

## LONDON BOROUGH OF HAMMERSMITH & FULHAM

**Report to:** The Executive Director of People's Services in consultation with the Deputy Leader

**Date:** 20/01/2025

**Subject:** Direct award for the provision of day opportunities

**Report author:** Jessie Ellis, Programme Lead

**Responsible Director:** Katharine Willmette, Director of Adult Social Care

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### SUMMARY

This report requests approval to direct award a contract to Housing 21 for the provision day services at Elgin Resource Centre while a wider review and procurement of day opportunities takes place.

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### RECOMMENDATIONS

1. The Executive Director of People's Services in consultation with the Deputy Leader approves the direct award to Housing 21 for the provision of day services at Elgin Resource Centre from 1<sup>st</sup> March 2025-31<sup>st</sup> August 2026 for the cost of £506,132, subject to waiver approval.
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**Wards Affected:** (All)

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Our Values	Summary of how this report aligns to the <a href="#">H&amp;F Corporate Plan</a> and the H&F Values
Building shared prosperity	The wider day opportunities re-procurement address gaps in services to support our most vulnerable residents to live well and age well.
Creating a compassionate and inclusive council	The day centre provides essential support to older adults with dementia, mental health issues, learning disabilities, and personal care needs, while also offering respite for carers. The centre is free at the point of access and welcomes all residents, including those with disabilities and from diverse backgrounds. This commitment ensures that everyone in our community feels valued and included.

Doing things with local residents, not to them	Residents have the choice of four older adult day services within the borough. At Elgin activities are designed and voted on by the residents ensuring that their preferences and voices shape the service they receive.
Being ruthlessly financially efficient	Day centres serve as preventative services that enhance the wellbeing of vulnerable older adults through social interaction, engaging activities, and nutritious meals. These centres help residents live and age well, reducing the need for more complex and costly care. By investing in these services, we ensure both the health of our community and the efficient use of resources.
Taking pride in H&F	The day centre is accessible to all residents and fosters a sense of community and belonging. By doing so, it contributes to building a stronger, safer, and kinder borough.
Rising to the challenge of the climate and ecological emergency	Keeping services local reduces transport emissions for residents travelling into the service.

## Financial Impact

The recommendation in paragraph 1 above to award a 18-month direct contract Housing 21 for the provision of day opportunities from 1<sup>st</sup> March 2025 - 31<sup>st</sup> August 2026 with a total contract value of £506,132 over the proposed contract term. This will give rise to the following part year effects:

£28,580 in 2024/25  
£336,500 in 2025/26  
£141,052 in 2026/27

This commitment can be funded from the 2024-25 ASC general fund budget. Year 2 and 3 will be subject to the respective 2025/26 and 2026/27 budget approval sign-off process.

Name: Lydia Nevitt, Principal Accountant,  
Email: [lydia.nevitt@lbhf.gov.uk](mailto:lydia.nevitt@lbhf.gov.uk)  
Date 16<sup>th</sup> December 2024

Verified by James Newman, AD Finance, 19 December 2024

## Legal Implications

This report recommends that the SLT Member approves a direct award to an organisation called Housing 21 for the provision of care and support. The value of the contract is below the threshold for light touch services under the Public Contracts

Regulations 2015. The Council's Contract Standing Orders require that services of this value are subject to competition unless a waiver to CSO 19.1 has been approved by the Director of Finance.

Details of all contracts that have a value of £5,000 or greater must be published by the SLT Member in the Corporate Contracts Register on the e-tendering system in accordance with the Transparency Regulations 2015 and the Local Government Transparency Code 2015 published by the Department for Communities & Local Government.

The appropriate decision maker is the SLT Member.

*Angela Hogan, Chief Solicitor (Contracts and Procurement) 5 December 2025*

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## **Background Papers Used in Preparing This Report**

**None**

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## **DETAILED ANALYSIS**

### **Proposals and Analysis of Options**

**1. Option 1- direct Award a contract to Housing 21 for the provision of day services at Elgin Resource Centre for 18 months- recommended**

A direct award ensures continuity of service, avoiding disruptions that could negatively impact residents. This allows time to understand residents' needs and coproduce services aligned with the Independent Living Strategy. Aligning the direct award with the broader re-procurement timeline minimises risks and allows for a well-integrated transition to the new service model. This option is recommended.

**2. Option 2- go out to procurement immediately- not recommended**

This option is not recommended as the contract would lapse while a procurement is undertaken. This would result in the Council not meeting its statutory duties and potentially using high-cost out-of-borough provision.

Time is needed to understand the needs of the residents and coproduce services in line with the Independent Living Strategy. Going out to tender immediately increases the risks associated with transitioning to the new service model.

**3. Option 3- do nothing- not recommended**

This option is not recommended as it would allow the contract to lapse, resulting in the Council not being able to meet its statutory duties or potentially using high-cost out-of-borough provision to do so.

### **Reasons for Decision**

1. Under the Care Act 2014 local authorities have a statutory duty to provide care and support to those with eligible needs. Day centres like Elgin Resource Centre play a crucial role in fulfilling this duty.

2. Elgin Resource Centre offers day opportunities for older residents with dementia, personal care needs, learning disabilities, and mental health issues. It also provides essential respite for carers. By offering these services, the centre helps prevent the escalation of care needs and supports the wellbeing of both residents and their carers. To ensure continuity of service for these vulnerable residents, a direct award is necessary.
3. Elgin Day Centre offers a wide range of activities that are designed and voted for by the residents themselves, including a monthly restaurant outing. This approach ensures that residents' voices shape the services they receive.
4. Since the pandemic, attendance has been steadily increasing, with the centre operating at 72-80% capacity daily. The day centre maintains strong community ties with local schools frequently visiting to foster intergenerational relationships. Additionally, there is a weekly lunch club for the blind every Thursday. The centre also provides outreach services for former attendees who are now housebound, guaranteeing that every resident is individually supported.
5. A review of day opportunities has commenced to understand the current offer and gaps in services to support our most vulnerable residents. This review had previously been delayed due to an increase in complexities of the entire commissioning approach to day opportunities. The review will align all day opportunities contracts and redesign the wider offer to ensure the best possible use of resources to meet the needs of adults in our communities. A direct award of 18 months is needed while re-procurement takes place.

## **Equality Implications**

6. Housing 21 through Elgin Day Centre promotes equality by providing accessible and inclusive services tailored to the diverse needs of residents, including those with dementia, disabilities and from minority groups. Referrals are open to all but with a focus on vulnerable adults.

## **Risk Management Implications**

7. The report recommends the direct award of a contract to the current provider to provide continuity of service to vulnerable residents and avoid escalation of care needs, resulting in impact on residents and additional cost to the Council.
8. The report confirms that a review of the service is currently in progress which will feed into the procurement of a new contract from August 2026. Officers should ensure that a clear timetable to procure and mobilise the new contract is put in place and monitored to ensure the new contract can commence on time.

*David Hughes, Director of Audit, Fraud, Risk and Insurance, 18 December 2024*

## **Climate and Ecological Emergency Implications**

7. Keeping services in-borough reduces transport emissions as residents don't have to travel further to access the service. Local services also support users to use low-carbon or active transport, by using one-two buses to collect and drop-off all residents.

*Approved by Hinesh Mehta, Assistant Director Climate Change, 13 December 2024*

## **Other implications to be included as appropriate**

### **Procurement implications**

8. Contract Standing orders (19.1) require all procurement for high Value Contracts to be competitively tendered. The service has identified circumstances where this requirement has not been possible. Therefore, a waiver request has been submitted separately from this report.
9. Contract standing orders also require that any contract in excess of £5,000 be recorded on the Council's Contract Register in order to comply with our Transparency Duties and in addition we are required under Public Contract Regulations to publish Contract Award Notice with the details of all contracts in excess of £30,000 (£25,000 ex VAT) on the governments Contract Finder website.
10. Officers, on completion of the necessary contract documentation must create a project using the using the Council's capitalSourcing eProcurement portal and then create a contract entry (and upload a copy of the contract) they must also create and publish the Contracts Finder notice via CapE. A named contract manager must be allocated to the contract.

*Joe Sardone Category Lead – People. Procurement and Commercial 9 December 2024*