from here has helped me to feel more independent and I have been able to regain contact with my children. I am looking forward to my new accommodation. I feel that without this organisation I would still be living on the streets which would have dragged me down even more, in essence they have saved my life. I thank all the staff for looking after me and for the good job they have done.”

A similar compliment came from a previously dependant alcoholic resident saying how much he appreciated the CBS support he received in his recovery, attending AA and CGL, to the point where he became a volunteer support worker. Upon being moved to a recently refurbished property he said he was lost for words on how thankful he was for the help in his recovery.

## **Officer recommendations**

19. To exercise the option to extend the first 2-year extension to the existing CABS contracts for individuals who are homeless and in vulnerable circumstances.

## **Performance management/follow-up**

20. The CABS contracts will continue to include specific and measurable standards and outcomes. The contracts will continue to be actively monitored through the analysis of quarterly key performance indicators and regular meetings with the relevant providers.

### Appendix 1

#### Community and Accommodation Based Support Contracts

Contract	Provider
Community Based Support	P3
Community Based Support	CCP
Community Based Support (sensory impairment)	Q Care
Community Based Support (Asylum Seeker/Refugees)	GARAS
Assessment Service Accommodation Based Support	P3
18+ Accommodation Based Support	Elim
18+ Accommodation Based Support	Riverside
18+ Accommodation Based Support	Homegroup
18+ Accommodation Based Support	YMCA
Mental Health Accommodation Based Support	Rethink
16+ Accommodation Based Support	Homegroup
16+ Accommodation Based Support	Rooftop
16+ Accommodation Based Support	CCP
16+ Accommodation Based Support	Riverside
16+ Accommodation Based Support	Elim
16+ Accommodation Based Support	YMCA