

London Borough of Waltham Forest

Report Title	Use of Special Urgency provisions: Direct award for provision of integrated community equipment service offer
Meeting / Date	Council, 16 th October 2025
Directorate	Resources
Report author/ Contact details	Emily Wood, Head of Democracy Resources Democratic.services@walthamforest.gov.uk
Wards affected	None specific
Public access	Open

Appendices None

1. Summary

1.1. This report informs Council of the use of the Special Urgency procedure in the Constitution for an Executive Decision by the Portfolio Lead Member – Adults and Health to approve the direct award of two contracts to Enabled Living for Delivery of:

1.1.1. IDH Plus Contract – go live 4th August 2025 for 6 months with option to extend by further 6 months; and

1.1.2. Non-Urgent Community Equipment Services Contract – go live 3rd September 2025 for 23 weeks with option to extend by further 6 months

2. Recommendation

2.1 Council is recommended to note this information report and use of the Special Urgency procedure.

3. Background

3.1. There had been an unforeseen insolvency of the current Council's provider, NRS Healthcare, and urgent action was required to ensure the continuity of critical services, which are essential for hospital discharge, admission avoidance and community safety.

4. Reason for Urgency

4.1. An Executive Decision was taken under [Special Urgency Procedures](#) following the insolvency of NRS Healthcare. Given the urgent need to replace the failed supplier, it was not possible to adhere to standard Council procedures, including providing 28 days' notice on the Forward

Plan and the requirement to publish the report 5 clear days before the decision was taken,

- 4.2. Delaying the decision would have posed significant risks to the Council, including incomplete decision-making and potential market challenges. Historically, this market has been quick to litigate, and any further delay could have jeopardised the Council's position.
- 4.3. It was determined that given the timescales, the decision needed to be taken under the Special Urgency provisions as detailed in paragraph 16 of the Access to Information Procedure Rules in the Council's Constitution as there cannot be a delay for the publication of a report and subsequent decision. The Proper Officer obtained the agreement of the Chair of the Health and Adult Social Care Scrutiny Committee, that the taking of the decision was urgency and could not reasonably be deferred.
- 4.4. Accordingly, the Portfolio Lead Member – Health and Adults took the Executive Decision on 3 September 2025 and approved the recommendation. The decision notice was published on the Council's website.
- 4.5. Details of the decision taken are set out in the report which may be seen here, along with the Decision Notice and a record of proceedings: <https://democracy.walthamforest.gov.uk/ieListDocuments.aspx?CId=387&MId=6282>

5. Consultation

- 5.1. The Portfolio Lead Member – Health and Adults, S151 Officers and Monitoring Officer were consulted on the use of the Special Urgency procedure.
- 5.2. The Chair of the Health and Adult Social Care Scrutiny Committee was consulted on the use of the Special Urgency procedure and their consent sought before the Executive Decision was taken. The matter is being reported to Council for information in accordance with the Constitution.

6. Implications

- 6.1. No major implications arise from the legitimate use of a procedure in the circumstances which the Constitution provides for.

Background Information (as defined by Local Government (Access to Information) Act 1985)

None.