Report to CABINET

Contract extension – Mental Health Supported Living Services

Portfolio Holder: Not Appointed

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9 September 2026

Reason for Decision
To approve the extension of the current Mental Health Supported Living Services contract in place with Creative Support Ltd for a further 2 years to 30th September 2028.

Recommendations
To utilise the powers granted as part of the decision to award the contract to deliver Mental Health Supported Living Services delegated to the Director of Adult Social Services (see Appendices 1-3 which confirm the delegation to the Director of Adult Social Care), following completion of the open procurement exercise from 1st October 2023 until 30th September 2026, with the option to extend for a further 24 months, as outlined in Option A.

This option supports the continuity of the service currently being provided with Creative Support who we are assured are providing the expected levels of support and quality of care outlined within the contract. Ongoing monitoring of the service will be maintained, in addition to enabling further discussions around developing the provision requirements with Commissioning colleagues.

Cabinet N/A
Emergency Powers 2nd November 2026

Contract extension – Mental Health Supported Living Services

1 Background

1.1 A tender process commenced via The Chest on 15th May 2023 for a maximum contract term for the period of 5 years i.e initial 3 years with up to a 2 year extension provision. The maximum annual financial envelope for the tender was advertised at £1,950,000 for the maximum 5 year duration. The successful bidder identified from the competitive procurement exercise was Creative Support. Their submission price was £261,413.36 per year, which is within the allocated budget. The contract commenced on 1st October 2023.

1.2 Creative Support Limited is registered with the CQC under the provider ID 1-101648755 and is registered to provide mental health supported living provision across three properties as detailed below;

Property Address	No. of rooms	No. of Service users
28 and 30 Falmouth Street, Oldham, OL8 1PF	6	6
20 Ferndale Close, Oldham, OL4 5NL	3	3
3 Scowcroft Lane, Shaw, OL2 7BB	4	4

1.3 Contract and Quality Monitoring

1.4 Creative Support's contract monitoring is carried out annually, supplemented by unannounced visits to the properties throughout the year including quarterly Quality monitoring to ensure ongoing compliance and quality oversight.[1]

1.5 Creative Support achieved a good rating in their recent assessment, with all domains demonstrating consistently strong performance. The review highlighted not only compliance with expected standards, but also a proactive approach to maintaining quality across their service delivery. Their documentation, staff practice, and responsiveness to emerging issues were all assessed positively, reflecting a stable and well-managed provision.

1.6 When concerns do arise whether through routine monitoring, unannounced visits, or feedback from professionals or tenants, Creative Support are quick to act and follow the correct procedures, communicate clearly, and evidence the steps taken to resolve matters. This level of responsiveness has contributed significantly to their positive rating and ongoing confidence in their service.

[1] Contract QA and Improvement approach | Oldham Council

1.7 Any issues identified during visits are formally recorded and shared through the appropriate channels. Where concerns relate to property conditions, tenancy matters, or landlord responsibilities, these are escalated directly with the social landlord responsible to ensure they are addressed promptly and in line with regulatory expectations. This joint-working approach helps maintain safe, well-managed environments and ensures that any risks are mitigated without delay.

2 Current Position

2.1 Creative Support have approached Commissioning colleagues with a new service proposal in line with the Market Position Statement. The extension to the contract will allow sufficient time to carefully consider the proposed change in provision which will be considered in a separate report in due course.

3 Options/Alternatives

3.1 Option A – Approve the extension to the current contract from 1st October 2026. This would enable continuity of services with a provider that provides good quality care whilst meeting their contractual obligations.

3.2 Option B – Not to approve the extension and let the current contract expire on 30th September 2026. This would mean that a tender exercise would be required for the Mental Health Supported Living contract which could not be successfully completed within the time frame before the contract expires.

4 Preferred Option

4.1 Option A is the recommended option because, as outlined above, this option supports the continuity of the service currently being provided with Creative Support, in addition to enabling further discussions around developing the provision with Commissioning colleagues.

5 Consultation

5.1 Creative Support has been made aware that an extension to the contract is currently being sought.

5.2 The Supported Living Services are delivered in Shaw and Alexandra wards, but residents may be from across Oldham.

6 Financial Implications

6.1 The forecast cost for the 13 clients receiving support from Creative Support is £0.364m in 2026/27 which includes the annual uplift that was agreed at 4% for care provision. Assuming similar annual uplifts are applied in subsequent years, the cost is projected to increase to £0.379m in 2027/28 and £0.394m in 2028/29. The current 13 service users are supported across the three properties. The extension will maintain continuity of provision and avoid the potential costs, risks and operational pressures associated with undertaking an urgent procurement exercise or securing alternative provision.

6.2 Beyond the expenditure already provided for within approved budgets, there are no anticipated adverse financial implications for the Council arising from this proposal. (Harji Patel, Senior Accountant)

7 Legal Implications

7.1 The proposal is lawful and complies with the Contract Procedure Rules. The proposed extension was provided for in the original contract which was completed. The contract modification to extend should be by deed and executed by 30 September 2026.

8. Procurement Implications

8.1 The initial tender was a competitive PCR2015 tender under DN662070 which was for 3 years with the option to extend by up to 2 years. The start date was 01 Oct 2023, with the initial term ending 30 September 2026. The contract states:

> **2.** The Council may, upon written agreement with the Provider, extend the Initial Term by no more than two years ("Extended Term").

8.2 The extension will need to be completed prior to the expiry of the initial term, but does not state the required period this needs to be completed in. The original report does seem to allow for the extension within it: 'This report requests approval to award the contract for delivery of Mental Health Supported Living Services to the preferred bidder following an open procurement exercise, from 1st October 2023 until 30th September 2026, with the option to extend for a further 24 months.'

8.3 The contract allows for extension up to 30th September 2028.

9 Equality Impact, including implications for Children and Young People

9.1 Not required

10 Key Decision

10.1 Yes

11 Key Decision Reference

11.1 Key Decision Refence is KDD-26-05

12 Background Papers

12.1 N/A

13 Appendices

13.1 N/A