

Meeting of:	Cabinet
Date of Meeting:	Thursday, 17 July 2025
Relevant Scrutiny Committee:	Live Well Scrutiny Committee
Report Title:	Contract for the Provision of a Supported Day Care Service for Older People and People Living with Dementia in the Western Vale
Purpose of Report:	To seek authority to undertake a re-tender process for an existing service relating to the provision of a supported day care service for older people and people living with Dementia in the Western Vale To seek delegate authority to award the contract to the successful provider
Report Owner:	Cabinet Member Social Care and Health.
Responsible Officer:	Director of Social Services
Elected Member and Officer Consultation:	Head of Adults Services and Vale Alliance Operational Manager, Local Services Resource Centre Manager Team Manager, Commissioning
Policy Framework:	This is a matter for Executive decision by Cabinet
<p>Executive Summary:</p> <ul style="list-style-type: none"> To seek authority to undertake a re-tender process for an existing service relating to the provision of a supported day care service for older people and people living with Dementia in the Western Vale, and to enter into a Contract with the successful Provider following the re-tender process. The Vale of Glamorgan Adult Services have operated a Day Service for older people within the Vale for over 20 years, the service is currently being provided by Hafod Care. The Service was delivered by Hafod Care in The Gathering Place Church in St Athan up until September 2024, whereby it was then moved to Illtud House in Llantwit Major which provided more space for activities as well as more opportunities for older people to access the local community. Following re-commission, the Contract is envisaged to commence in January 2026. 	

Recommendations

1. That the contents of this report be noted and considered in connection with the Part II report later on the meeting agenda.
2. That Cabinet notes that the urgency procedure set out at Section 15.14 of the Council's Constitution be used in respect of Recommendations contained within the Part II report.

Reasons for Recommendations

1. To allow the Part I and Part II reports to be considered together.
2. To ensure that the Council can deliver the scheme.

1. Background

- 1.1 It is well known that loneliness and social isolation can have a significant negative impact on people's health and wellbeing that is comparable with smoking and unhealthy eating (Holt-Lunstad et al, 2010)¹ and that it is associated with raised stress hormones, poor immune function and cardiovascular health, while making it harder for people to self-regulate and build up resilience, leading to engagement in unhealthy behaviours (Cacioppo and Patrick, 2009)².
- 1.2 A Welsh Government review of the impact of loneliness and social isolation on health and wellbeing³ suggests that an increase in prevention and early intervention is seen as necessary to reduce future impact on services.
- 1.3 Adult Services have commissioned Hafod Care to provide a day service for up to 10 older people and people living with dementia per day for over 15 years from the Gathering Place Church in St Athan. Unfortunately, the service was only able to attract an average of 5 people per day because the size and facilities at the Gathering Place was not able to adapt to the increasing needs of people attending the service.
- 1.4 Adult Services sought a new venue in Illtud House in Llantwit Major, which is the head office of the Glamorgan Voluntary Service. The new venue offers office space for a range of local 3rd sector organisations and small start-up businesses that create social value for the local community and is ideally situated near town centre shopping and leisure facilities and the CF61 community centre.
- 1.5 The contract with Hafod Care to provide a day service in the Western Vale has expired and is now being provided under an annual Letter of Understanding which does not offer either the provider or the council adequate safeguards in the longer term.

¹ Holt-Lunstad et al (2010) Social relationships and mortality: a meta-analytic review.

² Cacioppo and Patrick (2009) Loneliness: Human Nature and the Need for Social Connection

³ www.gov.wales/loneliness-and-use-public-services-literature-review/

2. Key Issues for Consideration

- 2.1** The re-tender process will be managed by a project group which includes representatives from Adult Services, Ardal and Commissioning teams. The group has been meeting frequently to allow timely discussions to be held with regards to issues that may occur within the re-tender process. Informed debate and discussion will be allowed for decisions to be agreed, ensuring continued progress of the tender re-process within required timescales.
- 2.2** Following advertising of the tender processes, organisations will complete an Invitation to Tender (ITT).
- 2.3** The quality element of the submissions will be evaluated through several means and will cover areas that have been weighted appropriately in accordance with importance.
- 2.4** Older People will be engaged with at the start of the commissioning process via an engagement event involving them and their families, stakeholders from the Western Vale, and representatives from the Vale of Glamorgan Council. This event will inform the development of a new Service Specification for the Day Care Service by obtaining valuable insight from those directly involved regarding:
 - Reducing loneliness in the Western Vale.
 - Providing respite to family members and/or unpaid carers of older people living with Dementia.
 - Improving the lives of older people living in the Western Vale by providing them with a safe and welcoming space where they can make friends, regain confidence, and participate in a range of activities known to benefit those at risk of or living with Dementia.
- 2.5** Following the evaluation of overall quality and price, this will be combined with the Provider's due diligence responses within their Pre-Qualification Questionnaire (PQQ) to identify the preferred Provider for the service.
- 2.6** The successful provider will be expected to actively engage with local communities across the Western Vale by inviting them to the Community Hub for social activities as well as reaching out through day trips and utilizing local community assets.

3. How do proposals evidence the Five Ways of Working and contribute to our Well-being Objectives?

- 3.1 Long-term** – The Council's commitment to developing day-time opportunities for older people living in the Western Vale represents a focus on the long-term wellbeing of individuals using the service and the sustainability of social care by reducing or delaying demand on care and support services.
- 3.2 Collaboration** – The Western Vale Community Hub is a collaboration between citizens of the Western Vale, Glamorgan Voluntary Services, community health services, third sector community organisations and micro-enterprises working or

wishing to work in the Western Vale and the new provider of day-time opportunities in the Western Vale.

- 3.3 Prevention** – The meaningful, enjoyable social interactions, physical activities and a balanced healthy diet available at the Western Vale Community Hub are known to prevent or slow the progression of dementia.
- 3.4 Involving People** – Each older person accessing the service will be supported to participate in decisions affecting them, ensuring that they feel safe and listened to.
- 3.5 Integration** – The Western Community Hub will be available for community health professionals to meet citizens, carry out specific community health clinics and offer health advice to members of the day service, but also to the wider local population.
- 3.6 WO1: Creating great places to live, work and visit**
- A well-commissioned day service enhances the local social care infrastructure, ensuring that residents can access meaningful, person-centred support within their community.
 - By using community-based venues or hubs; the service promotes inclusive spaces that are welcoming, accessible, and reflective of the area’s character.
 - It also enables employment and volunteering opportunities for support workers, facilitators, and local partners.
- 3.7 WO2: Respecting and celebrating the environment**
- Locating the service in accessible local settings (e.g. libraries, community halls, eco-friendly buildings_ reduces the need for long travel, lowering carbon emissions.
 - Activities within the service can include nature based or outdoor programmes, recycling, gardening, or local heritage exploration – reinforcing environmental awareness and pride.
 - Encouraging local travel and local engagement helps participants build eco-conscious routines.
- 3.8 WO3: Giving everyone a good start in life**
- If intergenerational activities are built into the model (e.g. shared sessions with schools or youth projects), the service can help foster mutual understanding and shared learning.
- 3.9 WO5: Being the best Council we can be**
- Commissioning the service using co-production with service users, carers, and community groups reflects best practice and citizen-centred planning.

- Applying the Sustainable Development Principle (long-term, prevention, collaboration, integration and involvement) demonstrates the Council’s commitment to excellence and transparency.
- Investing in quality, outcomes-focused commissioning promotes innovation, accountability and long-term sustainability.

4. Climate Change and Nature Implications

- 4.1** In December 2020, the Climate Change Committee published its progress report “Reducing Carbon Emissions in Wales”. This is the first report on Wales’s progress towards meeting its emission reduction targets, as required under Article 45 of the Environment (Wales) Act 2016.
- 4.2** The progress report and advice recognise the actions taken in Wales to reduce greenhouse gas emissions - including achieving some of the highest national recycling rates in the world, taking a proactive role in supporting the large-scale deployment of renewable energy generation, and integrating responses to the climate and nature emergency throughout its priorities for the reconstruction of the economy following the Covid-19 pandemic.
- 4.3** The services will engage with staff, family members, friends, and care givers to use alternative modes of transport to reduce the environmental impact of any facilities and community hubs involved.
- 4.4** Opportunities for gardening and horticultural activities will be promoted to provide mental stimulation, physical activity and a sense of achievement; these are known to prevent the progression of Dementia and enhances the natural environment.

5. Resources and Legal Considerations

Financial

- 5.1** It is the intention of the Vale of Glamorgan Council to undertake a procurement exercise to identify a suitable Provider for the Service set out above.
- 5.2** Services for Older People within the Vale of Glamorgan will be funded from within the Social Services budget.

Employment

- 5.3** The process of monitoring the service will be undertaken by staff within the Social Services Directorate, making appropriate use of corporate expertise and processes in areas such as procurement, finance and HR where required.
- 5.4** The Western Vale Community Hub will promote the employment of local people from the Western Vale which will have the following benefits:
- Reduced travel mileage to work with corresponding environmental benefits
 - Local employees will have existing social connections with the area that will benefit the opportunities offered to members.

- High quality local employment for local citizens.

Legal (Including Equalities)

- 5.5** Any change of service provided as a result of a tendering exercise may result in TUPE being applied. If this occurs, Legal Services will be consulted as appropriate.
- 5.6** The review of all working arrangements between the Council and other agencies will ensure that services are provided through robust contracts that fully reflect the responsibilities of the Council and the Provider.

6. Background Papers

None.