

BOLSOVER DISTRICT COUNCIL

Meeting of the Executive on 27th July 2026

Contract award Homelessness Out of Hours

Report of the Portfolio Holder for Housing

Classification	This report is Public
Contact Officer	Assistant Director Housing
Is this a Key Decision?	Yes ☐ No ☒

PURPOSE/SUMMARY OF REPORT

To seek approval to enter into a 5-year contract for a County Wide Homelessness Out of Hours Service and for Bolsover District Council to act as contract holder & contract manager.

REPORT DETAILS

1. Background

- 1.1 It is a statutory requirement for councils to have an out of hours service in place for those seeking assistance when council offices are closed. For the past 6 years this service has been delivered under a County Wide Out of Hours Homeless Contract, which is due to expire on 1st August 2026. The contract has previously been extended and there is no further extension permitted.
- 1.2 Various alternative options have been considered. Including:
- Asking existing Housing Options Officers to operate the service on a rota basis,
 - Approaching 'in house' services that already operate 24 hours a day i.e. repairs teams or careline operatives,
 - Employing a Call centre to respond to requests for assistance.
- 1.3 There are numerous issues with all the options listed above. Existing staff are not currently employed to work outside of normal hours, and this would require a change to employment contracts. Initial costings of this suggest that this is likely to prove to be an expensive option, and staff may not agree to be on call overnight when they have to work the following day.

- 1.4 There is no appetite amongst any partners existing in house services to undertake this work on behalf of the whole partnership area. Whilst some may be able to perform the task for their own Local Authority this is not a preferred option as staff are unlikely to have experience of the client group. In addition, as not all areas have this option, it would result in individual areas procuring their own service. This is considered an expensive option.
- 1.5 A call centre remains an option however the Derbyshire Homeless Officers Group, Out of Hours working group are unanimously of the opinion that the preferred option would be for the service to be delivered under a Derbyshire Wide Partnership Contract, as this has proven very successful and cost effective over the past 6 years.

2. Details of Proposal or Information

- 2.1 Bolsover District Council has led on the procurement of a new contract on behalf of a Derbyshire and Staffordshire Moorlands Partnership consisting of:

- Amber Valley Borough Council
- Bolsover District Council
- Chesterfield Borough Council
- Derbyshire Dales District Council
- Erewash Borough Council
- High Peak Borough Council
- North East Derbyshire District Council
- South Derbyshire District Council
- Staffordshire Moorlands District Council

Derby City Council did not participate in this procurement.

- 2.2 This contract is to commission a new Service Provider to be the first point of contact and provide an emergency homelessness response outside of business opening hours.
- 2.3 Procurement of the contract has commenced with an anticipated contract start date of 1st August 2026.
- 2.4 The contract will be for 5 years, (3 years+1+1) and represent a contract value of £650,000. This would be split between all 9 authorities, meaning that Bolsover District Council's contribution to the contract is £72,222 over the duration of the contract.
- 2.5 This report seeks approval to delegate to the Assistant Director Housing the authority to enter into contract for the County Wide Out of Hours Homelessness Contract, to the successful bidder at the conclusion of the procurement exercise.
- 2.6 The Council's Procurement Team have been involved throughout and will ensure a legal, compliant procurement exercise is followed. A service level

agreement will be drawn up between Bolsover District Council and the other partners to ensure that each partner commits to quarterly payments.

3 Reasons for Recommendation

- 3.1 It is a statutory requirement for councils to have an out of hours service in place for those seeking assistance when council offices are closed.

4 Alternative Options and Reasons for Rejection

- 4.1 As set out above various options were considered but discounted with a County Wide Out of Hours Contract being the preferred option to ensure that we meet all legal duties with regards to our properties being safe and fit for occupation.

RECOMMENDATION(S)

1. Executive approves the decision to award a 5-year contract (3+1+1) for a County Wide Homelessness Out of Hours Service.
2. Executive delegates authority to enter into the contract to the Assistant Director Housing in consultation with the Portfolio Holder for Housing.

Approved by Councillor Phil Smith, Portfolio Holder for Housing

IMPLICATIONS:

A. Finance and Risk	Yes ☐	No ☒
Details: There are sufficient funds within existing budgets to meet the contractual amount.		
On behalf of the Section Officer		

B. Legal (including Data Protection)	Yes ☒	No ☐
Details: The Council's procurement team are ensuring that a legal compliant procurement exercise is followed.		
On behalf of the Solicitor to the Council		

C. Staffing	Yes ☐	No ☒
Details: There are no staffing implications arising from this report.		
On behalf of the Head of Paid Service		

D. Local Government Reorganisation (LGR) Yes ☒ No ☐

Please identify (if applicable) how you have considered LGR impact in relation to this item.

Details: The contract is for a County Wide Service and all District and Boroughs, who have the statutory duty are involved. The contract is for 3year fixed term, to August 2029, with an option to extend. This would give sufficient time to ensure continuity of service post LGR, and for further decisions to be made at this time.

E. Environment Yes ☐ No ☒

Please identify (if applicable) how this proposal/report will help the Authority meet its carbon neutral target or enhance the environment.

Details:

F. Equality and Diversity Yes ☐ No ☒

Have you considered equality impacts in relation to the topic of this report?

Yes ☒ No ☐

If this is a new or refresh of a policy, guidance or plan, have you carried out an EIA?

Yes ☐ No ☒

DECISION INFORMATION:**G. Is the decision a Key Decision?**

Yes ☐ No ☒

A Key Decision is an Executive decision which has a significant impact on two or more wards in the District, or which results in income or expenditure to the Council above the below thresholds: -

☒ If the decision is a key decision, please indicate which threshold applies:

Revenue (a) Results in the Council making Revenue Savings of £75,000 or more or **(b)** Results in the Council incurring Revenue Expenditure of £75,000 or more.

(a) ☐ (b) ☐

Capital (a) Results in the Council making Capital Income of £150,000 or more or **(b)** Results in the Council incurring Capital Expenditure of £150,000 or more.

(a) ☐ (b) ☐

District Wards Significantly Affected: *(to be significant in terms of its effects on communities living or working in an area comprising two or more wards in the District)*

Please state which wards are affected or tick **All** if all wards are affected.

All ☐ Wards:

All key decisions are subject to Scrutiny call-in unless the call-in period is to be waived, however, exemption from call-in is only with the agreement of the Monitoring Officer. Is this Key Decision subject to Scrutiny Call-In? (leave blank if not a key decision) If No, has the Monitoring Officer agreed?	Yes ☐ No ☐ Yes ☐
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Consultation carried out: (this is any consultation carried out prior to the report being presented for approval) Leader ☐ Deputy Leader ☐ Executive ☒ SLT ☐ Relevant Service Manager ☐ Members ☐ Public ☐ Other ☐ Details:	Yes ☒ No ☐
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Links to Council Ambition: Customers, Economy, Environment, Housing Customer : Improving the customer service experience and removing barriers to accessing information and services. Housing : Preventing and responding to homelessness through early intervention and personalised solutions. ○

DOCUMENT INFORMATION

Appendix No	Title

Background Papers <i>(These are unpublished works which have been relied on to a material extent when preparing the report. They must be listed in the section below. If the report is going to Executive, you must provide copies of the background papers).</i>