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Tender

COV - Housing Related Support Services (2026)

Coventry City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-047595

Procurement identifier (OCID): ocds-h6vhtk-052b74 ([view related notices](#))

Published 11 August 2025, 12:05pm

Scope

Reference

COV-21558

Description

Coventry City Council ("the Council") are seeing a sharp increase in people approaching the statutory homeless service (a 36% increase in approaches from 22/23 to 23/24). This increase in footfall has resulted in a significant increase in the number of households in temporary accommodation. Our Supported Temporary Accommodation (STA) provision is provided by the Council for single people and in order to receive enhanced housing benefit rates, housing related support must be provided. As part of the Council's Medium Term Financial Strategy savings, we will be expanding the portfolio over the next 12 months to cater for the demand and deliver savings. Commissioned support will need to be delivered into the provision, and this commissioning round will factor this in.

Coventry's latest homeless review (2024) identified a number of key challenges and factors that impact homelessness in the city.

- **Affordability:** The cost of housing, whether through buying or renting, is rising faster than

household incomes, creating a disparity and the Local Housing Allowance (LHA) rates have struggled to keep pace with the rising rents.

- Health and homelessness: it is well evidenced that people who are homeless experience worse health outcomes than the rest of the population, this includes both physical health as well as mental health and medical interventions and support for the use of substances.
- Domestic abuse: Domestic abuse is a key factor in terms of homelessness within Coventry.
- Increased demand: There has been a year-on-year increase in demand for support in regard to homelessness in the city particularly from young people, single adults, and single parents with dependent children.
- Homelessness Prevention: Early advice and intervention is key in preventing homelessness and our data tells us that households have better outcomes when they approach the service as early as possible.
- Temporary accommodation: The increased demand for temporary accommodation and length of stay, against the availability of permanent accommodation suggests that the number of households accommodated in temporary accommodation will continue to rise if the supply of affordable housing does not increase.
- Private Rented Sector (PRS) accommodation: PRS accommodation possesses two distinct challenges for homelessness services. Ending of a PRS tenancy is a key reason for the loss of the last settled accommodation and affordability in terms of moving households on from temporary accommodation.
- Supply: The housing needs in terms of the number of households on the housing list in the city outpaces the availability of social rented housing, highlighting the gap in supply and demand.
- Duty to refer: Although the duty to refer numbers have increased there are still key services who are not maximising the opportunity to prevent homelessness by using the duty to refer.
- Support needs: The primary support need for those approaching the homelessness service is in relation to Mental Health closely followed by physical health, substance misuse, and domestic abuse.
- Rough sleeping: The number of individuals found rough sleeping is on an upward trend, with a notable increase in non-nationals being found.

The new provision will support the delivery of the Homeless and Rough Sleeping Strategy. The key aim is to ensure that the newly commissioned services are not only focussed on the delivery of services to households who are in a crisis, but that prevention work is fundamental in the delivery of these services.

We are proposing that there will be 5 commissioned Lots to deliver housing related support services and specialist accommodation and that, within these, there are some specific Lots that address and support the aspirations within the Homeless and Rough Sleeping Strategy and for specific groups at risk of homelessness.

Total value (estimated)

- £14,760,000 excluding VAT
- £17,712,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2032
- 6 years

Description of possible extension:

Two (2) * two (2) year periods ending 31 March 2030 and 31 March 2032 respectively.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG33 - Coventry
-

Lot 1. Temporary Accommodation Support

Description

Target Groups: Families and singles

Specification: Support can be flexed across the two cohorts to reflect fluctuating demand.

Minimum Support: 150 singles, 100 families

Support Hours: 750 hours

Lot value (estimated)

- £6,000,000 excluding VAT
- £7,200,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section,

because they are the same for all lots.

Lot 2. Complex Needs Provision (Over 25)

Description

Target Group: Individuals over 25 with complex needs, including ex-offenders

Services Provided:

- Prevention, crisis, and sustainment support
- Complex Needs Hub providing Information, Advice, and Guidance (IAG) on homelessness and tenancy sustainment
- Outreach support for newly settled individuals
- 100 units of accommodation
- SWEP management response
- Emergency off-the-street accommodation for rough sleepers

Lot value (estimated)

- £3,660,000 excluding VAT
- £4,392,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Under 25s Provision

Description

Target Group: Individuals under 25

Services Provided:

- Prevention, crisis, and sustainment support
- Under 25s Hub providing IAG on homelessness and tenancy sustainment
- Outreach support as part of a prevention offers and for newly settled individuals
- 50 units of accommodation for those under 25 (funded via housing benefit)

Lot value (estimated)

- £2,340,000 excluding VAT
- £2,808,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Families Provision

Description

Target Group: Families

Services Provided:

- Prevention and sustainment support
- Hub provision providing prevention and tenancy sustainment support
- Outreach support as part of a prevention offer and for newly settled families

Lot value (estimated)

- £1,380,000 excluding VAT
- £1,656,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5. Women Provision

Description

Target Group: Women

Services Provided:

- Prevention, crisis, and sustainment support
- 20-25 units of accommodation (funded via Housing Benefit)
- Outreach support as part of a prevention offer and for newly settled women

Lot value (estimated)

- £1,380,000 excluding VAT
- £1,656,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Temporary Accommodation Support

Lot 2. Complex Needs Provision (Over 25)

Lot 3. Under 25s Provision

Lot 4. Families Provision

Lot 5. Women Provision

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

5 September 2025, 12:00pm

Tender submission deadline

19 September 2025, 12:00pm

Submission address and any special instructionswww.csw-jets.co.uk**Tenders may be submitted electronically**

Yes

Languages that may be used for submission

English

Award decision date (estimated)

4 December 2025

Award criteria

Name	Description	Type	Weighting
Net Price	Tendered prices must not exceed the budget envelope (PASS / FAIL)	Price	35.00%
Service Delivery Model	Tendered prices must not exceed the budget envelope (PASS / FAIL)	Quality	28.00%

Name	Description	Type	Weighting
Support	Tendered prices must not exceed the budget envelope (PASS / FAIL)	Quality	10.00%
Mobilisation	Tendered prices must not exceed the budget envelope (PASS / FAIL)	Quality	10.00%
Staffing	Tendered prices must not exceed the budget envelope (PASS / FAIL)	Quality	10.00%
Social Value	Tendered prices must not exceed the budget envelope (PASS / FAIL)	Quality	7.00%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Coventry City Council

- Public Procurement Organisation Number: PMJC-6861-XJPP

Council House, Earl Street

Coventry

CV1 5RR

United Kingdom

Email: ProcurementContracts@coventry.gov.uk

Website: <http://www.csw-jets.co.uk>

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government