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Contract

Dynamic Purchasing Vehicle for the provision of supported living services for adults with learning disability, mental health and autism

London Borough of Redbridge

F03: Contract award notice

Notice identifier: 2026/S 000-001572

Procurement identifier (OCID): ocids-h6vhtk-04a5df

Published 8 January 2026, 3:44pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Redbridge

Lynton House , 255-259 High Road

Ilford

IG1 1NY

Contact

- Gemma Edwards

Email

Gemma.Edwards@walthamforest.gov.uk

Telephone

+44 7810501769

Country

United Kingdom

Region code

UKI53 - Redbridge and Waltham Forest

Internet address(es)

Main address

<http://www.redbridge.gov.uk/>

Buyer's address

<http://www.redbridge.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Dynamic Purchasing Vehicle for the provision of supported living services for adults with learning disability, mental health and autism

Reference number

DN745470

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The Council of the London Borough of Redbridge (“the Authority”) sought Tenders from suitably

experienced and qualified organisations for the Dynamic Purchasing Systems for the provision of Supported Living Services.

A new commissioning model for supported living services for adults with learning disabilities, mental health and autism has been co-designed with our residents, practitioners, providers and carers. The model is strengths based and focuses on achieving improved outcomes for people; preventing people’s ‘needs escalating, whilst supporting people to maximise their independence. The approach enables providers to work closely with individuals who are referred into their services, to create a bespoke offer for each individual which addresses what is important to them and delivers services which the Council, providers and people themselves will be able to measure. The progression pathway is embedded in the supported living model. It is a person-centred approach which embeds and encourage concept that ‘Supported Living’ is a part of a person’s journey and not the destination. It recognises that every person with a Learning Disability, Mental Health condition or Autism has the potential and opportunity to move to a higher level of functioning if they are given the appropriate care and support.

The practice is based on:

- Focussing on strengths, rather than a deficit based, assessment and support planning.
- With an emphasis on improving and sustaining independence living abilities.
- Recognising the difference between maintenance and development needs.
- Use goal directed support planning.
- Undertake outcome focused reviews.
- Take a positive risk management.

Some of the outcomes that the council, residents and providers will be able to measure include:

- ? Ensuring quality of life for people with care and support needs.
- ? Delaying and reducing the need for care and support.
- ? Ensuring that people have a positive experience of care and support.
- ? Safeguarding adults whose circumstances make them vulnerable and protect them from avoidable harm.

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £66,000,000

II.2) Description

II.2.1) Title

LOT 1: LOW AND MEDIUM NEEDS

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI53 - Redbridge and Waltham Forest

II.2.4) Description of the procurement

The Authority sought suppliers who can support people with low level needs with aspects of their

daily living. The people have a diagnosis of a learning disability and or, mental health and or autism. This may include people who are receiving S117 aftercare support. People in LOT 1 will require support with the following tasks which may include and not limited to:

- Claiming benefits, income maximisation and budgeting,
- Prompting or managing and maintaining personal hygiene,
- Maintaining home environment,
- Enabling social inclusion and community integration,
- Maintaining adequate nutrition, meal planning and/or meal preparation,
- Medication compliance (prompting or administration),
- Managing and maintaining tenancy,
- Support to access gainful daytime such as employment, training or leisure activities,
- Develop capabilities and skills to progress to independent living

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

LOT 2: HIGH AND SPECIALIST NEEDS

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI53 - Redbridge and Waltham Forest

II.2.4) Description of the procurement

The Authority sought suppliers who can support people who have a diagnosis of a learning disability and or mental health condition and or autism. People may have additional conditions which may need specialist support. The specialisms will include challenging behaviour, acquired brain injury, complex epilepsy, Prader Willi syndrome, Korsakoff syndrome, substance misuse and dual diagnosis. People in LOT 2 may have multiple and interacting mental health conditions e.g. personality disorder. Some people may be actively using substances, may have chaotic lifestyles and presentations, may have experienced domestic abuse and other types of abuse which results in a history of trauma and are at risk of relapse. This may include people who are receiving S117 aftercare support.

Providers will be required to support people with all the tasks outlined for Lot 1 with the addition of:

- Regular supervision throughout the day,
- Behaviour management eg psychologist implemented behavioural, drug and alcohol safety plan,

- Support with eating, feeding, personal care, continence care,
- Medication administration,
- Develop skills to become independent or more independent with activities,
- Supported recovery setting to achieve their aspirations by building upon their strengths, skills and knowledge,
- Intense support to achieve personal recovery, an appropriate, assertive support response is needed to ensure prevention of escalation and support progression.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

LOT 3: COMPLEX AND BESPOKE NEEDS

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI53 - Redbridge and Waltham Forest

II.2.4) Description of the procurement

The Authority sought suppliers who can support people with a diagnosis of a learning disability,

mental health condition and/or autism. People in LOT 3 have very complex needs and require individually bespoke support with accommodation. This includes Transforming Care Partnership (TCP) who have very complex needs who require individually bespoke support with accommodation. People may be discharged from having been assessed in hospital and treated in hospital or secure units for a long time with complex behaviour needs, who have had care packages breakdown multiple times, are jointly funded with health, have a history of offending or high-risk behaviour. Providers will be required to support people with all the tasks outlined for Lot 2 with the addition of:

- 1-2-1 or more support or supervision on a 24-hour basis.
- Behaviour management on a daily basis.
- Highly coordinated and regular review support planning to manage their lives in the short and long term.
- Successfully managing transitions from assessment and transitions units into the community.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-031876](#)

Section V. Award of contract

Contract No

LOT 1: LOW AND MEDIUM NEEDS

Lot No

1

Title

LOT 1: LOW AND MEDIUM NEEDS

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 August 2025

V.2.2) Information about tenders

Number of tenders received: 197

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Access for Care

Avalon House 45 Tallon Road, Hutton

Brentwood

CM13 1TG

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Aurora Nexus

Unit 3 California Building, Deals Gateway

London

SE13 7SB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BS CARE MANAGEMENT SERVICES LTD

4 Commonwealth House, Montreal Road

Tilbury

RM18 7QX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care 4 All Ltd

First Floor, Bury Park Community Resource Centre 161-161B Dunstable Road

Luton

LU1 1BW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care 4 You (C4U) Ltd

18 Curtis Road, Hornchurch

Romford

RM11 2NP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Carefield Support Services

128 City Road

London

EC1V 2NX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Dion care services

Cornwallis House, Howard Chase

Basildon

SS14 3BB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Ebony Healthcare Services limited

Suite G42 Jubilee House, 3 The Drive, Brentwood

Essex

CM13 3FR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

FILEY CARE AND SUPPORT LTD

78 Lancaster Road

London

EN2 0BX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

First Choice Consultancy

The Hubb, 335-351 Rainham Road, South Dagenham

Essex

RM10 8QR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Homesdale Supported Living Ltd

30 Homesdale Road

Bromley

BR2 9LD

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

ICare Resource Limited

Unit 7.1.1 Town Quay Wharf Abbey Road, Barking

Essex

IG11 7BZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Leyton House Community Care Ltd

4 Gainsborough Road, Leytonstone

London

E11 1HT

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

LODGE GROUP CARE UK LTD

87 High Street, Heathfield

East Sussex

TN21 8JA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

lorabloomsscare services limited

Jhumat House, 160 London Road

Barking

IG11 8BB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Maison Moti Ltd

8a Southbury Road

Enfield

EN1 1YT

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

MFCare and Housing Limited

Suite 12A Kennedy House, Murray Road

Orpington

BR5 3QY

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Moniks Care Services Limited

Bizniz Point, Crown House, Home Gardens, Dartford

Kent

DA1 1DZ

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

NOMASE CARE LTD

64 Floathaven Close

London

SE28 8SN

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Philips 1924 Homecare Services Ltd

9-11 Gunnery Terrace, Cornwallis Road

London

SE18 6SW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Royal Mencap Society

6 Cyrus Way, Hampton

Peterborough

PE7 8HP

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Sebott Solutions Limited

Hoskins Community Centre, 108 Hoskins Close

London

E16 3RU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Support By Heart

51 Dunspring Lane

Ilford

IG5 0UA

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

VERITY GROUP LIMITED

20-22 Wenlock Road

London

N1 7GU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Wellspring Care Home Ltd

102 Cranbrook Road

Ilford

IG1 4NH

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £30,000,000

Section V. Award of contract

Contract No

LOT 2: HIGH AND SPECIALIST NEEDS

Lot No

2

Title

LOT 2: HIGH AND SPECIALIST NEEDS

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 August 2025

V.2.2) Information about tenders

Number of tenders received: 197

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Aurora Nexus

Unit 3 California Building, Deals Gateway

London

SE13 7SB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

BS CARE MANAGEMENT SERVICES LTD

4 Commonwealth House, Montreal Road

Tilbury

RM18 7QX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Care 4 All Ltd

First Floor, Bury Park Community Resource Centre 161-161B Dunstable Road

Luton

LU1 1BW

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Carefield Support Services

128 City Road

London

EC1V 2NX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

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Cornwallis House, Howard Chase

Basildon

SS14 3BB

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Ebony Healthcare Services limited

Suite G42 Jubilee House, 3 The Drive, Brentwood

Essex

CM13 3FR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

FILEY CARE AND SUPPORT LTD

78 Lancaster Road

London

EN2 0BX

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

First Choice Consultancy

The Hubb, 335-351 Rainham Road, South Dagenham

Essex

RM10 8QR

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Maison Moti Ltd

8a Southbury Road

Enfield

EN1 1YT

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Philips 1924 Homecare Services Ltd
9-11 Gunnery Terrace, Cornwallis Road
London
SE18 6SW

Country
United Kingdom

NUTS code
• UK - United Kingdom

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Royal Mencap Society
6 Cyrus Way, Hampton
Peterborough
PE7 8HP

Country
United Kingdom

NUTS code
• UK - United Kingdom

The contractor is an SME

No

V.2.3) Name and address of the contractor

Sebott Solutions Limited

Hoskins Community Centre, 108 Hoskins Close

London

E16 3RU

Country

United Kingdom

NUTS code

- UK - United Kingdom

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £24,000,000

Section V. Award of contract

Contract No

LOT 3: COMPLEX AND BESPOKE NEEDS

Lot No

3

Title

LOT 3: COMPLEX AND BESPOKE NEEDS

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

22 August 2025

V.2.2) Information about tenders

Number of tenders received: 197

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Jothno Care and Support Ltd

436 High Street North, Manor Park

London

E12 6RH

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £12,000,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

London Borough of Redbridge

Ilford

IG1 1NY

Country

United Kingdom

Internet address

www.redbridge.gov.uk