

North Lanarkshire Council Report

Housing Committee

Does this report require to be approved? Yes No

Ref: SL / AMcG

Date: 07 May 2025

Contract Award for Housing Support Services

From Stephen Llewellyn, Chief Officer (Housing)

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Executive Summary

The Committee is asked to approve the award of a contract for Housing Support Services (the 'Agreement') to:

- Lot 1: Supported Accommodation & Adult Floating Housing Support Services:
Simon Community Scotland £1,251,240 per annum, maximum value £3,336,640.
- Lot 2: Young Persons' Supported Accommodation Service:
Blue Triangle (Glasgow) Housing Association £211,775 per annum, maximum value £564,733

The Agreement is for an initial period of 18 months anticipated to commence on 1 August 2025. The council reserves the right to extend the Agreement for additional periods up to a maximum of a further 14 months.

The value of the Agreement is Three Million, Nine Hundred and One Thousand, Three Hundred and Seventy-Three Pounds Sterling (£3,901,373.00) exclusive of VAT.

Recommendations

It is recommended that Housing Committee:

- (1) approves the award of the Agreement to Simon Community Scotland (Lot 1) and Blue Triangle (Glasgow) Housing Association (Lot 2) at the value of Three Million, Nine Hundred and One Thousand, Three Hundred and Seventy-Three Pounds Sterling (£3,901,373.00) exclusive of VAT.
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The Plan for North Lanarkshire

Priority All priorities

Ambition Statement (13) Improve preventative approaches including self-management and giving people information and choice over supports and services

Programme of Work Resilient People

1. Background

- 1.1 The Council has a responsibility to assess the support needs of homeless households deemed to be unintentionally homeless and to provide support where the assessment indicates a need. As identified under an Amendment to the Housing (Scotland) Act 1987 (inserted by the Housing (Scotland) Act 2010).
- 1.2 Housing support services can play an important role in preventing homelessness and is bolstered through a thorough housing options approach to resolve housing issues before a crisis occurs. Where homelessness is unavoidable, housing support provides a household with the best possible chance to sustain their future accommodation.
- 1.3 The delivery of housing support services is underpinned by the Local Housing Strategy (LHS) 2021 – 2026 vision and key strategic housing outcomes. The vision of the LHS is *“to make North Lanarkshire the place to live, through the provision of high-quality housing and support in sustainable communities, that enables people to thrive and prosper”*. The vision is underpinned by seven key priorities and Priorities 3 and 4 relate to homelessness and housing support services: -

Priority 3 – “We prevent and resolve homelessness effectively”

Priority 4 – “We have a range of housing options and supports which promote independence, health and wellbeing”

- 1.4 The delivery of homeless prevention interventions and support is also a key feature of North Lanarkshire’s Rapid Rehousing Transition Plan (RRTP) which sets out the necessary changes required across all partners to provide settled housing options, avoiding lengthy stays in temporary accommodation and ensure multi-agency wraparound support where required. The RRTP has ended, and a new Homelessness Action Plan was granted approval at Committee in November 2024 covering the period 2025-2028. This new plan incorporates actions which are ongoing from the RRTP as well as new actions identified through collaboration with wider stakeholders. It sets the direction of travel to effectively prevent and end homelessness in North Lanarkshire. Four key priorities have been identified within the Homelessness Action Plan and key priority 3 is structured around support with an aim to ‘improve support for households who are homeless or at risk of homelessness’
- 1.5 This plan incorporates aspects of prevention which will assist preparatory efforts by the council and wider partners in advance of the new homelessness prevention duties set out within the Housing (Scotland) Bill. The Bill was introduced to the Scottish Parliament in March 2024 and aims to prevent homelessness, strengthen tenant rights, and improve housing conditions. The Bill aims to create systemic change with person-centred, trauma-informed services to better meet individual needs, improve prevention, and offer greater choice and control for those at risk of homelessness.

- 1.6 The LHS and RRTP recognised that housing support services may need to be re-designed across partners to ensure holistic support services can be provided and meet best value requirements. The review of services was completed, and the outcome reported to Committee in November 2024 where approval was granted to re-shape elements of the support for future contracts and modify existing contracts to extend the current service for six months to enable a re-tendering exercise to be undertaken.
 - 1.7 The requirements within the Agreement are currently under contract with three providers: Lot 1. Simon Community Scotland; Lot 2. Barnardo's Scotland; Lot 3. Blue Triangle (Glasgow) Housing Association. This arrangement is due to expire on 31 July 2025 with the Agreement detailed within this report due to supersede it.
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2. Report

- 2.1 A user intelligence group (UIG) of technical and procurement representatives was formed to develop and agree the procurement strategy for the Agreement to enable the council to achieve maximum benefit for the requirements.
- 2.2 The initial estimated value of the Agreement dictated that the procurement procedure be undertaken in accordance with the Public Contracts (Scotland) Regulations 2015. An advert for the procurement opportunity was published on the Public Contracts Scotland and the UK Find a Tender (FTS) website.
- 2.3 The procurement procedure was undertaken as an "Open Procedure". Invitation to Tender documentation published by the council received a total interest from three companies with the council receiving three tender submissions.
- 2.4 Based on the evaluation criteria and scoring methodology set out in the invitation to tender package within the procurement procedure, an evaluation of tender responses received was completed by members identified by the UIG. Selection stage responses were assessed first and compliant tenderers that satisfied / declared that they met the published minimum selection stage criteria progressed to the award stage evaluation. Following identification of the recommended tenderer(s), their selection stage responses were assessed in more detail to ensure they satisfied the minimum selection stage criteria applied
- 2.5 This recommendation to award the Agreement follows the completion of a procurement procedure where Simon Community Scotland (Lot 1) and Blue Triangle (Glasgow) Housing Association (Lot 2) has been evaluated as demonstrating Best Value for the council.
- 2.6 Appendix 1 confirms the scoring achieved by each tenderer, further details of the procurement procedure is provided in Appendix 2 and the SME status and location of all tenderers is located within Appendix 3.

Financial / Budget Consideration

- 2.7 The pre-tender whole life estimate budget for the Agreement was £4,160,426. Following completion of the procurement procedure, the value of the Agreement to be awarded is Three Million, Nine Hundred and One Thousand, Three Hundred and Seventy-Three Pounds Sterling (£3,901,373.00) exclusive of VAT.

- 2.8 There are no savings or additional cost pressures created by the continuation of these contracts.
- 2.9 The costs associated with delivery of the Agreement will be contained within the Non HRA budget for Housing Solutions.

Price Stability

- 2.10 The service costs are set at the beginning of the contract and no additional increase to reflect inflation has been provided. However, the Scottish Government provides additional funding annually to local authorities to distribute to commissioned services to cover the costs of the Scottish Living Wage (SLW) increases paid to Health and Social Care Workers. The approval of any extension option will be dependent on budget availability and agreement, although SLW estimates have been included in the overall contract value.

Community Benefits

- 2.11 The council is committed to maximising the delivery of community benefits. The procurement included a community benefit requirement, this approach is designed to deliver local community benefits where possible.
- 2.12 Within their tender, Simon Community Scotland (Lot 1) and Blue Triangle (Glasgow) Housing Association (Lot 2) committed to deliver the following community benefits within the Agreement:

Community Benefit Type	Quantity Committed
Simon Community Scotland (Lot 1)	
New Job for an Individual from a Priority Group (Full-time)	18
Business Mentoring and Advice to support an SME / Social Enterprise / Voluntary organisation	6
Non-financial Support for a Community Project / Organisation	3
Blue Triangle (Glasgow) Housing Association (Lot 2)	
New Job for an Individual not from a Priority Group (Full Time)	5
Educational Visits	1
Educational Workplace Visit	1
Business Mentoring and Advice to support an SME / Social Enterprise / Voluntary organisation	2

- 2.13 The community benefits delivered as part of the Agreement does include the creation of jobs or apprenticeships.

Fair Work First

- 2.14 Within their tender submission, Simon Community Scotland (Lot 1) and Blue Triangle (Glasgow) Housing Association (Lot 2) advised that they will commit to the following areas of the Scottish Governments "Fair Work First" initiative:
- Accredited Living Wage Employers
 - No zero-hour contracts
 - Annual review of staff salaries
 - Effective voice for employees through staff feedback sessions, forums, surveys and union engagement
 - A diverse range of learning and development opportunities and support for career advancement
 - A variety of policies and practice to improve health and wellbeing of employees including access to health insurance, cycle to work schemes, occupational health, work//life balance and family friendly approaches.

Contract Management

- 2.15 Officers from the Housing Strategy Team will be responsible for managing the Agreement which will be undertaken in accordance with the contract and supplier management conditions applied within the Agreement.

3. Measures of success

The Agreement will deliver the following outcomes:

- 3.1 Best Value has been considered to be demonstrated through the open procurement process and by the positive ethos and culture these organisations bring to tackle stigma of homelessness within communities and support those with multiple and complex needs to live independent and successful lives.
- 3.2 It is anticipated that the Housing Support Contracts will demonstrate success in achieving the following outcomes:
- Appointment of Contractors who have the experience and capability to deliver high quality, person-focused and responsive services.
 - Procurement procedures that are compliant with the procurement legislation and internal procedures.
 - Invaluable employment, volunteering and placement opportunities created, which provide community benefits to the citizens of North Lanarkshire.

4. Supporting documents

Appendix 1	Summary of Tender Evaluation Process
Appendix 2	Summary of Procurement Process
Appendix 3	SME Status and Location of All Tenderers

A handwritten signature in dark ink, appearing to read 'S. Llewelyn', with a stylized, cursive script.

Stephen Llewelyn
Chief Officer (Housing)

5. **Impacts** (<http://connect/report-template-guidance>)

5.1 Public Sector Equality Duty and Fairer Scotland Duty

Does the report contain information that has an impact as a result of the Public Sector Equality Duty and/or Fairer Scotland Duty?

Yes No

If Yes, please provide a brief summary of the impact?

Housing Support services are currently being delivered and positively impacts on those who are homeless who share particular protected characteristics, since homelessness disproportionately impacts on particular groups, for example, younger age groups, women who experience domestic abuse, people from ethnic minority backgrounds and disabled people.

An EqIA was completed for the review of housing support services and continues to be kept under review as the re-tendering of housing support services has progressed.

If Yes, has an assessment been carried out and published on the council's website?

<https://www.northlanarkshire.gov.uk/your-community/equalities/equality-and-fairer-scotland-duty-impact-assessments>

Yes No

5.2 Financial impact

Does the report contain any financial impacts?

Yes No

If Yes, have all relevant financial impacts been discussed and agreed with Finance?

Yes No

If Yes, please provide a brief summary of the impact?

Assurances have been sought from Finance colleagues that funding will continue to be available to enable the services to be delivered.

5.3 HR policy impact

Does the report contain any HR policy or procedure impacts?

Yes No

Whilst there are no direct HR implications for NLC, TUPE will apply to this tendering process and any existing staff from commissioned services will be TUPED over to successful organisations.

If Yes, have all relevant HR impacts been discussed and agreed with People Resources?

Yes No

If Yes, please provide a brief summary of the impact?

5.4 Legal impact

Does the report contain any legal impacts (such as general legal matters, statutory considerations (including employment law considerations), or new legislation)?

Yes No

If Yes, have all relevant legal impacts been discussed and agreed with Legal and Democratic?

Yes No

If Yes, please provide a brief summary of the impact?

Local Authorities have a statutory duty to assess the support needs of homeless people and to provide support as required.

<p>5.5</p>	<p>Data protection impact Does the report / project / practice contain or involve the processing of personal data? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, is the processing of this personal data likely to result in a high risk to the data subject? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, has a Data Protection Impact Assessment (DPIA) been carried out and e-mailed to dataprotection@northlan.gov.uk</p> <p>Secure processes to share data with support providers are already in place as part of the requirement under public duty. The existing DPIA has been reviewed to ensure fit for purpose.</p> <p>Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.6</p>	<p>Technology / Digital impact Does the report contain information that has an impact on either technology, digital transformation, service redesign / business change processes, data management, or connectivity / broadband / Wi-Fi? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p> <p>Where the impact identifies a requirement for significant technology change, has an assessment been carried out (or is scheduled to be carried out) by the Enterprise Architecture Governance Group (EAGG)? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>5.7</p>	<p>Environmental / Carbon impact Does the report / project / practice contain information that has an impact on any environmental or carbon matters? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.8</p>	<p>Communications impact Does the report contain any information that has an impact on the council's communications activities? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> If Yes, please provide a brief summary of the impact?</p>
<p>5.9</p>	<p>Risk impact Is there a risk impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If Yes, please provide a brief summary of the key risks and potential impacts, highlighting where the risk(s) are assessed and recorded (e.g. Corporate or Service or Project Risk Registers), and how they are managed?</p> <p>The primary risk is failure of the council to comply with its statutory duty to assess the need for housing support and deliver this if it is required. The re-tendering of housing support contracts ensures the council continue to comply with the statutory duty. The risk is recorded in the service's risk register and monitored accordingly.</p>
<p>5.10</p>	<p>Armed Forces Covenant Duty Does the report require to take due regard of the Armed Forces Covenant Duty (i.e. does it relate to healthcare, housing, or education services for in-Service or ex-Service personnel, or their families, or widow(er)s)? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>

If Yes, please provide a brief summary of the provision which has been made to ensure there has been appropriate consideration of the particular needs of the Armed Forces community to make sure that they do not face disadvantage compared to other citizens in the provision of public services.

Armed services personnel are a potentially target group for housing support and is based on an individual assessment of need. The delivery of housing support has a positive impact on this group.

5.11 Children's rights and wellbeing impact

Does the report contain any information regarding any council activity, service delivery, policy, or plan that has an impact on children and young people up to the age of 18, or on a specific group of these?

Yes No

If Yes, please provide a brief summary of the impact and the provision that has been made to ensure there has been appropriate consideration of the relevant Articles from the United Nations Convention on the Rights of the Child (UNCRC).

The provision of housing support has a positive impact on children and young people and assists them to learn the independent living skills needed to sustain a home of their own. Housing support is specifically targeted at Care Experienced Young People and young people with support needs more generally.

If Yes, has a Children's Rights and Wellbeing Impact Assessment (CRWIA) been carried out?

A CRWIA will has been completed.

Yes No

Appendix 1 – Summary of Tender Evaluation Process

Lot 1 – Supported Accommodation and Floating Housing Support			
Final Rank	Tenderer Name	Total Tender Score (%)	Recommended for Contract Award (Y / N)
1	Simon Community Scotland	92.00%	Y

Lot 2 – Supported Accommodation Service			
Final Rank	Tenderer Name	Total Tender Score (%)	Recommended for Contract Award (Y / N)
1	Blue Triangle (Glasgow) Housing Association Limited	76.00%	Y

Appendix 2 – Summary of Procurement Process

	Response			
CPT Contract Reference Allocated:	NLC-CPT-24-103			
Procurement Procedure Utilised:	Open Procedure			
Governing Legislation / Regulations:	Public Contracts (Scotland) Regulations 2015			
Date Contract Strategy Approved:	30 January 2025			
Tender Platform Utilised:	PCS-Tender (PCST)			
Date Contract Notice Published:	31 January 2025			
Total Expressions of Interest Received:	27			
NLC Based Expressions of Interest:	None			
Tender Return Deadline:	21 February 2025			
Number of Tenders Received:	Lot 1 – 2, Lot 2 – 1			
Tenders from SME's:	Lot 1 – 2, Lot 2 – 1			
Tenders from NLC Based Tenderers:	None			
Tenders from Supported Businesses:	None			
Number of Non-compliant Tenders:	None			
Tenders Excluded at Selection Stage:	Lot 1 – 1, Lot 2 – 0			
Number of Compliant Tenders:	Lot 1 – 2, Lot 2 – 1			
Number of Recommended Tenderers:	Lot 1 – 1, Lot 2 – 1			
Basis of Award:	Quality:	80%	Price:	20%
Evaluation Team:	Staff from Enterprise and Communities			
Anticipated Start Date of the Agreement:	01 August 2025			
Total Agreement Period (Months):	18 + 14 months			
Awarded Value of the Agreement:	Lot 1 - £3,336,640 Lot 2 - £564,733			

Appendix 3 – SME Status and location of all Tenderers

Name of Tenderer	Size of Tendering Organisation (Micro, Small, Medium or Large)	Location (Local Authority / Council Area)
Blue Triangle (Glasgow) Housing Association Limited	SME	Glasgow
Oncall Care Service Limited	SME	Glasgow
Simon Community Scotland	SME	Glasgow