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|  | Officer Key Decision |
| | Report from the Corporate Director of Residents and Housing Services |
| | Lead Cabinet Member for Housing – Cllr Fleur Donnelly-Jackson |
| Authority to award a contract for provision of Resettlement Services via Direct Award | |

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| Wards Affected: | All |
| Key or Non-Key Decision: | Key |
| Open or Part/Fully Exempt: <small>(If exempt, please highlight relevant paragraph of Part 1, Schedule 12A of 1972 Local Government Act)</small> | Part exempt – Appendix 2 is not for publication as it contains the following category of exempt information as specified in Paragraph 3, Schedule 12A of the Local Government Act 1972, namely: “Information relating to the financial or business affairs of any particular person (including the authority holding that information)” |
| List of Appendices: | Appendix 1 – Contractor List Appendix 2 – Social Value Commitments (exempt) |
| Background Papers: | None |
| Contact Officer(s): <small>(Name, Title, Contact Details)</small> | Fozia Ashraf Private Sector Initiatives and Projects Team Leader Fozia.Ashraf@brent.gov.uk |

1.0 Executive Summary

- 1.1. This report concerns the procurement of a contract for the provision of Resettlement Support Services. It requests authority to award a call-off contract in accordance with Contract Standing Order 88. The report summarises the procurement process undertaken and, following completion of the review in accordance with the relevant Framework provisions, recommends the contractor to whom the contract should be awarded.

2.0 Recommendation(s)

That the Corporate Director Residents and Housing Services:

- 2.1 Approves the procurement of a call-off contract from the Framework for the Provision of Resettlement Support Services on the basis of the pre-tender considerations set out in section 6 of this report.

2.2 Approves the award of a contract for the provision of Resettlement Support Services to Beam Up Ltd for a period of 12 months in the sum of £1.35m by way of direct award under the Framework for the Provision of Resettlement Support Services.

3.0 Detail

Contribution to Borough Plan Priorities & Strategic Context

3.1 The proposals set out in this report support the Council's strategic objectives as defined in the Borough Plan 2023–27: Moving Brent Forward Together and the Homelessness and Rough Sleeping Strategy 2026–2031.

3.2 The Borough Plan sets out the Council's overarching ambition to create a fairer and more prosperous borough, with improved life chances for residents. The proposed Resettlement Support Service contributes in particular to the following priorities:

- Prosperity and Stability in Brent - The service will support homeless households to secure settled accommodation in the private rented sector (PRS) and, where appropriate, access employment and training opportunities. By reducing reliance on high-cost nightly paid temporary accommodation and enabling households to achieve longer-term housing stability, the contract supports both financial resilience for residents and improved value for money for the Council.
- Thriving Communities - Supporting families, refugees, single homeless residents and care leavers to move into sustainable housing enables individuals to rebuild their lives and integrate into their local communities. The service promotes independence, reduces social isolation and strengthens community cohesion.
- A Healthier Brent - Extended stays in emergency temporary accommodation are associated with poor physical and mental health outcomes, particularly for families with children. By accelerating move-on into settled housing and providing tenancy sustainment support, the service contributes to improved wellbeing and reduced health inequalities.

3.3 The proposals are also directly aligned with the Council's Homelessness and Rough Sleeping Strategy 2026–2031, which commits the Council to preventing homelessness wherever possible, reducing the use of emergency and nightly paid accommodation, increasing access to sustainable private rented sector housing, providing appropriate support to enable households to sustain accommodation, and working in partnership to deliver improved outcomes for vulnerable residents.

3.4 The Resettlement Support Service forms a key operational mechanism through which these strategic commitments can be delivered. It provides targeted, outcome based support to households currently placed in emergency temporary accommodation, enabling the Council to discharge its housing duty into suitable private rented accommodation where appropriate, in accordance with its statutory powers.

3.5 In addition to improving outcomes for residents, the service supports the Council's wider financial sustainability objectives. The average net cost per household in Stage 1 nightly paid temporary accommodation significantly exceeds the cost associated with settled private rented sector placements. Enabling faster and sustained move-on will therefore contribute to reducing ongoing financial pressures within the Housing Needs Service.

4.0 Background

4.1 Due to increasing pressures on emergency temporary accommodation, driven by high demand and a shortage of affordable housing, the Council requires the provision of Resettlement Support Services to assist homeless households into private rented sector accommodation and, where appropriate, employment. The aim of the contract is to contribute to Brent's strategic priorities of preventing and reducing homelessness by supporting residents to secure a private rented tenancy and sustain that tenancy for a minimum of 12 months. The contract will deliver focused move-on support to households currently placed in emergency nightly paid temporary accommodation.

4.2 The Council is seeking to award a contract to a provider capable of supporting those affected by homelessness including families, refugees, single homeless residents and care leavers to overcome barriers and secure private rented accommodation, employment and ESOL support where required.

4.3 Under the proposed contract, the Council will enter into an outcome-based agreement to deliver 120 housing outcomes, including tenancy sustainment. The outcome fees will be £576k per annum and move-on costs will be £774k per annum, if all 120 outcomes are delivered, giving a total contract value of £1.35m.

4.4 This will enable support to 120 households with housing and tenancy sustainment in the private rented sector. Once accommodated, the Council will be able to discharge its housing duty into the PRS using its powers under the Localism Act 2011.

4.5 Council reporting demonstrates that the number of households placed in temporary accommodation remains high and continues to increase in response to sustained demand pressures. Overall temporary accommodation numbers have been reported at approximately 2,400 households, reflecting the significant and ongoing demand for housing support within the borough.

4.6 A Cabinet report published in late 2025 confirmed that 1,204 households were placed in emergency (Stage 1) accommodation as at the end of November 2025, with projections indicating that this figure could exceed 1,500 households during 2026/27 if current trends continue.

4.7 Earlier Council reporting from late 2024 recorded 1,062 households in Stage 1 accommodation as at August 2024. The upward trajectory between August 2024 and November 2025 illustrates the continued growth in demand for

emergency temporary accommodation and the associated financial and operational pressures.

- 4.8 These sustained and increasing pressures reinforce the need for effective move-on and tenancy sustainment interventions to reduce reliance on high-cost emergency accommodation and to support households into settled private rented sector housing at the earliest opportunity.
- 4.9 The average net cost per temporary accommodation household in 2025/26 is £19,197 for Stage 1 accommodation. This demonstrates the significant financial pressure associated with prolonged use of Stage 1 and the financial benefit of facilitating earlier move-on into settled housing.
- 4.10 The Council previously commissioned Beam under a 12-month pilot arrangement. During that period the service delivered strong outcomes, including a 93% tenancy sustainment rate at 12 months, demonstrating that the model supports residents not only to access housing but to sustain their tenancies. The programme combines housing search, landlord engagement and tenancy sustainment support with personalised casework, budgeting advice, as well as access to employment or skills support where needed to improve affordability.

Delivery momentum has increased over the course of 2025–26 as referral pathways and landlord relationships have embedded. By the end of February 2026, 60 Brent households had secured private rented sector (PRS) tenancies through the programme, significantly ahead of the projected delivery timeline, which expects to see an increase in monthly placements over time. 21 Beam tenancies were achieved for Brent residents in February alone, up from the next highest month in November of 12. A spike in referrals in early 2026 indicates that outcomes are also likely to accelerate further as households progress through the pipeline.

The programme has supported a significant number of families with children. Around 50% of the housed families have been 2-bed households, with a further 40% being 3-4 bed households. Across the households housed so far, 88 children are now living in stable homes, while 41 of the 55 households supported have been single-parent families, a group known to face heightened risk of homelessness. The service has also supported larger families with more complex housing needs, who often face the greatest barriers in accessing the private rented sector - including families with 6 children.

- 4.11 The service has also demonstrated the ability to secure housing rapidly in a highly competitive rental market. Brent residents are being housed approximately 2.5 times faster than Beam's national average, with an average of 56 days from referral to securing a tenancy. This speed is supported by Beam's established and growing landlord network, through which around 57% of Beam tenancies for Brent residents have been secured, alongside proactive property sourcing. Around 42% of households have been housed within Brent itself, helping families remain close to schools, employment and community networks.

4.12 Alongside the social impact for families, the programme is also helping to ease financial pressures for the Council. Based on individualised household data and Temporary Accommodation data provided by Brent, the programme is calculated to have generated an estimated £1.37million in long-term temporary accommodation cost avoidance across the first 35 households analysed, equivalent to around £39,318 per household. The cost avoidance methodology has been developed collaboratively with senior Brent officers and validated by Brent's Finance Director, providing assurance that the modelling assumptions are robust. Extrapolating based on this dataset, the programme of 120 outcomes will generate an estimated total of £4.7m in TA cost avoidance - given the total Beam service fee for this 120 outcome programme is £576,000, this demonstrates strong value for money alongside improved housing outcomes for Brent residents.

Beam has also delivered value for money through negotiation of competitive tenancy costs. At the outset of the 2025-26 programme, Brent Council permitted agreed Move-On Cost thresholds that Beam could spend to secure tenancies. Beam has managed to significantly underspend compared with these permitted thresholds and has successfully kept the Move-On Costs much more in line with Brent's own in-house procurement costs than originally anticipated. Beam negotiates costs as low as possible and secures lower cost PRS options to maximise affordability for residents and value for money for the Council.

4.13 Given the strong performance delivered through the pilot, continuity of service is considered important to avoid disruption to vulnerable residents and maintain established landlord relationships.

4.14 Officers have considered whether the service could be delivered in-house but have concluded that it is best provided by a specialist external contractor with an established delivery model and landlord network.

5.0 The Procurement Process

5.1 The Contract will be called off from the Framework, using the form of award and standard call off terms and conditions prescribed under the Framework.

5.2 The Framework permits award by way of a further competition and by way of direct award and sets out rules for the identification of the most advantageous contractor under both procedures. Officers consider that identification of the most advantageous contractor using the Framework's direct award procedure is most appropriate for the procurement of the Contract as a) the direct award process enables the Council to undertake a structured search of the Framework using defined service criteria aligned to the Council's requirements; (b) suppliers' service offerings under Lot 2 are standardised and directly comparable; (c) the Framework permits selection by direct award on the basis of the most economically advantageous tender where services meet the Council's defined requirements; and (d) the incumbent provider has demonstrated successful delivery under the previous 12-month pilot, and

continuity will mitigate mobilisation risk and avoid disruption to service users.

5.3 In compliance with the Framework guidance, Officers reviewed the information submitted by all contractors on Lot 2 of the Framework. Following that review, Beam Up Ltd was identified as offering the most economically advantageous solution for the Council's requirements. The Contract is for 12 months in the sum of £1.35M

5.4 The contract will commence on August 11, 2026, subject to call-in and subject to the Council's observation of the requirements of a voluntary standstill period noted below.

6.0 Pre-tender Considerations

6.1 The pre-tender considerations relevant to the Contract are as follows:

| Ref. | Requirement | Response | |
|--------|---|---|-------------------------|
| (i) | The nature of the Goods / Services / Works. | Contract for Provision of Resettlement Support Services | |
| (ii) | The value. | £1.35M (inc VAT) for 12 months | |
| (iii) | The contract term. | 12 months | |
| (iv) | The tender procedure to be adopted. | Direct Award from the Crown Commercial Service's G-Cloud 14 Framework Agreement RM1557.14 Lot 2 (the "Framework") | |
| v) | The procurement timetable. | Stage in Procurement | Indicative dates |
| | | Identifying contractors on framework capable of delivering the Contract | 10/02/2026- 19/02/2026 |
| | | Evaluation of contractors | 20/02/26 – 28/02/2026 |
| | | Selection of preferred contractor | 02/03/2026 |
| | | Proposed Contract start date | 11/08/2026 |
| (vi) | The evaluation criteria and process. | Direct Award using Framework criteria | |
| (vii) | Any business risks associated with entering the contract. | No specific business risks are considered to be associated with entering into the Contract. | |
| (viii) | The Council's Best Value duties. | It is considered that calling off from a framework agreement that has been competitively procured in accordance with the Public Contracts Regulations 2015 will result in the Council achieving best value. | |

| Ref. | Requirement | Response |
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| (ix) | Consideration of Public Services (Social Value) Act 2012 | Off See appendix 2 for social value commitments. |
| (x) | Any staffing implications, including TUPE and pensions. | There are no implications for Council staff arising from the procurement. |
| (xi) | The relevant financial, legal and other considerations. | Financial – Please see Section 4 below. |
| | | Legal – Please see Section 5 below. |
| | | Other – N/A |
| (xii) | Sustainability | Given the nature and value of the Contract, it is not possible to include specific sustainability requirements. |
| (xiii) | Key Performance Indicators / Outcomes | Appropriate Key Performance Indicators / Outcomes will be included in the Contract. |
| (xiv) | Policy requirements including the National Procurement Policy Statement; prompt payment; London Living Wage; modern slavery; and carbon reduction | <p>The potential supplier will be required to provide Framework For Provision of Resettlement Support Services in accordance with all relevant policy requirements, to include those detailed in the National Procurement Policy Statement, to comply with a 30 day payment requirement, to provide evidence of wage compliance, evidence due diligence in supply chain (including modern slavery) and provide report on carbon emission and sustainability initiatives during contract delivery.</p> <p>The Contract will require the payment of the London Living Wage .</p> |
| (xv) | Sharing information to allow understanding of the Council's procurement policies and decisions | All relevant policies and information will be shared with the potential supplier during the procurement process. |
| (xvi) | Steps undertaken to remove or reduce barriers for SME participation in the procurement | Officers have considered whether any steps can be taken to remove or reduce barriers for SME participation in the procurement. It is considered that the procurement process recommended is appropriate for Framework For Provision of Resettlement Support Services required and upholds the principles of equal treatment, transparency, and non-discrimination. |
| (xvii) | Contract Management | A contract manager will be appointed, and appropriate contract management provisions will be included in the Contract. |

7.0 Stakeholder and ward member consultation and engagement

7.1 The Cabinet Member for Housing has been kept up to date with this procurement.

8.0 Financial Considerations

8.1 This contract is anticipated to provide a net (after annual cost is deducted) cost avoidance of £953,640 to the council, if all 120 outcomes are achieved. This is based on the assumption that those households on a net nightly rate of £52 a night in stage 1 accommodation will be prioritized as part of this contract. This would allow the council to discharge its housing duty with a minimum 12 months offered to the household. This contract will be funded as part of the spend to save initiative to reduce the overall spend on homelessness.

8.2 As this is an outcomes-based contract, the Council would not be liable for any outcomes which have not been delivered.

8.3 The Council currently pays an average of £5K incentive to secure a 24 month Assured Shorthold Tenancy in the Private Rented Sector (PRS). While this is more expensive than procuring accommodation in-house through the Housing Needs Service's PRS procurement team, it is anticipated that Beam will mainly engage with a new supply of landlords who have not worked with the Council before and will therefore procure new supply in order to meet the homeless demand

9.0 Legal Considerations

9.1 Officers recommend the use of the Framework to procure the Framework for Provision of Resettlement Support Services. This Framework was procured after 24 February 2025 in accordance with the Procurement Act 2023 ("PA23"). As a result, the PA23 will govern a call off under the Framework.

9.2 The PA23 allows the use of framework agreements and prescribe rules and controls for their procurement. Contracts may then be called off under such framework agreements without the need for them to be separately advertised and procured through a full procurement process. Call-offs under the framework need to be carried out in accordance with the framework rules, to include using evaluation criteria specified in the framework and utilising the terms and conditions set out in the framework.

9.3 The Council's Contract Standing Orders state that no formal tendering procedures apply where contracts are called off under a framework agreement established by another contracting authority, where call off under the framework agreement is approved by the relevant Chief Officer and provided that the Director of Law has advised that participation in the framework is legally permissible. The Director of Law confirms that participation in the relevant framework is legally permissible.

9.4 The award of the Contract is subject to the Council's own Standing Orders in respect of Medium Value Contracts. The Director has delegated power to award Medium Value Contracts in accordance with paragraph 9.5 and paragraph 9.7 of Part 3 of the Constitution.

- 9.5 The decision to award the contract will be subject to call-in as provided for in the Council's Constitution. As the procurement of the Contract is from a framework, there is no requirement for the Council to observe an 8 working day standstill period under the PA23. Subject to no challenge preventing award, Officers will seek to implement the decision to award.

10.0 Equity, Diversity & Inclusion (EDI) Considerations

- 10.1 Pursuant to s149 Equality Act 2010 (the "Public Sector Equality Duty"), the Council must, in the exercise of its functions, have due regard to the need to:

- (a) eliminate discrimination, harassment and victimisation and other conduct prohibited under the Act
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it,

- 10.2 The Public Sector Equality Duty covers the following nine protected characteristics: age, disability, marriage and civil partnership, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation.

- 10.3 Having due regard involves the need to enquire into whether and how a proposed decision disproportionately affects people with a protected characteristic and the need to consider taking steps to meet the needs of persons who share a protected characteristic that are different from the needs of persons who do not share it. This includes removing or minimising disadvantages suffered by persons who share a protected characteristic that are connected to that characteristic.

- 10.4 There is no prescribed manner in which the council must exercise its public sector equality duty but having an adequate evidence base for its decision is necessary.

- 10.5 The proposals in this report have been subject to screening and officers believe that there are no adverse equality implications.

- 10.6 The proposals in this report have been subject to screening and officers believe that there are no adverse health equality implications

11.0 Climate Change and Environmental Considerations

- 11.1 There are no climate change and environmental implications as a result of this award.

12.0 Human Resources/Property Considerations (if appropriate)

- 12.1 This service is to be provided by an external contractor and there are no implications for Council staff arising from the award of the Contract.

- 12.2 There are no Transfer of Undertakings (Protection of Employment) Regulations 2006 (TUPE) implications as there is no existing service in place, and the previous service provided by the incumbent provider is the same provider being award this Contract.

12.3 There are no property considerations as a result of the award of the Contract.

13.0 Communication Considerations

13.1 N/A.

Report sign off:

Thomas Cattermole

Corporate Director of Housing and Residents Services