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Award

Homeless Accommodation and Support Services

Hinckley and Bosworth Borough Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062696

Procurement identifier (OCID): ocds-h6vhtk-05a927

Published 7 October 2025, 9:14am

Scope

Description

An organisation will acquire a property within Hinckley and collaborate with the Council to provide homeless accommodation and support services and provide at least 18 units of accommodation for exclusive referral to this facility from Hinckley and Bosworth Borough Council for homeless priority need customers.

The contract and subsequent specification would be in relation to the provision and management of an accommodations scheme, consisting of at least 18 bed spaces located in the town of Hinckley. Persons referred would be those where the council has reason to believe there is priority need. The contract terms will also permit the council to refer homelessness customers, outside of this cohort, in exceptional circumstances such as when the Severe Weather Emergency Protocol (SWEP) has been actioned. If bed spaces are not fully utilised the council will permit referrals from other Local Authority housing authorities homelessness teams.

Commissioned services

The provision of an 18-beds supported housing scheme for single homeless persons with a local connection to Hinckley and Bosworth, or by exception other Leicestershire district areas.

The accommodation must meet and maintain all minimum required Housing Health and Safety Regulation standards. Basic furnishings will be provided by the successful organisation, including bed linen. Furniture and furnishings supplied in all let accommodation must comply with The Furniture & Furnishings (Fire) (Safety) Regulations 1988.

The accommodation and support should include the following:

24/7 staff presence

A minimum of 4 hours support per resident each week.

A personalised support and action plan for each customer which further includes:

- Regular one to one support sessions
- Access to health and wellbeing specialised services
- Assistance with finances, such as budgeting, debts, applying for benefits/income maximisation and banking skills,
- Assistance with access to employment and skills
- Assistance to access specialist support services such as in relation to physical health, mental health, social care, substance misuse.
- Where appropriate, support to reduce anti-social behaviour and criminal behaviour
- Assistance to access wider community services
- Assistance in finding future housing, including support with pre-tenancy work to establish skills for independent living.
- Assistance to access longer-term housing
- Assistance with moving into and the initial set up of longer-term housing, such as setting up utility accounts, obtaining household essentials e.g., furnishings and white goods
- Access to the Housing Matters service
- Support regarding applying to Hinckley and Bosworth Borough Council's housing register/ and to other housing authorities, e.g., obtaining evidence of suitability

The accommodation and support services must meet the needs of homeless applicants

who are likely to have vulnerabilities that include but are not limited to:

- Physical health concerns
 - Mental health concerns
 - Learning difficulties
 - Substance misuse
 - History of offending
 - Victim of domestic abuse
 - Care leavers
 - Former members of the armed forces
-

Contract 1

Supplier

- FALCON SUPPORT SERVICES E.M LTD

Contract value

- £500,064 including VAT

Above the relevant threshold

Earliest date the contract will be signed

29 October 2025

Contract dates (estimated)

- 29 October 2025 to 30 October 2028
- 3 years, 2 days

Main procurement category

Services

CPV classifications

- 98133100 - Civic betterment and community facility support services

Contract locations

- UKF22 - Leicestershire CC and Rutland

Participation

Particular suitability

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

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Direct award justification

- Single supplier - technical reasons
- Extreme and unavoidable urgency

The Council has been approached by Falcon Support Services regarding a partnership opportunity to deliver supported accommodation for single priority need homeless customers. The premises identified to provide this support is uniquely configured and already equipped to provide this specialist accommodation. Falcon Support Services will hold management of the premises, via a leasehold agreement, and no other provider has access to operate from this site. If the proposed arrangement is not confirmed imminently, the provider has indicated that the building will be placed for sale at auction, by the owners, which would result in the loss of a strategically located facility and prevent the establishment of this partnership to meet statutory homelessness studies under Part VII of the Housing Act 1996.

Supplier

FALCON SUPPORT SERVICES E.M LTD

- Companies House: 04177320
- Charity Commission (England and Wales): 1103101

Falcon Support Services, 27-31 Pinfold Gate

Loughborough

LE11 1BE

United Kingdom

Email: falconsupportservices@falconsupportservices.org.uk

Website: <http://www.falconsupportservices.org.uk>

Region: UKF22 - Leicestershire CC and Rutland

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contract 1

Contracting authority

Hinckley and Bosworth Borough Council

- Public Procurement Organisation Number: PTDW-2516-ZHLT

Hinckley & Bosworth Borough Council Hinckley Hub Rugby Road

Hinckley

LE10 0FR

United Kingdom

Email: wellandprocurement@melton.gov.uk

Region: UKF22 - Leicestershire CC and Rutland

Organisation type: Public authority - sub-central government

Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

Welland Procurement

Summary of their role in this procurement: Procurement Management

- Public Procurement Organisation Number: PVMQ-1845-NYPP

Parkside

Melton Mowbray

LE13 1GH

United Kingdom

Email: wellandprocurement@melton.gov.uk

Region: UKF22 - Leicestershire CC and Rutland

Contact organisation

Contact Welland Procurement for any enquiries.