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Planning

## **Homelessness and Rough Sleeping Contract - West London Refugee Support Services**

Royal Borough of Kensington and Chelsea

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-048152

Procurement identifier (OCID): ocds-h6vhtk-058674

Published 12 August 2025, 4:06pm

### **Scope**

### **Reference**

SP-L0182

### **Description**

The Royal Borough of Kensington and Chelsea on behalf of the West London Housing Partnership is seeking to engage with a suitable provider to deliver an accommodation brokerage and housing related support service to single people with low needs who have recently been granted refugee status.

The service will prevent people from becoming homeless or rough sleeping from Home Office provided accommodation by carrying out rapid housing and support need assessments and supporting them to obtain suitable onward accommodation.

The service will also provide a period of support to people in their onward accommodation for up to 6-months that helps them meet their tenancy obligations, improve their health and wellbeing, finances, and access to employment.

### Minimum Requirements:

- Provide support to individuals with low support needs who have been granted refugee status and are residing in Home Office accommodation within the West London Housing Partnership boroughs: RBKC, LBHF, Brent, Ealing, Hillingdon, Hounslow, or Harrow who are at risk of homelessness or rough sleeping.
- Demonstrate capacity to support approximately 200 individuals at any given time at varying stages of need including light touch tenancy support to residents that have been accommodated. The service can expect to receive between 30-50 referrals per month.
- Facilitate arrangements with private sector landlords to secure sufficient and suitable accommodation for people aged 18 and over, preventing homelessness and rough sleeping.
- Deliver tenancy support for a period of up to six months.
- Offer support and information through multiple access channels, including face-to-face (in the community and accommodation), telephone, text, and online/video communication.
- Possess a clear understanding of refugee needs and the ability to provide relevant and accessible advice on housing and employment options.
- Operate flexibly and adapt service delivery in response to demand and individual needs.
- Have a proven track record of delivering similar services.
- Work collaboratively with a range of stakeholders and connect individuals to appropriate support services that promote independence.

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Accommodation-services./C469R4MEPJ>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/C469R4MEPJ>

**Total value (estimated)**

- £720,000 including VAT

Above the relevant threshold

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2029
- 3 years

### **Main procurement category**

Services

### **CPV classifications**

- 98341000 - Accommodation services

### **Contract locations**

- UKI74 - Harrow and Hillingdon
- UKI75 - Hounslow and Richmond upon Thames
- UKI33 - Kensington & Chelsea and Hammersmith & Fulham
- UKI72 - Brent
- UKI73 - Ealing

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## **Engagement**

## **Engagement deadline**

8 September 2025

## **Engagement process description**

Engagement process description: Providers are required to submit responses to the enclosed questionnaire by the Engagement Deadline (08/09/2025).

If the Authority wishes to conduct meetings with suitable responders, these will be undertaken throughout September 2025.

It is anticipated the Tender Notice will be published in October/November 2025.

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## **Procedure**

### **Special regime**

Light touch

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## **Contracting authority**

### **Royal Borough of Kensington and Chelsea**

- Public Procurement Organisation Number: PPRX-1592-MXGN

The Royal Borough of Kensington and Chelsea, Town Hall, 8 Hornton Street

London

W8 7NX

United Kingdom

Email: [procurement@rbkc.gov.uk](mailto:procurement@rbkc.gov.uk)

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - sub-central government