



PURPOSE: Final Decision Report

KEY OR NON-KEY DECISION: Key decision over £500k

COMMITTEE: Homes and Housing Delivery Committee

DATE: 13 December 2024

TITLE: Framework Contract for Temporary Accommodation

Ward(s): City Wide

Officer presenting the report: Paul Sylvester **Job title:** Head of Housing Options

Committee Chair: Councillor Barry Parsons

Executive Director lead: John Smith: Executive Director for Growth & Regeneration

Proposal origin: BCC Staff

Purpose of Report:

1. To seek approval to enter a contract with Click Travel until March 2026 with a contract value of £1.8m.

Evidence Base:

Homelessness pressures in Bristol

1. Bristol has experienced rising rates of homelessness. Since the pandemic we have seen a 18% increase in households approaching Bristol City Council because of homelessness related issues. The number of households in temporary accommodation (TA) has more than doubled since before the pandemic.
2. During the pandemic and “Everyone in” the number of single people accommodated increased significantly. Family homelessness has increased since the end of lockdowns and the removal of protections like the eviction ban. The cost-of-living crisis and continuing challenges around affordability of both home ownership and private renting are contributing to high levels of homelessness presentations.

3. For example, according to the Bristol City Council (BCC) Rent Commission Report 2023 (see background documents below), the median advertised rent in Bristol has increased typically by 12% per year since 2018-2020. This is significantly higher than ~6% total growth in nominal wages over the same two-year period and given public data on continued record rent increases in 2021 and 2022, this rate of increase has likely been sustained.
4. As of 31 August 2023, there were 1,348 households in TA, this has increased to 1,646 households as of 31 October 2024 (756 single people, 890 families). Of these placements 45 were in hotels. Please see Table 1 below for a breakdown of the numbers of hotel placements from April 2024 to September 2024. (Please note, these figures do not include any placements in TA for Barton House residents).

Tackling Homelessness programme

5. Through the Council's Tackling Homelessness programme, we are focussed on transforming all aspects of our TA provision. This includes how we manage demand for TA, increase homelessness prevention, reduce our use of hotels and reliance on expensive privately managed TA, and increase support and options for move-on accommodation to move households out of TA. A key project pertinent to this paper is the recommissioning of our emergency accommodation (EA) framework which is the main contributor to our subsidy loss issue. Through the recommissioning of the EA framework, we introduced capped rates, which now gives us have better control of our costs for privately managed TA.
6. As part of this programme, Housing Options is undertaking a service redesign which involves changing the way that we deliver homelessness services. For example, we are recruiting to several new positions to ensure homelessness prevention opportunities are maximised. The triage function, currently carried out by Citizens Advisors, will be brought in-house so that we can determine a citizens housing need at the earliest contact and ensure that they receive appropriate advice, guidance, and appropriate signposting. The Private Renting Team is also expanding to enable us to both achieve higher number of lets into the private rented sector from TA, and to increase our ability to rescue tenancies at risk.
7. Other live programmes such as the government funded Rough Sleeping Accommodation Programme and the Single Homelessness Accommodation Programme are actively working to increase the supply of supported housing in Bristol, which will directly reduce homelessness and rough sleeping.
8. To address the wider issues in the supply of affordable and social housing in Bristol, the council is committed to delivering more new homes. We currently have circa 640 affordable homes in the forecast to be delivered in 2024/25.
9. We are committed to reducing our use of hotels for emergency accommodation, unless by exception, by March 2026.

10. To meet statutory duties, BCC currently needs to secure hotel accommodation, as a last resort for clients who are homeless, when there are no other suitable alternatives. This includes clients who are being supported by BCC services including Housing Options, Tenancy Management (council housing), Adult Social Care (ASC) and Children's services.

Click Travel

11. Click Travel is an online portal which BCC use to make payments to book hotels. BCC currently has a contract with Click Travel in place, but this needs to be extended by approved spend. The on-line portal is free for the council to use and a 5% discount on hotel prices is applied. Click Travel invoice monthly for total spend in that month.
12. Click Travel are on the NEPO507 Framework Contract for the provision of Travel Management Services. It is a trusted external framework used widely by 60+ other Local Authorities.
13. The proposed contract would start in January 2025 and end in March 2026. The total contract value would be £1.8m (see table 3 below).

Expenditure on hotels

14. In April 2024 we sought an emergency key decision to extend the contract we had with Click Travel to £2.1m until March 2026. This was approved in June and noted at the first Homes and Housing Committee meeting in July.
15. Whilst the number of hotel placements have reduced from 142 in April to 52 in November, unfortunately, our use of hotels has not decreased at the rate we had hoped and expected. See Table 1 below.

Table 1 – Number of emergency accommodation placements in hotels at the end of each month.

Month	No. of hotel placements (for emergency accommodation) at the end of each month
April	142
May	87
June	84
July	108
August	84
September	91
October	45
November	52*

*The slight increase in hotel placements in November is due to a small impact on the supply of non-hotel TA from 11 winter surge placements.

16. Therefore, the spend will exceed the contract value by the beginning of January 2025, which necessitates the need to have an additional £1.8m approved for the remaining length of contract until March 2026. Table 2 below shows our expenditure on Click Travel since April 2024.

Table 2 - BCC spend on Click Travel since April 2024

Month	Housing Options	ASC, child services and other	Total
April	£635,348	£18,441	£653,789
May	£358,531	£27,618	£386,148
June	£351,294	£26,608	£377,902
July	£417,195	£31,353	£448,548
August	£313,259	£33,687	£346,946
September	£366,406	£15,180	£381,586
October	£178,640	£12,715	£191,355
November	£188,772	£13,034	£201,806

Refunds received	- £433,752
Total	£2,606,494

17. Despite TA numbers remaining relatively stable in recent months (a small increase in the end of August), our hotel placements have not decreased as expected for the following reasons:

- One of our largest providers of EA did not join the new EA framework which featured capped rates and another major EA provider has reduced their number of units of family accommodation. Both events have led to a significant reduction in EA availability.
- New providers have joined the new EA framework, however so far, they have only provided shared accommodation for single clients and no additional family units.
- Whilst we have onboarded new providers onto the supported family framework earlier this year, they have not yet brought new properties for us to use. We are working hard with these providers to help them source properties and hope for new accommodation to be available soon.

18. We expect the number of placements in hotels to steadily decline whilst we continue to implement the new EA framework. Estimated spend on hotels for each year of the contract is below in Table 3.

Table 3 – Estimated Click Travel per financial year until March 2026

Contract year	Estimated spend
Jan 25-Mar 25	£781,343
Apr 25-Mar26	£1,098,322
Total	£1,879,665

Officer Recommendations:

That the Committee for Homes and Housing Delivery

1. Authorises the Executive Director of Growth and Regeneration in consultation with Chair of the Homes and Housing Delivery Committee to take all steps required to increase the contract value with Click Travel by an additional £1.8m until March 2026 to secure hotel accommodation for clients who are homeless, in-line with the procurement routes and maximum budget envelopes outlined in this report.
2. Authorises the Executive Director of Growth and Regeneration to invoke any subsequent extensions/variations specifically defined in the contract(s) being awarded, up to the maximum budget envelope outlined in this report.

Corporate Strategy alignment:

1. The Bristol City Council Corporate Strategy 2022- 2027 Theme 5, Our Homes and Communities Priorities has a priority on reducing and preventing homelessness

City Benefits:

1. The proposal will assist people who are rough sleeping and recovering from rough sleeping to access safe accommodation, improving their health, and reducing the physical and mental health impact of homelessness.
2. The hotel accommodation will support the council in meeting its statutory duties ensuring that EA is available for some of our most vulnerable citizens.

Consultation Details: N/A

Background Documents:

[Bristol City Council Corporate Strategy 2022- 2027,](#)
[Bristol Living Rent City Commission report 2023 \(bristolonecity.com\)](#)

Revenue Cost	£1.8m	Source of Revenue Funding	Interim and Supported Accommodation budget
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Capital Cost	£0	Source of Capital Funding	N/A
One off cost <input type="checkbox"/>	Ongoing cost <input checked="" type="checkbox"/>	Saving Proposal <input type="checkbox"/>	If yes - existing or new saving? N/A OR Income generation proposal <input type="checkbox"/>

Professional comments section:

1. Finance Advice: Housing people experiencing homelessness is a statutory responsibility of the council. In recent months there has been a decline in the number of suitable homes available to use as Temporary Accommodation as a result of one of our larger suppliers deciding not to be part of the new framework, and another provider selling a number of units that were previously used as TA. In order to replace these lost units, in the interim hotels, whilst the option of last resort, provide a valuable source of accommodation. The request of £1.8m is based on the cost of rooms utilised through Click to date and the anticipated demand for them. There is no requirement for any further budgetary provision.

Finance Business Partner: Martin Johnson – Interim Finance Manager Housing & Landlord Services 8 October 2024

2. Legal Advice: The use of the Framework is in accordance with the 2015 Procurement Regulations/Procurement Act 2023 and the Councils own procurement rules.

Legal Team Leader: Husinara Jones, Team Manager/Solicitor 4 October 2024

3. Implications on IT: I can see no implications on IT regarding this activity.

IT Team Leader: Alex Simpson – Lead Enterprise Architect 7 October 2024

4. HR Advice: As noted in the report, there is an ongoing internal service redesign which will change the way the homelessness service is delivered. There are new roles in the homelessness prevention teams, and a change to the way triage is managed. The Private Renting Team is also expanding to enable a higher number of lets into the private housing sector from TA.

HR Partner: Celia Williams, HR Business Partner, 8 October 2024.

APPENDICES

Appendix A – Further essential background / detail on the proposal	NO
Appendix B – Equality Impact Assessment (EqIA)	YES
Appendix C – Environmental Impact Assessment	YES
Appendix D – Decision Risk Assessment	NO
Appendix E – Exempt Information	NO
Appendix F – Details of consultation carried out - internal and external	NO

Appendix G – Options appraisal matrix **NO**

Appendix H – Business case / financial analysis **NO**

Summary page (remove for final publication)

COMMITTEE: Homes and Housing Delivery Committee

COMMITTEE DATE: 13 December 2024

	Who Name and Job Title	Meeting	Date
EDM sign off date	John Smith, Executive Director	EDM	16 Oct 2024
Committee Chair sign off	Cllr Parsons	PCCB	4 Nov 2024
Date published on forward plan	N/A	N/A	14 Nov 2024

Checklist for FINAL submission	
Professional comments received from Finance, HR, Legal, ICT, Procurement and PR	YES
The Procurement and PR comments with yellow highlight have been deleted from the main report	YES
All red and grey text removed from main body of report	YES
All text consistent in Calibri font size 12	YES
Appendix B – Equality Impact Assessment - EqIA completed and signed by Director and Equalities team?	YES
Appendix C - E Environmental-Impact Assessment EIA- approved by Sustainable City and Climate Change Service NOTE: Non-key decisions do NOT need an EIA	YES
A link to background documents has been included	YES

Only if all of the above checklist points are 'yes' will the report be accepted by the Policy Committee Team for publication.