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Contract

Temporary Accommodation Support Service

Portsmouth City Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2022/S 000-026884

Procurement identifier (OCID): ocds-h6vhtk-02fba4

Published 26 September 2022, 2:28pm

Section I: Contracting authority

I.1) Name and addresses

Portsmouth City Council

Civic Offices, Guildhall Square

PORTSMOUTH

PO12AL

Contact

Procurement Service

Email

procurement@portsmouthcc.gov.uk

Telephone

+44 2392688235

Country

United Kingdom

Region code

UKJ31 - Portsmouth

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

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**

Temporary Accommodation Support Service

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') has awarded a contract for a support service for individuals and families living in temporary accommodation.

The Service will comprise of accommodation based and non-accommodation based (floating) support services. In addition to the support element, the Council also requires a property management service for some of its furnished temporary accommodation. Currently support is delivered to approximately 45 households, with varying degrees of support need and frequency of visits.

The Service will consist of two elements under three Lot options:

- Accommodation based support & non-accommodation based (floating) support;
- Property management;

The council awarded both contracts on 1 Mar 2022 to allow for service commencement on 1 Jun 2022. The contracts will be let for an initial term of 3 years which may then run for a further 5 years in increments set by the Council to a total maximum term of 8 years, subject to performance and at the sole option of the Council.

The estimated total value of the contracts for both lots is £900,000 over the initial term based on the total available budget. The annual value of both contracts may vary over the initial term due to fluctuation in demand. An open book costing model will be used alongside the contract to agree any variations over the term.

The estimated value of the contract 1 is IRO £150,000 - £200,000 per annum, between £1,200,000 - £1,600,000 over the maximum term of 8 years.

The estimated value of contract 2 is IRO of £75,000 - £100,000 per annum, £600,000 - £800,000 over the maximum term of 8 years.

In the event that term extension options are taken up on their entirety the estimated value of the contracts for both lots is an upper limit of £2,400,000 exclusive of any inflationary increases which could further increase this value.

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. 25% and therefore approx. £3,000,000 over the duration of the 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.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £3,000,000

II.2) Description

II.2.1) Title

Accommodation based support & non-accommodation based (floating) support

Lot No

1

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 85312310 - Guidance services
- 85312400 - Welfare services not delivered through residential institutions
- 85312510 - Vocational rehabilitation services
- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

Accommodation based support & non-accommodation based (floating) support:

The purpose of the service is to provide housing related support that meets the individual needs of the Service User, to develop their ability to manage their life independently of services and to help them to gain/retain settled and sustainable accommodation.

Support will be delivered in a number of settings within the PO1-PO9 area. This may be PCC owned or leased accommodation units, bed and breakfast accommodation or cross tenure short-term resettlement support.

Currently support is delivered to approximately 45 households, with varying degrees of support need and frequency of visits. These households are predominantly within self-contained flats/maisonettes of varying sizes owned by the council, except for twelve units located in one building with shared kitchen and laundry facilities which the council lease from a private developer.

The Service needs to be reviewed, with the potential to better target the housing related support to homeless families and individuals who are being temporarily accommodated, and this may be across all of the temporary accommodation provision including B&B accommodation, whilst assessments are taking place or whilst they are awaiting the offer of more settled accommodation. Where a need is identified there may be additional short-term resettlement support cross tenure.

The Service Users will be located in the PO1-PO9 area.

Key aspects of accommodation-based support include:

- o Service delivery to Service Users should be provided flexibly with the aim of informing and delivering the Personal Housing Plan and the Support Plan, promoting independence and minimising the risk of harm.

Support services include:

- o Adequate staff resources to enable appropriate support and maintain the Service. Staffing to be provided between 09:00 and 17:30 on weekdays and between 09:00 to 12:30 on Saturdays and Sundays.

- o An allocated keyworker assigned to each Service User who will act as the focal point and co-ordinator of their support.

- o Regular (minimum weekly) key work sessions for Service Users with ability to adapt and structure these to engage with and meet the needs of the individual.

- o Monthly reviews of the Support Plan to identify barriers to engagement, delivery and adherence to the plan and an on-going risk assessment of service users.

- o Engage with service users to provide holistic support and advice/signposting on matters such as housing, health needs, recovery services, financial support, social support, communication, pet advice, promotion of independence
- o Adherence to Safeguarding procedures and appropriate reporting where safeguarding concerns are identified. Ensuring all staff have a current DBS check.
- o Ensuring staff receive regular training, records are maintained, and issues are reported.
- o Provision of translation and interpreting services as needed to ensure the Service is accessible to all.

Key aspects of non-accommodation based support:

The purpose of this element of the Service is to provide housing related support to homeless families and individuals who are being temporarily accommodated in non-TAS accommodation (including B&B accommodation), located in the PO1 - PO9 area, whilst assessments are taking place or whilst they are awaiting the offer of more settled accommodation. Where a need is identified there may be additional short-term resettlement support cross tenure.

The Service Provider will engage with the Service Users to address their needs, help deliver the individual's support plan and help to facilitate a move on to suitable and settled housing.

Key aspects of support are the same as for accommodation-based support, however support will be delivered at various locations in the PO1-PO9 area, including privately managed B&B accommodation.

The number of customers requiring support may fluctuate with demand and as such the cost of delivering the contract may also vary within the value limits as stated within the short description within this notice. The value of the contract therefore may increase or decrease using the costs as submitted in the cost breakdown model as the mechanism to do this supported by open book costing.

II.2) Description

II.2.1) Title

Property management

Lot No

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 85311000 - Social work services with accommodation
- 98340000 - Accommodation and office services

II.2.3) Place of performance

NUTS codes

- UKJ31 - Portsmouth

II.2.4) Description of the procurement

The provider will work with the council, acting as its managing agent, to help manage the safety and security of the accommodation included within the service.

The Service will comprise of the management of approximately 45 units of accommodation, however this number may vary over the life of the contract. These are mostly self-contained flats/maisonettes of varying sizes except for twelve units located in one building with shared kitchen and laundry facilities, all are located within the PO1-PO9 area.

Services to be provided will comprise of but not be limited to ensuring the Accommodation is fit for occupation within 24 hours of it becoming vacant, welcoming new Service Users into the Accommodation, working with Service Users to ensure they comply with the terms and conditions of the licence agreement, carrying out regular property inspections and identifying and reporting repairs to the Council.

The accommodation is either owned by or leased by the council. The council reserves may increase or decrease the number of units and their location and adjust the value of the contract accordingly.

II.2) Description

II.2.1) Title

Combined lot bid for both lot 1 and lot 2

Lot No

3

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
- 85311000 - Social work services with accommodation
- 85312310 - Guidance services
- 85312400 - Welfare services not delivered through residential institutions
- 85312510 - Vocational rehabilitation 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

Providers are also able to submit a combined lot bid which clearly identifies any efficiencies, quality gains and/or additional benefits (including added value) that would be achieved through contracting with a single supplier.

Services must be delivered in accordance with the Lot 1 and Lot 2 descriptions. All information remains the same.

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 has executed this procurement process in general accordance with the Open Procedure as set out within the Public Contract Regulations (2015).

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2021/S 000-029747](#)

Section V. Award of contract

Lot No

3

Title

Temporary Accommodation Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

15 March 2022

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received by electronic means: 4

V.2.3) Name and address of the contractor

EC Roberts Centre Ltd

4 Crasswell Street

Portsmouth

PO1 1HT

Email

Carole.damper@robertscentre.org.uk

Country

United Kingdom

NUTS code

- UKJ31 - Portsmouth

Companies House

3346119

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £3,000,000

Total value of the contract/lot: £2,381,040

Section VI. Complementary information

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/>