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Contract

Housing Support Services

Borough Council of King's Lynn & West Norfolk

F03: Contract award notice

Notice identifier: 2025/S 000-049919

Procurement identifier (OCID): ocds-h6vhtk-04af7a

Published 19 August 2025, 4:05pm

Section I: Contracting authority

I.1) Name and addresses

Borough Council of King's Lynn & West Norfolk

Kings Court, Chapel Street

King's Lynn

PE30 1EX

Email

procurementtenders@west-norfolk.gov.uk

Telephone

+44 1553616200

Country

United Kingdom

Region code

UKH16 - North and West Norfolk

National registration number

E07000146

Internet address(es)

Main address

<https://www.west-norfolk.gov.uk>

Buyer's address

<https://www.west-norfolk.gov.uk>

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

Housing Support Services

Reference number

BCKLWN339

II.1.2) Main CPV code

- 70333000 - Housing services
 - EA09 - For homeless

II.1.3) Type of contract

Services

II.1.4) Short description

The Borough Council of Kings Lynn and West Norfolk is committed to ending homelessness, person by person. It is about to launch its new Homelessness and Rough Sleeping Strategy, which outlines the steps that the Council (and its partners) should take to work towards this aim. The Council also intends to let a contract for an Early Intervention and Prevention Support Service that will support households (who may have children) at risk of homelessness predominantly (but not exclusively) from private rented accommodation and those living with family and friends who are at risk of homelessness. This support is intended to be short term and may assist people to access settled accommodation or (where appropriate) sustain their current accommodation. This should reduce the Council's reliance on temporary accommodation and positively affect individuals' wellbeing. The service should complement existing homelessness prevention services commissioned in the borough. The services will work across King's Lynn and West Norfolk and will support people to access and maintain suitable, safe accommodation. The Council is open to creative ideas as to how the service(s) could be delivered and how you could bring any added value to these services. The tender has been split into two lots, one for a Intensive Homelessness Support Service and the other a Early Intervention and Prevention Support Service. Bids can be made for one or both lots.

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: £453,960

II.2) Description

II.2.1) Title

Intensive Homelessness Support Service

Lot No

1

II.2.2) Additional CPV code(s)

- 70333000 - Housing services
 - EA09 - For homeless

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

North and West Norfolk

II.2.4) Description of the procurement

The Intensive Homelessness Support Service is intended to support service users with multiple and complex needs that includes but is not limited to substance misuse, mental health, offending history, and those who may be or have been rough sleeping. The service is designed for individuals whose housing needs have not yet been met sustainably, or who need support to maintain accommodation they may have obtained. The service will be required to provide a reactive outreach response to rough sleepers. However, the number of rough sleepers in King's Lynn and West Norfolk are low, so most of the support will be provided to service users who have been accommodated in temporary accommodation, which would include welfare checks. The support will then continue with the service user (as necessary) into self-contained, settled accommodation.

II.2.5) Award criteria

Quality criterion - Name: Response Times to Engage with Potential Service Users / Weighting: 10

Quality criterion - Name: Method Statement 1 / Weighting: 40

Quality criterion - Name: Method Statement Two / Weighting: 20

Quality criterion - Name: Contract Implementation Plan and Management Structure / Weighting: 15

Quality criterion - Name: Curriculum Vitae of personnel that will be actively working on the contract / Weighting: 10

Quality criterion - Name: Case Studies / Weighting: 5

Price - Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

The Council reserves the right to exercise an option to extend the agreement by up to an additional 2 years following expiry of the initial term

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

To respond to this opportunity please click here: <https://www.delta-sourcing.com/respond/PD495V73SC>

II.2) Description

II.2.1) Title

Early Intervention and Prevention Support Service

Lot No

2

II.2.2) Additional CPV code(s)

- 70333000 - Housing services

II.2.3) Place of performance

NUTS codes

- UKH16 - North and West Norfolk

Main site or place of performance

North and West Norfolk

II.2.4) Description of the procurement

This service is intended to provide low to medium level support to households including families, childless couples and single people to assist them in accessing and / or maintaining accommodation by providing short term support typically between 3 to 6 months. The households for this Lot are intended to be those households that require short term support to prevent them from becoming homeless and supporting them to

access accommodation by intervening at the earliest opportunity with a focus on homelessness prevention. The service will emphasise preventing households from becoming homeless. This could be by supporting households being asked to leave by family / friends to prevent them from applying as homeless and instead exploring and assisting households to access alternative housing solutions.

II.2.5) Award criteria

Quality criterion - Name: Demonstration of understanding and approach to support delivery of key outcomes of the strategy / Weighting: 15

Quality criterion - Name: Method Statement 1 / Weighting: 40

Quality criterion - Name: Method Statement Two / Weighting: 20

Quality criterion - Name: Contract Implementation Plan / Weighting: 15

Quality criterion - Name: Curriculum Vitae of personnel that will be actively working on the contract / Weighting: 10

Price - Weighting: 0

II.2.11) Information about options

Options: Yes

Description of options

The Council reserves the right to exercise an option to extend the agreement by up to an additional 2 years following expiry of the initial term

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-033891](#)

Section V. Award of contract

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 February 2025

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Purfleet Trust Resettlement Project (King's Lynn)

Pathway House, Austin Fields

King's Lynn

PE30 1PH

Country

United Kingdom

NUTS code

- UKH16 - North and West Norfolk

National registration number

02854784

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £453,960

Total value of the contract/lot: £453,960

Section V. Award of contract

Lot No

2

Title

Early Intervention and Prevention Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 August 2025

V.2.2) Information about tenders

Number of tenders received: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Pan London Single Homeless Prevention Service Ltd

38 Seymour Street

London

W1H 7BP

Country

United Kingdom

NUTS code

- UKI - London

National registration number

11887278

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £302,640

Total value of the contract/lot: £302,460

Section VI. Complementary information

VI.3) Additional information

To view this notice, please click here:

<https://www.delta-esourcing.com/delta/viewNotice.html?noticeId=943611159> GO
Reference: GO-2025819-PRO-31908324

VI.4) Procedures for review

VI.4.1) Review body

Borough Council of Kings Lynn and West Norfolk

Kings Court, Chapel Street

Kings Lynn

PE30 1EX

Telephone

+44 1553616200

Country

United Kingdom

VI.4.4) Service from which information about the review procedure may be obtained

Borough Council of King's Lynn & West Norfolk

Kings Court, Chapel Street

King's Lynn

PE30 1EX

Telephone

+44 01553616200

Country

United Kingdom