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Planning

## **Housing Advisory / Advocacy Service**

North Ayrshire Council

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-007095

Procurement identifier (OCID): ocds-h6vhtk-0445cb

Published 5 March 2024, 4:43pm

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

North Ayrshire Council

Cunninghame House

Irvine

KA12 8EE

#### **Contact**

Raymond Hamilton

#### **Email**

[raymondhamilton@north-ayrshire.gov.uk](mailto:raymondhamilton@north-ayrshire.gov.uk)

#### **Telephone**

+44 1294324038

**Country**

United Kingdom

**NUTS code**

UKM93 - East Ayrshire and North Ayrshire mainland

**Internet address(es)**

Main address

<http://www.north-ayrshire.gov.uk>

Buyer's address

[https://www.publiccontractsscotland.gov.uk/search/Search\\_AuthProfile.aspx?ID=AA00337](https://www.publiccontractsscotland.gov.uk/search/Search_AuthProfile.aspx?ID=AA00337)

**I.3) Communication**

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Housing Advisory / Advocacy Service

#### **II.1.2) Main CPV code**

- 70333000 - Housing services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

North Ayrshire Council (the Council) provides advice and information to prevent homelessness and to assist homeless households to understand their rights, by providing an accredited in-house advice service within the Housing Services Homeless Advice Team (HAT). This free advice service is available to anyone over the age of 16 and is tailored to meet to individual needs and circumstances.

The procurement of independent advice, advocacy and information services from the third sector to be delivered across North Ayrshire will enhance the existing in-house provision and ensure the Council meets its statutory obligations. There is likely to be an increasing need for advocacy as indicated by an aging population, levels of deprivation within the local area and the impact of the cost-of-living crisis.

NAC welcomes expressions of interest from suppliers, by completing the questionnaire below and returning to [raymondhamilton@north-ayrshire.gov.uk](mailto:raymondhamilton@north-ayrshire.gov.uk) before close of business Monday 18th March 2024.

#### **II.1.5) Estimated total value**

Value excluding VAT: £227,253

#### **II.1.6) Information about lots**

This contract is divided into lots: No

## **II.2) Description**

### **II.2.2) Additional CPV code(s)**

- 70333000 - Housing services

### **II.2.3) Place of performance**

NUTS codes

- UKM93 - East Ayrshire and North Ayrshire mainland

Main site or place of performance

North Ayrshire

### **II.2.4) Description of the procurement**

The Council requires to contract a Service which can provide independent advice, advocacy, and information provision for households at risk of homelessness. The Service Provider must also advocate on behalf of homeless people throughout the homelessness process, assisting them to enforce their statutory rights. As homelessness is not only a housing issue, we are looking for the Service Provider to adopt a pro-active approach to preventing homelessness.

Service Users requiring access to this advice, advocacy and information will have varying needs. The range of needs may include:

In housing need or threatened with homelessness who need housing advice to prevent homelessness and sustain accommodation across all tenures.

Independent advocacy to assist all Service Users to understand and enforce their housing rights. This will also involve giving Service Users the skills to take an active part in resolving their own issues.

Information and advice on welfare benefits and income maximisation to allow the Service User to stay in their own homes.

Advice and assistance to deal with rent arrears to prevent eviction/repossession.

People who are threatened with eviction from Council and Private Sector tenancies who require advocacy or representation to enforce their housing rights and undertake their responsibilities.

Owner Occupiers who are facing repossession.

Representation at Court/First Tier Tribunal with a Service User to assist them with the enforcement of their rights.

Advice and support to deal with repair issues which are posing a risk to the sustainability of a Service Users accommodation. A knowledge of Private Rented Sector Regulations will be required.

Any other housing related advice which may have an impact on security of tenure or access to housing.

There may be some cases where housing difficulties will be caused by underlying issues that the Service User may have and requires assistance beyond advice and information. The Provider is expected to identify these cases and refer the Service User onto the appropriate services. In these cases, the Provider should have clear referral pathways in place to make onward referrals for Service Users to the appropriate specialist services as required. All onward referrals must be recorded and details given to the original referring officer.

### **II.3) Estimated date of publication of contract notice**

22 March 2024

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: Yes

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## **Section VI. Complementary information**

### **VI.3) Additional information**

NOTE: To register your interest in this notice and obtain any additional information please visit the Public Contracts Scotland Web Site at

[https://www.publiccontractsscotland.gov.uk/Search/Search\\_Switch.aspx?ID=759894](https://www.publiccontractsscotland.gov.uk/Search/Search_Switch.aspx?ID=759894).

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