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Tender

Supported housing for families

PORTSMOUTH CITY COUNCIL

F21: Social and other specific services – public contracts

Contract notice

Notice identifier: 2022/S 000-006572

Procurement identifier (OCID): ocids-h6vhtk-032046

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Section I: Contracting authority

I.1) Name and addresses

PORTSMOUTH CITY COUNCIL

City Council

Portsmouth

PO12BG

Contact

Procurement Service

Email

procurement@portsmouthcc.gov.uk

Telephone

+44 2392688235

Country

United Kingdom

NUTS code

UKJ31 - Portsmouth

Internet address(es)

Main address

<https://www.portsmouth.gov.uk/ext/business/business.aspx>

Buyer's address

<https://www.portsmouth.gov.uk/ext/business/business.aspx>

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://intendhost.co.uk/portsmouthcc.aspx/home>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://intendhost.co.uk/portsmouthcc.aspx/home>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Supported housing for families

II.1.2) Main CPV code

- 85310000 - Social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Portsmouth City Council ('the council') is inviting tenders from suitably qualified suppliers to provide a comprehensive and flexible family support service for families across a range of accommodation settings and tenures.

The service shall provide housing-related and parenting support to families who may be at risk of homelessness, with the overall aim of developing essential living skills, resilience and increasing independence.

The service will comprise of the following elements, the council will award a single contract for all elements.

- Element 1: Accommodation-based support for families with significant support needs (minimum 45 units)
- Element 2: Dispersed tenancy support for families living in Local Authority sublet tenancies (minimum 32 units)
- Element 3: Floating family support for families in other housing tenures (minimum 14 units)

Suppliers will need to be able to evidence that they can provide accommodation which meets the requirements of element 1 of the Service and the provision of accommodation-based support.

Portsmouth Churches Housing Association currently provides 24 units of accommodation across two locations in the city for use as family supported housing under the existing

service arrangements. These units are available for use under this new contract should providers wish to use them.

The council will provide local authority housing stock for use by the supplier to accommodate families with supported sublet tenancies.

The council is targeting to have awarded the contract on 17 Jun 2022 to allow for service commencement on 1 Oct 2022. The estimated value of the contract is £631,400 per annum, £5,554,560 total value over the maximum 8-year contract term.

This contract is being tendered under two lots.

- Lot 1: 3 year initial term with the provision to extend for 5 further years up to a maximum term of 8 years
- Lot 2: 5 year initial term with the provision to extend for 3 further years up to a maximum term of 8 years

Whilst it is the council's preference to award from lot 1 the council will consider a longer initial term under lot 2 where additional benefits can be realised.

The contract value may increase or decrease throughout the contract term subject to any known or unknown changes to budget allocation, variation of services, or addition of further associated services in order to meet changes in demand or service delivery in accordance with Regulations 72 1) a) to e) of the Public Contracts Regulations (2015).

Should further funding becoming available over the term of the contract for related services the council may seek to expand the scope of the contracts accordingly which could further increase the contract values.

An accurate forecast cannot be made regarding the level of further funding, if any, that may become available, but it is not expected to equate to an increase of more than approx. 10% and therefore approx. £5,554,560 total value over the maximum 8 year contract term. However, these estimates are not guarantees and are non-binding in terms of any maximum total upper value that may be let via the contracts.

The services covered under the contract are social services and fall under the 'light touch regime'. The Council will execute this procurement process in general accordance with the Open Procedure as set out within the Public Contract Regulations (2015).

The procurement process will be undertaken in line with the following programme:

- Issue FTS Contract Notice - 10 Mar 2022

- Issue Invitation to Tender - 10 Mar 2022
- ITT Return Deadline - 6 May 2022 at 12:00
- Standstill period - 7 Jun - 16 Jun 2022
- Contract Award - 17 Jun 2022
- Service Commencement - 1 Oct 2022

Application is via completed tender submission by the deadline stated above via the Council's e-sourcing system InTend which will be used to administrate the procurement process, the system can be accessed free of charge via the web link below:

<https://in-tendhost.co.uk/portsmouthcc.aspx/home>

II.1.5) Estimated total value

Value excluding VAT: £5,554,560

II.1.6) Information about lots

This contract is divided into lots: Yes

Tenders may be submitted for all lots

II.2) Description

II.2.1) Title

Supported housing for families - Lot 1: 3 year initial term

Lot No

1

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 85311000 - Social work services with accommodation
- 85312100 - Daycare services
- 85312310 - Guidance services

- 85323000 - Community health services
- 98340000 - Accommodation and office services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Lot 1: 3-year initial term with the provision to extend for 5 further years up to a maximum term of 8 years.

The Council requires a range of accommodation-based and dispersed floating support services to meet the needs of vulnerable families in the city who may be homeless, threatened with homelessness or in significant need of accommodation with additional support.

An organisation wishing to bid for this contract will need to be able to evidence it can provide accommodation which meets the requirements of element 1 of the Service and the provision of accommodation-based support.

This service requires,

- At least 45 units of accommodation suitable for families where support can be delivered onsite;
- Of which at least 21 must be self-contained units in an appropriate building(s), to be staffed 24hrs, each unit to include kitchen & bathroom and either one or two separate bedrooms;
- Concierge, office and appropriate meeting room provision onsite, and also includes relevant facilities for residents such as laundry and children's playroom/area, and disabled access;
- Located within the municipal boundary of Portsmouth, PO1-PO6 postcode.

Element 1: Accommodation-based support for families with significant support needs (minimum 45 units)

Many families to be supported by the Service will present with additional or complex needs or they may comprise of particularly young parents, including those who are 16 or 17 years old. They may not have had any form of independent accommodation previously

or may have experienced multiple unsuccessful tenancy arrangements previously. Some families may be accessing the Service after becoming homeless and being provided with temporary accommodation by HNAS as part of statutory homeless duties.

This element of the Service will provide supported accommodation for those families who require a higher level of support, including housing where there is a 24-hour staffing presence and the opportunity to receive daily supervision and advice.

Support delivery will be framed by a Family Support Plan which will be reviewed with each family on a three-monthly basis. An initial Family Support Plan will be provided to the Service with a risk assessment by the ISHA for any family referred for an accommodation vacancy within the Service. The provider will ensure this initial plan is reviewed with the family and updated to reflect how their identified support needs will be met within 10 days of entry into the Service.

It is envisaged that there will be a minimum of 35 units of accommodation provided within the Service where 24-hour staffing cover is available onsite. The support will be delivered as 24-hour waking night staffing cover, with daytime support provided at convenient times for families in consideration of other commitments. The Service will therefore be flexible enough to offer such support outside of normal working hours i.e. evenings or weekends.

Welfare and health and wellbeing checks will also need to be carried out in accordance with the ongoing and evolving risk assessment of each family supported by the Service.

It is envisaged that there will be a further minimum of 10 units of accommodation provided within the Service where 24-hour staffing cover is not required onsite, however support will be made available during the day at convenient times for families in consideration of other commitments. The Service will therefore be flexible enough to offer such support outside normal working hours i.e. evenings or weekends.

Appropriate night-time staffing cover may be made available for these units to meet an exceptional need, by specific agreement between the commissioner and the provider and subject to additional ad-hoc funding where required.

The support length per family will be an intended maximum of 2 years, although in exceptional circumstances where the service needs to be flexible enough to meet the needs of service users, this can be extended for a short period with the agreement of Portsmouth City Council's Housing Commissioned Services Manager. In reality it is hoped that many families will successfully move on with support from the Service within a shorter period of time.

Element 2: Dispersed tenancy support for families living in Local Authority sublet tenancies (minimum 32 units)

Some families to be supported by the Service may be suitable to live in the community in self-contained accommodation, receiving support to transition to greater independence and consolidate on tenancy management and life skills already in development.

The move on from a higher level of supported provision where there may be daily staffing support and supervision available to a completely independent tenancy in the community is recognised to be too great a transition for many families, and the primary requirement of element 2 of the Service is to provide an additional step-down in support for families moving on from element 1 of the Service.

Families will be provided with suitable accommodation from Portsmouth City Council's housing stock, which will be sublet to them via the provider of the Service using an assured shorthold tenancy agreement. The provider will deliver a flexible floating support service comprising weekly support sessions which will take place primarily in families' homes. On some occasions it may be appropriate or necessary to deliver weekly support in different settings such as office-based or in appropriate locations in the community.

Support delivery will be framed by a Family Support Plan which will be reviewed with each family on a three-monthly basis. An initial Family Support Plan will be provided to the Service with a risk assessment by the ISHA for any family identified for a local authority sublet tenancy within the Service. The provider will ensure this initial plan is reviewed with the family and updated to reflect how their identified support needs will be met within 10 days of entry into the Service.

This element of the service will be provided to a minimum of 32 families at any one time.

The provider will ensure there is capacity to provide more intensive support (in the form of additional weekly visits and direct face-to-face support) to a minimum of 4 families where there is an identified need; such as one or both parents having either a learning disability, mental health or other high level need which affects their ability to manage their accommodation and develop independence.

The support will be delivered as floating / visiting support at a convenient time for families in consideration of other commitments. The Service will therefore be flexible enough to offer such support outside normal working hours i.e. evenings or weekends.

The support length per family will be an intended maximum of 2 years, although in exceptional circumstances where the service needs to be flexible enough to meet the needs of service users, this can be extended with the agreement of Portsmouth City Council's Housing Commissioned Services Manager. In reality it is hoped that many families will successfully conclude their support plans with the Service within a shorter period of time.

At point of successful completion of support, families accommodated in Local Authority

sublet tenancies with the provider can be referred back to Portsmouth City Council HNB service, which will issue a secure tenancy agreement for the property and take over full and direct landlord responsibilities.

Element 3: Floating tenancy support for families living in other housing tenures (minimum 14 units)

Some families to be supported by the Service may be living independently in the community in established housing arrangements such as private sector tenancies, owner-occupied accommodation or in social housing provided by Registered Providers.

These families may be at risk of losing their homes and in need of targeted interventions focussing on homelessness prevention, including advocacy and negotiation with private landlords, housing providers or mortgage companies; and where appropriate signposting and support to engage with key partner agencies, such as the Department of Work & Pensions, Citizens' Advice Bureau and indeed HNAS.

This element of the Service will therefore provide a floating tenancy support service with the aim of supporting families to remain living in their existing homes, wherever possible and appropriate, and provided that housing is likely to be sustainable.

Support delivery will be framed by a Family Support Plan which will be reviewed with each family on a three-monthly basis. An initial Family Support Plan will be provided to the Service with a risk assessment by the ISHA for any family referred for support by this element of the Service. The provider will ensure this initial plan is reviewed with the family and updated to reflect how their identified support needs will be met within 10 days of entry into the Service.

This element of the service will be provided to a minimum of 14 families at any one time.

The support will be delivered as floating / visiting support at a convenient time for families in consideration of other commitments. The Service will therefore be flexible enough to offer such support outside normal working hours i.e., evenings or weekends.

The support length per individual will be an intended maximum of 2 years, although in exceptional circumstances where the service needs to be flexible enough to meet the needs of service users, this can be extended for a short period with the agreement of Portsmouth City Council's Housing Commissioned Services Manager.

In reality it is hoped that interventions provided to families by this element of the Service will be successfully concluded within a 6-12 month period in many cases, or if there is an identified need for a longer or more intensive support plan, referrals are made to other appropriate services, including those available in other elements of this Service.

II.2.6) Estimated value

Value excluding VAT: £5,554,560

II.2.7) Duration of the contract or the framework agreement

Duration in months

96

II.2.14) Additional information

The Council reserves the right to award from either lot.

II.2) Description

II.2.1) Title

Supported housing for families - Lot 2: 5 year initial term

Lot No

2

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 85311000 - Social work services with accommodation
- 85312100 - Daycare services
- 85312310 - Guidance services
- 85323000 - Community health services
- 98340000 - Accommodation and office services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Lot 2: 5-year initial term with the provision to extend for 3 further years up to a maximum term of 8 years.

Services to be provided are the same as Lot 1. Please refer to the Lot 1 description.

II.2.6) Estimated value

Value excluding VAT: £5,554,560

II.2.7) Duration of the contract or the framework agreement

Duration in months

96

II.2.14) Additional information

The Council reserves the right to award from either lot.

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.11) Main features of the award procedure

The services covered under the contract are social services and fall under the 'light touch regime'. The Council will execute this procurement process in general accordance with the Open Procedure as set out within the Public Contract Regulations (2015).

IV.2) Administrative information

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

6 May 2022

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

Section VI. Complementary information

VI.3) Additional information

The contract value may increase or decrease throughout the contract term subject to any known or unknown changes to budget allocation, variation of services, or addition of further associated services in order to meet changes in demand or service delivery in accordance with Regulations 72 1) a) to e) of the Public Contracts Regulations (2015).

VI.4) Procedures for review

VI.4.1) Review body

The High Court of Justice

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.justice.gov.uk/>