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Tender

Barking and Dagenham Crisis Prevention

North East London NHS Foundation Trust

F02: Contract notice

Notice identifier: 2025/S 000-005187

Procurement identifier (OCID): ocds-h6vhtk-04be97

Published 14 February 2025, 2:51pm

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

The procurement documents are available for unrestricted and full direct access, free of charge, at

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

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

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

Tenders or requests to participate must be submitted to 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

Barking and Dagenham Crisis Prevention

Reference number

Barking and Dagenham Crisis Prevention

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

This specification outlines the development of a Mental Health Crisis Prevention Offer in Barking and Dagenham for a third sector-led service providing non-clinical, community-based mental health support. The service will focus on supporting those experiencing self-defined mental health distress who do not require immediate medical attention. It will offer timely interventions aimed at preventing escalation to statutory services like psychiatric liaison or emergency departments. This initiative aligns with local needs, addressing the unique demographic and socio-economic factors of Barking and Dagenham.

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)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI52 - Barking & Dagenham and Havering

Main site or place of performance

NELFT - CEME CENTRE - West Wing
Marsh Way
Rainham
RM13 8GQ

II.2.4) Description of the procurement

inequalities by providing targeted support to underserved and underrepresented groups in Barking and Dagenham, and address stigma around Mental Health.

- Enhance community resilience by offering practical support and linking individuals to appropriate local services, thereby reducing social isolation and promoting long-term mental wellbeing.
- Collaborate with local VCSEs and statutory services to ensure an integrated care pathway, allowing smooth transitions between community and clinical services where needed.

Strategic Context

This service supports the objectives of the North East London Integrated Care Board (ICB) and aligns with the Barking and Dagenham Adults Mental Health Needs Assessment, which emphasizes mental health as a key priority. The NHS Long-Term Plan and the North East London Joint Forward Plan highlight the importance of non-clinical, community-based crisis services that reduce the pressure on statutory services, emergency departments, and inpatient facilities. The B&D Crisis Prevention will serve as a critical component of Barking and Dagenham's mental health crisis pathway, complementing existing services.

Budget Available: £250,00 per year

Contract Length: 2 YEARS + 2 optional 12 month extensions

5. Service Model

Access and Referral Pathways

- Hours of Operation: Demand of service will be flexible and include weekends/out of hours and Bank Holiday's this will be monitored closely and dependent on change to local needs and demands.
- Outreach Teams: Users of service unable to travel or leave their home.
- Locations: Will be confirmed with provider following award of contract. Easily accessible

by public transport, including those with specialist needs, physical disabilities and sensory needs.

Service Delivery

- Support: The service will provide a safe, non-stigmatising environment for immediate emotional support. The core interventions include:
 - o Peer Support: Trained individuals with lived experience will offer non-clinical, empathetic support.
 - o Practical Support: Assistance with housing, financial, and employment-related issues that may be exacerbating the distress.
 - o Outreach and Culturally Sensitive Support: Proactive outreach to BAME communities and individuals facing deprivation, ensuring communication in culturally appropriate ways through partnerships with local VCSEs.
 - o Safe and welcoming environment: Developing a non-clinical and relaxing atmosphere for all sensory aspects of the space. This might include a sensory calming smell, colourful walls, comfortable furniture, non-claustrophobic and feeling close to nature.

6. Staffing

The service will be staffed by a combination of:

- Peer Support Workers from diverse backgrounds, trained in crisis management.
- Volunteers, particularly from local communities, including those with multilingual capabilities to support non-English speakers.

7. Safeguarding and Risk Management

- The service will implement robust safeguarding policies and risk assessment protocols to ensure the safety of staff and users of service.

8. Outcomes

Locally defined outcomes

North East London ICB Joint Forward Plan refresh 24-25 Shared Outcomes are.

- Tackling Health Inequalities
- Prevent early death.
- Improve people's access to care.
- Improve people's experience of care.
- Enhance people's quality of life.
- Reduce admission to acute services, reduce lengths of stay and improve where needed supported housing /residential care.

Value and benefits

- Improving equitable and accessible mental health support
- Improve experience of people experiencing mental health challenges
- Improve experience of carers supporting people with mental health challenges
- Improve the outcomes for people who use the service.

- Ensure people receive the right care by the right service in the right place.

The service specific outcomes are:

The key performance indicators (KPI's) will be agreed with the provider following confirmation of contract.

- Reduced demand on emergency services, particularly for anxiety and depression-related ED presentations.
- Improved access to mental health services for underrepresented groups, including BAME communities.
- Increased community resilience through empowerment and crisis prevention tools.
- Enhanced collaboration between statutory and VCSE services in Barking and Dagenham.

The service specific outcomes are designed to ensure it achieves a positive impact on the system as well as the quality of life of individuals. Outcome will require tracking of individuals' use of the health system when the service is set up. All outcomes should enable efficiency cost savings through a reduction in referrals to Acute crisis mental health services and acute and emergency services.

10. Partnerships

- The B&D Crisis Prevention will work in close partnership with local VCSEs, as well as statutory services, to ensure integrated care pathways and effective referrals.
- Outreach programs will be developed with local faith groups, community organisations, and to engage hard-to-reach populations.

Conclusion

The Barking and Dagenham Crisis Prevention offers an essential alternative to statutory mental health services, providing culturally sensitive, community-based interventions to prevent the escalation of mental health crises. By delivering timely, accessible support in a non-clinical setting, the service will improve outcomes for individuals, reduce pressure on emergency services, and strengthen the overall mental health provision in the borough.

II.2.5) Award criteria

Price is not the only award criterion and all criteria are stated only in the procurement documents

II.2.6) Estimated value

Value excluding VAT: £1,000,000

II.2.7) Duration of the contract, framework agreement or dynamic purchasing system

Duration in months

24

This contract is subject to renewal

No

II.2.10) Information about variants

Variants will be accepted: No

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 III. Legal, economic, financial and technical information

III.1) Conditions for participation

III.1.2) Economic and financial standing

Selection criteria as stated in the procurement documents

III.1.3) Technical and professional ability

Selection criteria as stated in the procurement documents

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

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 000-038076](#)

IV.2.2) Time limit for receipt of tenders or requests to participate

Date

17 March 2025

Local time

12:00pm

IV.2.4) Languages in which tenders or requests to participate may be submitted

English

IV.2.6) Minimum time frame during which the tenderer must maintain the tender

Duration in months: 3 (from the date stated for receipt of tender)

IV.2.7) Conditions for opening of tenders

Date

17 March 2025

Local time

1:00pm

Section VI. Complementary information

VI.1) Information about recurrence

This is a recurrent procurement: No

VI.2) Information about electronic workflows

Electronic ordering will be used

Electronic invoicing will be accepted

Electronic payment will be used

VI.4) Procedures for review

VI.4.1) Review body

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

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

VI.4.4) Service from which information about the review procedure may be obtained

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

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