

**Report for:** Cabinet Member Signing – 30 November 2023

**Title:** **Award of Contract for Women’s Complex Needs 24 hour supported accommodation**

**Report authorised by:** Denise Gandy Assistant Director of Housing Demand

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**Ward(s) affected:** All

## Report for Key

**Non-Key Decision:** **Key Decision**

### 1. Describe the issue under consideration.

- 1.1. This report details the outcome of an open tender process and seeks approval to award the Housing Related Support (HRS) contract for Women’s Complex Needs 24 Supported Accommodation Contract in accordance with Contract Standing Orders (CSO) 9.07.1 (a) and 16.02.
- 1.2 The current contract expires on 31st March 2024 and a procurement process has been undertaken to ensure that a new contract is in place to meet the Council’s requirements.
- 1.3 Subject to approval the contract shall be awarded for a period of three (3) years commencing 1st April 2024 to 31st March 2027 at an annual cost of £253,000 (totalling £759,000 over 3 years), with an option to extend for a further period or periods of up to four (4) years. For the avoidance of doubt the maximum contract length would be seven (7) years, if extended. The aggregated total cost of the contract will be £1,771,000 including the proposed extension period.

### 2. Cabinet Member Introduction.

N/A

### 3. Recommendations.

- 3.1. The Cabinet Member for Housing Services, Private Renters, and Planning, pursuant to Contract Standing Order (CSO) 16.02 and 9.07.1a) and d) grants approval for the award of contract for the Provision of Women's Complex Needs 24 hour supported accommodation service for women to the bidder identified in Appendix 1 – Part B (exempt information) of this report.
- 3.2. That the contract is awarded for a period of 3 years from 1 April 2024 at a cost of £759,000 with provision to extend for further period or periods for up to 4 years with a total value of £1,771,000

#### **4. Reasons for decision.**

- 4.1. The Women's Complex Needs service is currently being delivered and the contract will end on 31 March 2024. The service was part of a recent tender exercise as part of the recommissioning of the Single Homeless Pathway. The recommended bidder demonstrated their expertise and experience in providing the services required, and to meeting the service outcomes as specified. They were able to demonstrate a strong track record of delivering services for women with multiple and complex needs.
- 4.2. There is clearly evidenced demand for services that support women around the wide-ranging needs and circumstances that contribute to, and cause, homelessness. Dedicated and gender informed supported housing services provide a flexible and person-centred approach to women experiencing multiple disadvantages by helping maintain and establish sustainable housing, overcome health, and gender inequalities, and recover from other experiences that contributed to their homelessness.
- 4.3. The Domestic Abuse Act (2021) places new duties on local authorities to provide 'safe accommodation' and support to victims of domestic abuse. The service will aid the council to fulfil these duties as well as the commitment to deliver early intervention to women in crisis who are experiencing multiple and complex needs, preventing homelessness and escalation in need.
- 4.4. The service will also contribute to delivery of the Council's Delivery Plan (2023-2024) objectives and will play an integral role in the delivery of Haringey's Homelessness and Rough Sleeping Strategies, by supporting single adults with support needs to secure positive housing, health, and community outcomes.

#### **5. Alternative options considered.**

- 5.1. Do nothing:** There is only a statutory requirement to provide housing for single homeless people where they are identified as vulnerable and in priority need under Section 189 of the Housing Act (1996 amended 2002). However, Haringey like all London boroughs recognises the human, social and economic costs associated with homelessness and the need to ensure that people are adequately supported to recover from it and prevent future instances. Therefore, it is not deemed in the best interests of homeless women or the Council to cease the current contracts for the provision of supported housing services.
- 5.2. Extend existing contracts:** The extension periods available within the existing contract have been exhausted, and no further extensions are possible.
- 5.3. Deliver the services in house:** Extensive consideration was given to the possibility of in-house delivery for this service. However, on reviewing the options available, insourcing was deemed to be unsuitable due to the time constraints. The successful bidder has an extensive track record in delivering these services and have established relationship with the Landlord required to deliver the housing management for these properties.

## **6. Background information.**

- 6.1.** The Housing-Related Support programme funds supported accommodation, floating support, health, and specialist advice services for housing vulnerable people in Haringey. There are currently over 60 contracts for a wide range of resident groups including: older people; people with mental health needs; learning and physical disabilities; young people; survivors of domestic violence; people with substance misuse issues; those at risk of re-offending and those at risk of homelessness and rough sleeping.
- 6.2.** The provision of this type of supported accommodation not only enables vulnerable adults to achieve their personal goals. It is a preventative response to health and care needs which significantly reduces acute and reactive spend on social care placements, hospital admissions and prison stays as well significantly reducing rough sleeping.
- 6.3.** The number of referrals to the Single Homeless Pathway for those with multiple and complex needs has increased year on year. The increase in complexities and challenges faced by homeless people in Haringey has resulted in a spike in demand for 24 hour supported accommodation, rapid access, and female only units.

- 6.4. A significant proportion of women referred to single homeless services have experienced domestic abuse and may have at some point had a child taken into care. Women who are homeless and rough sleeping experience multiple disadvantages, including mental and physical health issues, substance use, offending histories and exploitation. Research and client engagement have proven the need for female only space for those who have experienced trauma and domestic abuse. As a result, the service will continue to only accommodate female residents.
- 6.5. The Complex Needs Service will provide 24-hour support to 13 women for up to 18 months. The service is directed principally to those in need of medium to high needs supported accommodation with more than one identified need including mental health, victims and survivors of abuse, substance misuse, offending history, and those rough sleeping.
- 6.6. Contract monitoring meetings will be held monthly for the first six months and quarterly thereafter. The purpose of monthly monitoring meetings will be to examine the implementation of the service, monitor delivery of the service at an operational level and to foster partnership working to facilitate early resolution.

## **7. Contribution to strategic outcomes.**

- 7.1. The service directly links to Theme 4 Adults, health, and welfare – Enable all adults to live healthy, long and fulfilling lives and feel connected and safe in the community.
- 7.2. The service will contribute to the strategic objectives of Adults Social Care and their partners to offer preventative interventions at individual and community levels; decreasing demand on supported housing, preventing escalation of need, and offering viable options to residential care.
- 7.3. The services will contribute to the delivery of the Council's Rough Sleeping (2023-2027) strategies by helping to prevent and relieve homelessness, reduce the use of temporary accommodation, and provide rapid exit from street homelessness for those in need.
- 7.4. The service also contributes to the Council's statutory responsibilities under a range of legislation including the Homelessness Reduction Act (2018), the Care Act (2014) and the Equality Act (2010), by providing housing-related support to vulnerable people to ensure they are able to live independent, fulfilling and active lives in the community for as long as possible.

**7.5.** The contract award will contribute to the Council's commitment to generate social, economic and environmental benefits to its residents due to the social value commitments of the winning bidder including opportunities for work placements and the funding of level 4 qualifications for support workers.

## **8. Carbon and Climate Change**

**8.1** The climate action plan is not a consideration for the Haringey Street Outreach Team.

## **9. Procurement Process.**

**9.1.** The procurement process was carried out in line with the Public Contract Regulations 2015 and the Council's Procurement Code of Practice and in accordance with the Invitation to Tender (ITT) documents with the opportunity advertised, and bidders treated equitably in a transparent process.

**9.2.** A 'Market Engagement' event was held on 27th June 2023. The purpose of the event was to communicate and share information with potential providers to help them understand the commissioning intentions and offer opportunities to network and forge partnerships, where appropriate. The 'Market Engagement' event indicated that this is a specialist service and the nature of the market for this type of service is limited. Therefore, the 'Open' tendering process was selected as the most efficient route to market.

**9.3.** The tender process started on 25th August 2023 with placing a contract notice in Find a Tender Service (FTS), Contract Finder and Haringey's Procurement and Contract System (HPCS) Portal. Also, organisations who had attended the Market Engagement event were informed of publication of the contract notice.

**9.4.** The Invitation to Tender (ITT) and supporting documents were uploaded on HPCS (e-tendering portal) where following a registration process, the potential bidders can access the tender documents and submit their tenders electronically. By the closing date of the tender (2nd October 2023), 16 organisations had registered their interest on HPCS portal. Out of 16, 4 organisations submitted a tender response (see Appendix 1 - Part B (exempt information) of this report).

**9.5.** The tender was evaluated using the Most Economically Advantageous Tender (MEAT) with a split of 60% quality (inclusive of 10% social value) and 40% price. The tender evaluation criteria and weighting were set out in the tender documents and clarified during the tendering process.

9.6. The evaluation panel was comprised of 3 evaluators from the Council’s Housing Related Service and a representative with lived experience from a community service provider. The bidder with the highest score was selected and recommended for award.

9.7. The table below details the outcome of the tender evaluations and respective scores of the tenders received. Further information regarding the tender evaluation is contained in Appendix 1 - Part B (exempt information) of the report.

Bidder	Quality score: Method Statement (out of 50%)	Quality score: Social Value (SVP) (out of 10%)	Quality Score (out of 60%)	Price Score (out of 40%)	Total (out of 100%)	Raking based on total scores achieved
<b>Bidder 1</b> <b>Successful Bidder recommended to award the contract</b>	43.8%	8.75%	52.55%	38.71%	91.26%	1
<b>Bidder 2</b>	43.7%	3.60%	47.30%	39.19%	86.49%	2
<b>Bidder 3</b>	34.9%	5.15%	40.05%	40.00%	80.05%	3
<b>Bidder 4</b>	34.3%	2.72%	37.02%	38.72%	75.74%	4

9.8 The recommendation is based on a robust evaluation process following a competitive procurement process. The recommended Bidder’s tender was comprehensive and included robust models of the intended service delivery model, a good understanding of the contract's risks and challenges, and meeting and surpassing minimum quality criteria thresholds.

**10. Statutory Officers comments (Chief Finance Officer (including procurement), Assistant Director of Corporate Governance, Equalities)**

**10.1. Finance.**

The contract will be paid through the General Fund from S56300 – HRS (Prevention). As the council is committed to finding savings there is a risk that

the contract will create pressure on the HRS budget. However, there is an option to renegotiate part way in or even withdraw from the contract, if necessary, but this will be unlikely, as there may be negative costs in doing so which will need to be analysed further. Although, the contract is built into current HRS plans, a continued observation will be required to ensure a balanced budget.

## **10.2. Procurement.**

**10.2.1** The provision to which this report relates is within the ambit of the Light Touch Regime of the Public Contracts Regulations 2015. The opportunity was duly advertised and tendered.

**10.2.2** The request to award the contract is both compliant with the Regulations and Contract Standing Orders 16.02 and 9.07.1a and d

**10.2.3** The contract award represents good value as the tender returned an in- budget price.

**10.2.4** Service delivery risk will be mitigated by monthly contract meetings in the first 6 months which will support contract mobilisation and the bedding in of the service but will reduce to quarterly thereafter. Monitoring meetings will ensure that service outcomes are met, issues are identified and resolved promptly, as well as, foster good supplier relationship and partnership working.

## **10.3. Head of Legal and Governance (Monitoring Officer)**

**10.3.1.** The Head of Legal and Governance (Monitoring Officer) has been consulted in the preparation of this report the services are Schedule 3 services (social and other services) under the Public Contracts Regulations 2015 (the Regulations) and are subject to the 'light touch' regime.

**10.3.2.** The Council has carried out an open tender process in accordance with Regulation 27 and the Council's Contract Standing Orders (CSO 9.01.1).

**10.3.3.** The award of the contract is a Key Decision and, as such, must comply with the Council's governance requirements in respect of Key Decisions including publication in the Forward Plan.

**10.3.4.** As the award of the contract is a Key Decision, approval would normally fall to the Cabinet under CSO 9.07.1 d) (contracts valued at £500,000 or more). In-between meetings of the Cabinet, the Leader may take any such decision



or may allocate to the Cabinet Member with the relevant portfolio (CSO 16.02).

- 10.3.5.** The Head of Legal and Governance (Monitoring Officer) confirms that there are no legal reasons preventing the Cabinet Member for Housing Services, Private Renters and Planning from approving the recommendations in this report.

## **10.4 Equality.**

- 10.4.1** The Council has a Public Sector Equality Duty under the Equality Act (2010) to have due regard to the need to:

**10.4.1.1** Eliminate discrimination, harassment and victimisation and any other conduct prohibited under the Act.

**10.4.1.2** Advance equality of opportunity between people who share those protected characteristics and people who do not.

**10.4.1.3** Foster good relations between people who share those characteristics and people who do not.

**10.4.2** The three parts of the duty applies to the following protected characteristics: age, disability, gender reassignment, pregnancy/maternity, race, religion/faith, sex and sexual orientation. Marriage and civil partnership status applies to the first part of the duty.

**10.4.3** The contract award is likely to have a positive impact on individuals who are vulnerable to homelessness. Data held by the Council suggests that women, young people, BAME communities, those who identify as LGBTQ+ and individuals with disabilities are particularly vulnerable to homelessness, as detailed in the Equalities Impact Assessment of the Council's Draft Homelessness Strategy. As such, it is reasonable to anticipate a positive impact on residents with these protected characteristics. The service specification also stipulates that the service provider have policies with relation to equal opportunities and equality and diversity as well as compliance with the Equality Act 2010.

**10.4.4** As an organisation carrying out a public function on behalf of a public body the service provider will be obliged to have due regard for the need to achieve the three aims of the Public Sector Equality Duty as stated above. Protected characteristics are tracked on our Inform case management and monitoring application on a quarterly basis.

## **11. Use of Appendices**



None