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Award

COV - Housing Related Support Services (2026)

Coventry City Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-077958

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

Published 28 November 2025, 10:03am

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.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

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 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 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 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 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

Contract 1. Lot 1 Temporary Accommodation

Lots

Lot 1. Temporary Accommodation Support

Supplier

- PEOPLE POTENTIAL POSSIBILITIES

Contract value

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

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

28 November 2025

Date assessment summaries were sent to tenderers

28 November 2025

Standstill period

- End: 10 December 2025
- 8 working days

Earliest date the contract will be signed

11 December 2025

Contract dates (estimated)

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

Description of possible extension:

two periods of two years

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG33 - Coventry

Contract 2. Lot 2 Complex Needs Over 25

Lots

Lot 2. Complex Needs Provision (Over 25)

Supplier

- SALVATION ARMY TRUSTEE COMPANY(THE)

Contract value

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

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

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28 November 2025

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- 8 working days

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11 December 2025

Contract dates (estimated)

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

Description of possible extension:

two periods of 2 years

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG33 - Coventry

Contract 3. Lot 3 Under 25

Lots

Lot 3. Under 25s Provision

Supplier

- ST BASILS

Contract value

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

Framework lot values may be shared with other lots

Above the relevant threshold

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- 8 working days

Earliest date the contract will be signed

11 December 2025

Contract dates (estimated)

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

Description of possible extension:

Two periods of 2 years

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG33 - Coventry

Contract 4. Lot 4 Families Provision

Lots

Lot 4. Families Provision

Supplier

- PEOPLE POTENTIAL POSSIBILITIES

Contract value

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

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

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28 November 2025

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- End: 10 December 2025
- 8 working days

Earliest date the contract will be signed

11 December 2025

Contract dates (estimated)

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

Description of possible extension:

two periods of 2 years

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG33 - Coventry

Contract 5. Lot 5 Women's Provision

Lots

Lot 5. Women Provision

Supplier

- TURNAROUND WEST MIDLANDS COMMUNITY INTEREST COMPANY

Contract value

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

Framework lot values may be shared with other lots

Above the relevant threshold

Award decision date

28 November 2025

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28 November 2025

Standstill period

- End: 10 December 2025
- 8 working days

Earliest date the contract will be signed

11 December 2025

Contract dates (estimated)

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

Description of possible extension:

Two periods of 2 years

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG33 - Coventry

Information about tenders

Lot 1. Temporary Accommodation Support

- 5 tenders received
- 5 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [Citizens Advice Mid Mercia](#)
- [CLAREMONT LIVING GROUP LIMITED](#)
- [GAIN HEALTHCARE LTD](#)
- [SPRING HOUSING ASSOCIATION LIMITED](#)

Lot 2. Complex Needs Provision (Over 25)

- 4 tenders received
- 4 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Lot 3. Under 25s Provision

- 4 tenders received

- 4 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Lot 4. Families Provision

- 3 tenders received
- 3 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Lot 5. Women Provision

- 3 tenders received
- 3 tenders assessed in the final stage:
 - 3 submitted by small and medium-sized enterprises (SME)
 - 3 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 2 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Suppliers

Citizens Advice Mid Mercia

- Public Procurement Organisation Number: PXDJ-8641-BZBW

Citizens Advice Bureau, 114 Church Street, Church Gresley

Swadlincote

DE11 9NR

United Kingdom

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

Region: UKF13 - South and West Derbyshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

CLAREMONT LIVING GROUP LIMITED

- Companies House: 08467597

- Public Procurement Organisation Number: PHLC-9142-QPTW

18-21 Summer Hill Terrace

Birmingham

B1 3RA

United Kingdom

Website: <http://Www.claremomtliving.org>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

GAIN HEALTHCARE LTD

- Companies House: 08491375
- Public Procurement Organisation Number: PVPN-1987-ZJJL

Rear Office 5

Bicester

OX26 6BU

United Kingdom

Website: <http://www.gainhealthcare.co.uk>

Region: UKJ14 - Oxfordshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

PEOPLE POTENTIAL POSSIBILITIES

- Companies House: 02495423
- Charity Commission (England and Wales): 703163

Eagle House

Ilkeston

DE7 8HU

United Kingdom

Email: development@p3charity.org

Website: <http://www.p3charity.org>

Region: UKF13 - South and West Derbyshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 Temporary Accommodation

Contract 4. Lot 4 Families Provision

SALVATION ARMY TRUSTEE COMPANY(THE)

- Companies House: 00259322
- Public Procurement Organisation Number: PQQQ-1841-MWRJ

1 Champion Park

London

SE5 8FJ

United Kingdom

Email: business.development@salvationarmy.org.uk

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

Region: UKI44 - Lewisham and Southwark

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2 Complex Needs Over 25

SPRING HOUSING ASSOCIATION LIMITED

- Companies House: 09244172
- Public Procurement Organisation Number: PLLN-3845-GPVJ

22 Old Walsall Road

Birmingham

B42 1DT

United Kingdom

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

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

ST BASILS

- Companies House: 03964376
- Public Procurement Organisation Number: PBHV-1452-TWVY

Heath Mill Lane

Birmingham

B9 4AX

United Kingdom

Email: Contracts@stbasils.org.uk

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

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3. Lot 3 Under 25

TURNAROUND WEST MIDLANDS COMMUNITY INTEREST COMPANY

- Companies House: 10438942
- Public Procurement Organisation Number: PXLV-6663-LRQW

5 Light Lane

Coventry

CV1 4BQ

United Kingdom

Email: victoria@turnaroundwestmidlands.co.uk

Website: <http://turnaroundwestmidlands.co.uk>

Region: UKG33 - Coventry

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 5. Lot 5 Women's Provision

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

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government