

Meeting of:	CABINET
Date of Meeting:	21 JULY 2026
Report Title:	PROVISION OF GENERAL SUPPORTED LIVING SERVICES
Report Owner: Responsible Chief Officer / Cabinet Member	CLLR JANE GEBBIE CABINET MEMBER FOR SOCIAL SERVICES AND WELLBEING CLAIRE MARCHANT CORPORATE DIRECTOR OF SOCIAL SERVICES AND WELLBEING
Responsible Officer:	RICHARD THOMAS STRATEGIC PLANNING AND COMMISSIONING OFFICER
Policy Framework and Procedure Rules:	THE TENDER PROCESS WILL BE UNDERTAKEN IN LINE WITH THE COUNCIL'S CONTRACT PROCEDURE RULES.
Executive Summary:	This report seeks Cabinet approval to commence the tender process in respect of the General Supported Living Service, which needs to commence during 2026 as current contract arrangements with commissioned providers end on 31st March 2027. The report highlights the work that has been undertaken in preparation for the tender and sets out how these services are to be delivered moving forward.

1. Purpose of Report

- 1.1 The purpose of this report is to highlight the current and proposed future arrangements for Bridgend County Borough Council's (BCBC) commissioned General Supported Living Services and to seek Cabinet's approval to commence the tender for the recommissioning of General Supported Living Services across Bridgend County Borough.

2. Background

- 2.1 In March 2020, Cabinet approved the commissioning of a 'locality' model for Supported Living Services for people with a Learning Disability, where providers deliver person-centred, localised support for people that enables them to engage in their local community and helps to promote their own journey towards independence.
- 2.2 Current contractual arrangements with commissioned providers will end on 31st March 2027. These services currently operate under 7 x Local Area Contracts as follows:

Lot 1 Pencoed
Lot 2 Maesteg
Lot 3 Tondu/Aberkenfig
Lot 4 Bridgend Town (West)
Lot 5 Bridgend Town (East)
Lot 6 Pyle & Kenfig Hill
Lot 7 Porthcawl

- 2.3 Commissioned Supported Living Services are currently delivered by Third Sector and/or Not-for-Profit organisations which account for approximately 80% of the market share of these services. The Council also delivers internal Supported Living schemes accounting for the remaining 20%, which are not in scope for this tender.

3. Current situation/Proposal

- 3.1 The current commissioning arrangement and contracts end in March 2027. The Council is looking to engage with high quality providers who can demonstrate their experience of delivering Supported Living Services.
- 3.2 Providers will be required to work with the Council to implement sustainable and flexible models of support that enable individuals to become active members of their local communities. Delivering a 'locality' model enables providers to respond flexibly to needs where they arise, utilises resources efficiently, and supports collaborative working with the broader community. The service must be available 24 hours a day, 365 days per year in line with the assessed needs of individuals.
- 3.3 As part of the tender exercise, it is proposed to continue with the locality-based/Lots approach, where each Local Area Service Contract will include a number of Supported Living schemes within that area. The contracts will be procured in accordance with the requirements for above-threshold Light Touch Regime services, in line with the requirements of the Procurement Act 2023.

General Supported Living Contracts* (x 7 localities):

		Houses /Units	People	Weekly Hours	Cost pa
Supported Living Lots 1 - 7	Lot 1 Pencoed	2	5	261.00	£303,492
	Lot 2 Maesteg	3	11 (2 voids)	1,151.43	£1,280,596
	Lot 3 Tondu	8	21 (1 void)	2,466.70	£2,946,409
	Lot 4 B'end W.	6	12 (1 void)	1,245.50	£1,341,481
	Lot 5 B'end E.	6	15 (3 voids)	1,503.36	£1,678,255
	Lot 6 P&K	7	17 (1 void)	1,836.50	£2,050,560
	Lot 7 P'cwl	2	8	514.54	£570,617
TOTAL		34	89	8979.03	£10,171,410

**The information above is current at the time of drafting this report. The service costs cover regulated care and support funded by Adult Social Care, and tenancy and housing related support funded via the Housing Support Grant. Full financial*

information relating to the proposed 8 year contract period can be found in section 8 of this report.

Proposed Recommissioning of 7 x Locality Contracts

- 3.4 Pre-Market Engagement was undertaken during May and June 2026, which indicated a high level of provider interest in the services proposed to be commissioned. Twenty-seven representatives from seventeen different providers attended a Pre-Market Engagement Event with an open opportunity for other potential providers to make enquiries through the Procurement Portal. Very positive feedback has been received from potential providers to the proposed service model.
- 3.5 The value of the new tendered contracts will be capped on the basis of a block of baseline hours, aggregated from service hours within each locality. These hours have been determined following Outcomes Review work undertaken by social workers, which established the most appropriate level of care and support for the relevant individuals. The new contracts will allow for a periodic review of service hours, should the needs of individuals change considerably during the term of the contract.
- 3.6 The anticipated benefit of this will fix costs within a known budget envelope and allow providers to work flexibly within known capacity, enabling them to support individuals in a more outcomes focused way. This approach has already been adopted by other Local Authorities across the Cwm Taf Morgannwg (CTM) region.
- 3.7 Current contracts are specifically identified as supporting people with a Learning Disability. While this will remain the focus for most placements into the service, recommissioning as a 'General Supported Living Service' will allow scope for other client groups to be considered, based on support needs rather than 'diagnosis'.
- 3.8 The scope of the current and intended new contracts also allow for new Supported Living schemes to be brought on-stream within the lifetime of the contract, meaning the service can adjust to pressures and demands and changes in relevant policy during the term of the contract, where strategic analysis outlines the need for expanding capacity, increasing accessibility for wider client groups (particularly those of transition age), and increasing flow through the service. This will be achieved by working closely with Housing teams to develop better access to move-on, step-down or general housing, and subsequently allow the Supported Living service to become more dynamic than previously.
- 3.9 In keeping with approaches both nationally and within the CTM region, it is proposed to recommission these contracts on a slightly longer-term basis to allow for stability within services. Therefore a 4-year contract period, with an option to extend for a further two plus two years (4 years total extension option) is recommended.

Procurement Activity

- 3.10 There is proposed to be a strong focus on 'quality' as part of the tender, where 80% of the total score will be based on quality aspects. The remaining 20% links to costs, but any potential financial risks with the lower weighting on price will be mitigated by 'capping' the financial part of the tender, linked to agreed and available budgets.

3.10.1 Pricing Schedule Requirements (20% of total score)

- Providers must submit capped hourly rates within budget ceiling
- All-inclusive: staffing, overheads, nights, management
- Provision for rates to be uplifted on an annual basis linked to cost analysis, to account for Real Living Wage (RLW) and inflationary pressures

3.10.2 Tender Evaluation Framework – Quality components (80%)

- Service Model
- Outcomes & Evidence
- Mobilisation, Workforce & Stability
- Integration & Partnership
- Social Value and Carbon Reduction

3.10.3 Key Performance Measures & Contract Management

- Independence progression metrics
- Reduction in care dependency
- Tenancy sustainment
- Staff turnover
- Periodic performance review meetings

3.10.4 TUPE & Mobilisation

- Full TUPE compliance required
- Continuity of care guaranteed
- Data transfer and workforce engagement required

Indicative Procurement Milestones:

3.11 The table below highlights the key planned procurement activity:

Pre-Market Engagement	June 2026
Cabinet approval to proceed to tender	July 2026
Procurement request for TUPE info	August 2026
Publication and Tender Invitation	
Place notice (UK4) Sell2Wales	September 2026
Closing Date for Clarification Questions	Week before closing date (tbc)
Evaluation & Selection Period	
Close of tenders (potentially staggered)	Oct/Nov 2026
Evaluation	Nov/Dec 2026
Cabinet to award (call-in and standstill required)	January Cabinet Meeting
Award & Mobilisation Period	
Issue award letters	January 2027
Mobilisation	Jan-Mar 2027
Contract Commencement	1.4.2027

4. Equality implications (including Socio-economic Duty and Welsh Language)

- 4.1 An Equality Impact Assessment (EIA) screening was undertaken in September 2019, prior to commencement of the Locality service model, which found that a full EIA was not required as individuals within the service continued to receive the same level of service to meet their assessed needs within their Supported Living schemes.
- 4.2 There are no operational service changes to occur from this re-commissioning exercise, and an initial Equality Impact Assessment (EIA) screening carried out 23/06/2026 has identified that there would be no negative impact on those with one or more of the projected characteristics, on socio-economic disadvantage or the use of the Welsh Language. It is therefore not necessary to carry out a full EIA on this policy or proposal.

5. Well-being of Future Generations (Wales) Act 2015 Implications

- 5.1 The commissioned Supported Living service aims to ensure that individuals living within the service schemes can live as independently as possible and to build their resilience with links to social networks in their own community. As such, the wellbeing goals of a healthier Wales; a more equal Wales; and a Wales of cohesive communities are supported through these services.
- 5.2 The re-commissioning of the Supported Living Service supports the five ways of working under the Wellbeing of Future Generations (Wales) Act 2015, as follows:

Long Term – reinforcing a ‘locality-based’ service model enables providers to establish closer and longer-term working relationships with other local community groups, agencies, and residents. This is a more sustainable approach to ensuring people are better supported in maintaining their independence and wellbeing and follows a ‘community development’ approach that enables the Provider to become more established in the longer-term. Allowing contract extensions beyond the initial term of contract also allows for longer-term continuity of care.

Prevention – the Supported Living Service aims to support the progression of individuals towards independence with some potential to reduce the level of support needs they have and to prevent the escalation of needs by offering a stable living environment and maintaining their tenancy support through appropriate housing related support.

Integration – the service providers will need to work with a wide range of stakeholder groups to help Individuals to integrate into their local community.

Collaboration – The ‘locality’ service model is predicated on close collaboration between the service provider and with social services teams and other support agencies. The service model requires providers to demonstrate collaboration between staff within the local schemes they manage and between providers in other localities to identify and support the needs and aspirations of the individuals they support.

Involvement – Co-production is a key element of the Service Specification and providers will need to ensure that each person supported is able to be as involved as possible in the planning and delivery of their care and support

6. Climate Change and Nature Implications

- 6.1 There are no specific implications of this report on climate change or nature, although the procurement process will seek to identify opportunities from providers to make positive impacts to social value, decarbonisation and environmental sustainability.

7. Safeguarding and Corporate Parent Implications

- 7.1 A multi-disciplinary approach will reduce risk and enhance safeguarding for people within the service.

8. Financial Implications

- 8.1 A cumulative 8-year budget profile, based on current-year costs, would be:

	Per annum	2 yrs	3 yrs	4 yrs
Lot 1 Pencoed	£303,492	£606,984	£910,476	£1,213,968
Lot 2 Maesteg	£1,280,596	£2,561,192	£3,841,788	£5,122,384
Lot 3 Tondy	£2,946,409	£5,892,818	£8,839,227	£11,785,636
Lot 4 B'end W.	£1,341,481	£2,682,962	£4,024,443	£5,365,924
Lot 5 B'end E.	£1,678,255	£3,356,510	£5,034,765	£6,713,020
Lot 6 P&K	£2,050,560	£4,101,120	£6,151,680	£8,202,240
Lot 7 P'cwl	£570,617	£1,141,234	£1,711,851	£2,282,468
TOTAL	£10,171,410	£20,342,820	£30,514,230	£40,685,640

Cont.	5 yrs	6 yrs	7 yrs	8 yrs
Lot 1 Pencoed	£1,517,460	£1,820,952	£2,124,444	£2,427,936
Lot 2 Maesteg	£6,402,980	£7,683,576	£8,964,172	£10,244,768
Lot 3 Tondy	£14,732,045	£17,678,454	£20,624,863	£23,571,272
Lot 4 B'end W.	£6,707,405	£8,048,886	£9,390,367	£10,731,848
Lot 5 B'end E.	£8,391,275	£10,069,530	£11,747,785	£13,426,040
Lot 6 P&K	£10,252,800	£12,303,360	£14,353,920	£16,404,480
Lot 7 P'cwl	£2,853,085	£3,423,702	£3,994,319	£4,564,936
TOTAL	£50,857,050	£61,028,460	£71,199,870	£81,371,280

- 8.2 As part of the tender process, bidders will be required to submit a pricing schedule to provide their hourly rates for delivering daytime care and support (including Housing Related Support) and for providing additional outreach support in the community; as well as over-night rates for sleep-in and waking-night cover.
- 8.3 These unit prices will be capped within wider total contract value amounts – which will also be capped by the Council based on known costs and available budgets – with provision to adjust these fixed amounts being at the sole discretion of the Council.
- 8.4 While the annual budget will be capped (with providers working within a known budget envelope), tendered rates will be subject to annual uplifts, in accordance with contract provision linked to increases in the Real Living Wage (RLW) and inflationary pressures.

- 8.5 The amount of Housing Support Grant (HSG) allocated to the service moving forward will be determined as part of the annual budget allocation process for this grant.
- 8.6 It is recognised that HSG allocations received from Welsh Government may be subject to change in the future. Based on this, contractual documentation will highlight the potential funding risks.

9. Recommendation

- 9.1 It is recommended that Cabinet approve the recommissioning of a 'General Supported Living Service' as outlined in this report.

Background documents

None