

London Borough of Hammersmith and Fulham Record of Cabinet Member Decision

The Decision below is subject to call-in which expires on: 8 January 2026, at 3 pm.

- Draft Decision List published on: 5 January 2026
- Confirmed Decision List published on: 8 January 2026

1. **TITLE: Procurement Strategy for Direct Payments Support Service**

2. **DECISION MADE BY:** Deputy Leader (responsible for Children and Education)

3. **DECISION:**

The Cabinet Member approves:

1. That Appendix 1 is not for publication on the basis that it contains information relating to the financial or business affairs of any particular person (including the authority holding that information) as set out in paragraph 3 of Schedule 12A of the Local Government Act 1972 (as amended).
2. The procurement strategy for the Direct Payment Support Service contract for an initial period of three years with the option to extend for a further two years, commencing 1st June 2026.

4. **REASON FOR DECISION:**

1. The Direct Payments Support Service contract was first awarded in 2019 and is due to expire on 31 May 2025. Therefore the contract needs retendering to remain compliant with procurement regulations.
2. As outlined in the strategy, an open procurement for this service will allow the Council to test the market whilst achieving value for money via a competitive tender process. A new, more flexible service model is needed to ensure timely support for residents.

5. **ALTERNATIVE OPTIONS CONSIDERED:**

Option 1: Decommission the service or requirement –Not recommended

1. This is not recommended as the offer of direct payments support services is statutory for eligible individuals in England under the Care Act 2014. Furthermore, it is in line with our strategic vision to empower more people to have choice in their care and further improve their personal outcomes.

Option 2: Deliver the supplies, services, and/or works in-house (make/buy decision) –Not recommended

2. Advantages of this approach include local knowledge, connections with cases and services and greater influence over delivery.
3. However, this option is not recommended due to lack of existing capacity to deliver.

Option 3: Use an existing contract, established by the Council, to provide the supplies, services, and/or works –Not recommended

4. This is not recommended as there is no appropriate existing contract under which these services can be provided.

Option 4: Procure using a compliant framework, Dynamic Purchasing System (DPS), or Dynamic Market –Not recommended

5. This is not recommended as there is no known framework for the services required.

Option 5: Undertake a fully regulated competitive and compliant procurement process, advertised to the market – Recommended

6. This option is recommended. The service would be commissioned by the local authority through a third-party provider identified through a competitive open tender procurement exercise. The successful provider will be responsible for the employment of all staff and delivery of commissioned activity.

6. CONFLICTS OF INTEREST AND DISPENSATIONS GRANTED:

None.

Date of Decision
05 January 2026