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Planning

Temporary Accommodation, Supported Accommodation and Personal Support

Exeter City Council

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

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Scope

Reference

PR432025

Description

Exeter City Council (ECC) plans to procure Temporary Accommodation (TA) and Supported Accommodation (SA), along with separate commissioning of Personal Support, and is seeking supplier feedback to help shape the approach.

1) Accommodation

- Properties must meet compliance, safeguarding, and suitability standards.
- Temporary Accommodation and Supported Accommodation will work with ECC's

"support follows the person" model.

- ECC proposes a sufficient mix of temporary accommodation (identified through our housing needs assessment) that can meet the council's statutory duties as stated in Part 7 of the Housing Act 1996 (as amended) and summarised in the Homelessness Code of Guidance. Temporary Accommodation should offer a mix of shared and self-contained units, for varying and overlapping needs, identified through individual assessment.

- ECC proposes a two-tier Supported Accommodation model:

- o Tier 1 - Off the Streets: Up to 28 days for rough sleepers and those not eligible for statutory support.

- o Tier 2 - Supported Accommodation: For eligible households needing 24/7 supervision and community support (typical stay: 3-6 months).

Additional requirements:

- Eviction prevention standards and capacity to step up/step down support.
- Housing management and Intensive Housing Management funded via Housing Benefit where eligible.
- The new supported accommodation licensing regime under the Supported Housing (Regulatory Oversight) Act 2023 is likely to be implemented in 2026. This licensing regime marks a significant shift towards formal regulation and quality assurance in supported accommodation. Providers will be expected to meet the standards required for supported accommodation licensing once this has come into force.

2) Personal Support

Commissioned separately so support follows the person across all ECC settings (TA, ECC Commissioned provider accommodation, Housing First, Private Rented Sector, support to move-on, general needs).

Key features:

- Continuity of worker, intensity matched to need.
- Outcomes-based payment linked to tenancy sustainment and positive move-on.
- Quality standards: psychologically Informed environments, trauma-informed practice, and staff supervision.

3) Proposed Commercial Approach

ECC is considering:

- Framework: Use an existing one or create a new one.
- Tender: Open or competitive flexible procedure.

Initial idea:

- One arrangement for Temporary Accommodation, and
- A separate arrangement for Supported Services within those settings.

The Authority currently has confirmed funding for the initial contract term only. At this stage, there is no guarantee of further funding beyond this contract.

However, if additional funding becomes available in future, the Authority reserves the right to award a new contract directly under Section 41 of the Public Procurement Act 2023 (PA2023), where the relevant conditions are met - including where additional services are similar to those provided under this contract, and the supplier has performed satisfactorily.

This clause does not constitute a commitment to future funding or a binding obligation to proceed with any such direct award.

What we want feedback on

Market and Delivery

- Market capacity and available delivery models.
- Property sourcing and location strategies (how suppliers secure properties, ensure they meet local demand, and provide coverage in priority areas).

Standards and Performance

- Service standards, KPIs, and outcome-based payment mechanisms.
- Data and reporting capabilities (real-time occupancy, outcomes, KPIs; proposals for monitoring and reporting frameworks).

Compliance and Risk

- Compliance with safeguarding requirements, property standards, and the

Homelessness Code of Guidance.

- Risk management approaches (safeguarding, compliance, reputational risk, and contingency planning for peak demand).

Social and Environmental Impact

- Social value commitments, including local employment opportunities.
- Environmental sustainability measures (energy efficiency standards and alignment with ECC's Net Zero 2030 goals).

Implementation and Barriers

- Mobilisation timelines for contracts commencing after April 2026.
- Barriers to entry (anticipated challenges in bidding or service delivery and support ECC could provide to enable participation).

Note: ECC is not guaranteeing volumes at this stage.

Total value (estimated)

- £2,000,000 excluding VAT
- £2,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- 3 years

Main procurement category

Services

CPV classifications

- 85310000 - Social work services

Contract locations

- UKK4 - Devon

Engagement

Engagement deadline

31 December 2025

Engagement process description

Exeter City Council (ECC) is inviting suppliers to take part in a pre-market engagement process to help shape the future procurement of Temporary Accommodation, Supported Accommodation, and Personal Support services.

Engagement Events:

- Date: Thursday, 18 December 2025
- Format: Virtual sessions via Microsoft Teams
 - o Session 1: 10:00 AM - 11:30 AM
 - o Session 2: 12:00 PM - 1:30 PM

How to Participate:

- Submit an Expression of Interest (EOI):

- o Email: sarah.hambleton@exeter.gov.uk

- o Subject line: EOI - Temporary & Supported Accommodation

- o Include: Organisation name, contact details, and feedback on the presentation delivered during the pre-market engagement sessions hosted by ECC on the 18th December 2025.

- o Register to our procurement portal www.advantageswtenders.co.uk

- Clarification Questions:

- o Send queries to - Via the message function on the procurement portal by 23:59hrs 31 December 2025 and/or Q&A via teams will be circulated.

- o Responses will be shared with all registered participants.

Closing Date for EOIs: 23:59hrs on 31st December 2025

To clarify, the EOI deadline is for feedback from the Teams meeting sessions.

Procedure

Special regime

Light touch

Contracting authority

Exeter City Council

- Public Procurement Organisation Number: PCHX-3846-DMNW

Civic Centre

Exeter

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Contact name: Sarah Hambleton

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Website: <http://www.exeter.gov.uk>

Region: UKK43 - Devon CC

Organisation type: Public authority - sub-central government