



## Operational Officer Decision Record

Where the decision has a financial value of between £100k - £350k and does not have a **significant** impact on two or more wards

**1. Subject and details of the matter** (to include reasons for the decision and detail of any previous cabinet decision)

We are seeking approval to award a contract to Harbour Place ('the supplier') for 9 months (April – December 2026) to deliver rough sleeper outreach and related services across North East Lincolnshire, with the aim of reducing rough sleeping within the borough. This would continue the service that Harbour Place currently provide (the original agreement was agreed by Cabinet). The contract would be in place whilst the service develops a new rough sleeping tender as part of the Housing Related Support procurement. Cabinet approved this related procurement on 1 April 2026. This contract ensures there is no gap in rough sleeper outreach and related provision between April 2026 and the new Housing Related Support procurement completing in autumn 2026.

To comply with legal procurement requirements, an exception to contract procedure rules has been submitted on the basis that:

- The Public Contract concerns the supply of goods, services or works by the existing supplier which are intended as an extension to, or partial replacement of, existing goods, services or works in circumstances where:
- a change in supplier would result in the Contracting Authority receiving goods, services or works that are different from, or incompatible with, the existing goods, services or works, and

- the difference or incompatibility would result in disproportionate technical difficulties in operation or maintenance.

In partnership with the local authority and wider support services, the contract sets out that the supplier is expected to conduct regular and effective street outreach including during early mornings and late evenings. This outreach will focus on engaging the most vulnerable individuals who are sleeping rough, encouraging them to access support to address their longer-term needs, including issues relating to homelessness, substance use, physical and mental health, and offending behaviour. The contract also sets out that the supplier will have a warm space/hub where rough sleepers can attend and receive further support via support workers, with individualised support plans being put in place. The supplier will also ensure continued access to 2 crash beds and 8 beds in their night shelter.

The contract specifies the authority's expectations regarding the timing, frequency, and approach to street outreach and related activity. The Council is obligated to report local rough sleeping figures to Central Government, including whether individuals are newly presenting, previously known, or long term rough sleepers. Current data indicates that North East Lincolnshire has a cohort of long term rough sleepers with multiple and complex needs and therefore the supplier must provide accurate, robust, and timely data to verify genuine rough sleepers, enabling the Authority to report reliable rough sleeping figures for North East Lincolnshire.

Specific Key Performance Indicators (KPI's) have been identified within the contract, allowing the Authority to monitor service delivery, ensuring the supplier is adhering to the terms of the contract.

## **2. Decision being taken**

That the Director of Adults, Housing and Communities, in consultation with the Portfolio Holder for Housing, Infrastructure and Transport awards the street outreach and related support contract valuing £288,405 (over 9 months) to Harbour Place for 1st April 2026 to 31 December 2026.

## **3. Anticipated outcome(s)/benefits**

By awarding the contract directly, the Authority can ensure rough sleeper services including outreach visits, welfare checks, supported short-term accommodation and a daytime hub of services designed to assist rough sleepers to access healthcare, mental health, social care and substance support can continue whilst the new contracts are secured and mobilised in autumn 2026.

**4. Details of any alternative options considered and rejected by the officer when making the decision**

- a) Not continuing the service. This would result in reduced support for rough sleepers at a time when the number of rough sleepers in the borough is rising. This would lead to poorer outcomes and a further increase in long-term rough sleepers and is not recommended.
- b) Going out to procurement for a new contract. Whilst we intend to do this in parallel, if we don't put a short term contract in place in the meantime, procurement timelines mean there will be a gap in service.
- c) Award the contract to a different provider. Harbour Place already provides the service and have a local hub with a night shelter. They provide good value for money given they have funding from other sources that works alongside the council funding to enable more support for rough sleeper than the council directly funds.

**5. Background documents considered** (web link to be included or copies of documents for publishing)

CB06/22/01

**6. Does the taking of the decision include consideration of Exempt information? If yes, specify the relevant paragraph of Schedule 12A and the reasons**

No

**7. Details of any conflict of interest declared by any Cabinet Member who was consulted by the officer which relates to the decision (in respect of any declared conflict of interest, please provide a note of dispensation granted by the Council's Chief Executive)**

None

**8. Monitoring Officer Comments (Monitoring Officer or nominee)**

The decision is an operational one but is consistent with the will and expectation of Cabinet. Clearly the approach is prudent to provide continuity of service and align with the wider housing support related procurement. Legal colleagues will continue to support as appropriate.

**9. Section 151 Officer Comments (Deputy S151 Officer or nominee)**

The costs associated with award of this contract will be covered from existing budget within the service. Any change from this position would need to be managed within the overall budget envelope for the directorate.

**10. Human Resource Comments (Head of People and Culture or nominee)**

There are no direct HR implications arising from the contents of this report.

**11. Risk Assessment (in accordance with the Report Writing Guide)**

Ceasing the services with little notice would result in the absence of an outreach and related support service for rough sleepers at a time when there is increased national and local focus on reducing numbers of rough sleepers. This would result in a high risk of poorer outcomes for rough sleepers who already have some of the highest health risks and lowest life expectancies in the borough. Future government funding will be connected to the Local Government Outcomes Framework, and numbers of long term rough sleepers will be a measure within this. Not continuing the service could therefore risk the council's future funding.

Rough sleeping is a government priority, and from a community perspective, the prevalence of rough sleeping can impact on the public's perception of the Council's wider improvement and regeneration activities. An absence of support for rough sleepers would have a negative reputational impact.

There is no time to procure new services before the current contract ends, and all homelessness services should be procured holistically, incorporating housing related support, rough sleeping and supported accommodation for high- risk groups. New services are being procured in 2026 in line with the new homelessness and rough sleeping strategy and supported accommodation review. This short-term contract

mitigates the risk of a service provision gap for rough sleepers whilst a comprehensive procurement process takes place.

**12. If the decision links to a previous one taken by Cabinet, has the Cabinet Tracker been updated?**

Type here to enter text.

**13. Decision Maker(s):**

Name: Katie Brown

Title: Director of Adults, Housing and Communities

Signed: REDACTED

Dated: 10<sup>th</sup> April 2026

**14. Consultation carried out with Portfolio Holder(s):**

Name: Councillor Stewart Swinburn

Title: Portfolio Holder for Housing, Infrastructure and Transport

Signed: REDACTED

Dated: 10<sup>th</sup> April 2026