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Planning

Havering - Crisis Cafe

North East London NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-001418

Procurement identifier (OCID): ocids-h6vhtk-04d060

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Section I: Contracting authority

I.1) Name and addresses

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Contact

Dominic Caddle

Email

procurement@nelft.nhs.uk

Country

United Kingdom

Region code

UKI52 - Barking & Dagenham and Havering

Internet address(es)

Main address

<https://www.nelft.nhs.uk>

Buyer's address

<https://www.nelft.nhs.uk>

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Havering - Crisis Cafe

Reference number

C330998

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

The service is for Havering adult residents or those presenting to Havering emergency services who perceive themselves to be in, or at risk of moving into, mental health crisis (self-defined). This is the defining criteria for the service and robust screening procedures will be required that ensure access and prioritisation of those in most need. Those with multiple needs and co-morbidities are to be welcomed provided that the primary need is mental health crisis.

Access to the service will normally be direct access by self-presentation. Prior to operation partner agencies will make people aware of the service and introduce people via referral pathways.

Havering Crisis Café will support people in crisis to better self-manage their symptoms and distress in a safe and appropriate environment. This will improve access to Mental Health services as an alternative to ED attendances.

to reduce activity in Emergency Departments and the wider system including mental health services, police and ambulance services.

The key objectives will be to:

- Provide a non-stigmatising, calm and safe environment.
- Provide support to help people resolve their crisis.
- Provide practical and emotional support to enable the service users and carers to better self- manage their distress, aid their recovery, and reduce dependency.
- Ensure that support staff, peer supporters and volunteers are trained, supported and professional in their approach.

- Operate as an alternative to Emergency Departments and other emergency services for people experiencing a mental health crisis that does not require medical intervention.
- Link with the wider service system to ensure a joined-up partnership approach to the development of local services.

The Provider will:

- support each user of service to remain at the centre of their care, with informed choice over all aspects of their care and the inclusion of their chosen support network (incl. family/friends/advocates/other key partner agencies etc)
- see each person as an individual and not just focus on their mental health condition. Take a holistic approach to respecting people's own understanding of their distress, their needs and strengths, and recognising all aspects of what brings meaning and value to people's lives. This will include considering, and addressing as needed, the wider social aspects that may have precipitated their mental health crisis (such as safe housing, financial security, physical health, relationships)
- acknowledge individual differences, such as age, gender, culture, beliefs and support net-works and intersectionality
- try to understand each individual's situation and experience, as each person is different – 'what happened to you', as opposed to 'what's wrong with you'.

A proportion of the Provider staff will have lived experience of mental health issues and will be able to provide a Peer Support element to the care provided and programme of activities. Peers will pro-mote the significance of lived experience in engaging with people with compassion, strength-based practice and demonstrating hope in the model of care.

II.1.5) Estimated total value

Value excluding VAT: £1,000,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 75200000 - Provision of services to the community

II.2.3) Place of performance

NUTS codes

- UKI52 - Barking & Dagenham and Havering

Main site or place of performance

St Georges Health & Wellbeing Hub,
Suttons Lane,
Hornchurch,
RM12 6RR

II.2.4) Description of the procurement

This pre-procurement exercise will allow NELFT to engage directly and collaboratively with potential providers to:

- Aid with procurement process design.
- Determine the level of provider interest.
- Help enable providers to participate in the process.
- Inform development of service specification/s and collaborative service delivery options.
- Help shape the commissioning and contracting process.

II.3) Estimated date of publication of contract notice

24 February 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes