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Planning

Care At Home

Southend-on-Sea City Council

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-008171

Procurement identifier (OCID): ocds-h6vhtk-04ea04 ([view related notices](#))

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Scope

Description

The provision of local high-quality "Care at Home" services is a top priority for Southend City Council. The overarching ambition for the next five years and beyond, is to support individuals in maintaining their independence and living within their community for as long as possible.

Estimated annual contract value = £21,000,000 for three years with an option to extend for a further two years

Estimated total contract value = £110,000,000

Southend City Council defines "Care at Home" as comprising three essential services:

1. Homecare: Personalised assistance provided to individuals in their own homes, including help with daily tasks, personal hygiene, and medication management.

2. Reablement Service: A short-term intervention aimed at helping people regain independence after illness, injury, or hospitalisation.

3. Southend Enhanced Discharge: A seamless transition from hospital to home, ensuring continuity of care and support.

The Council will be embarking on a reorganisation of the wider 'Care at Home' market, bringing it back into a locality-based, specialism focused market with provision for additional capacity in the system

Lead Locality based providers will operate the contract as lead providers within a designated geographic locality for which they will be expected to pick up the majority of referrals across Homecare, Reablement and Southend Enhanced discharge service. (Lot 1) These lead providers will also be expected to have specialisms in the delivery of homecare to people with Mental Health and Learning disabilities.

We will also appoint Locality providers to each locality to assist with meeting demand in the market (lot 2)

A fixed fee approach will be continued in the new model across all providers in the market, however there will be an enhancement for the lead providers taking on SEDs and Reablement

The current Weighted banding system will be removed and alternative mechanism for paying on actual delivery adopted in consultation with our future lead providers.

The proposed approach involves transforming the existing Home Care market into a locality-based model. This service-oriented approach aims to achieve positive outcomes, enhance care, and maintain service quality in alignment with the broader connected Southend model.

The benefits of this new Care at Home approach for Southend and its residents include:

A care delivery model that prioritises well-being and prevents avoidable hospital admissions.

Revised business operations, offering extended hours and personalised staffing to enhance services.

An inclusive care approach that goes beyond traditional home services.

An outcomes-focused service that encourages flexible care management for positive independence outcomes.

Lead providers operating in smaller geographical areas, ensuring continuity of care and improved reliability by reducing travel time. This also contributes to a smaller carbon

footprint, less traffic, and local walking or cycling rounds.

Person-centred care, tailored to individual needs, leading to improved well-being and satisfaction.

Reduced hospital admissions through effective homecare, including reablement services and crisis interventions.

Community integration, allowing individuals to stay connected to their communities, neighbours, and social networks, reducing social isolation.

Promotion of preventive care through regular home visits, enabling early detection of health issues, medication management, and health promotion

Commercial tool

Establishes a framework

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- Possible extension to 31 August 2030
- 5 years

Description of possible extension:

Two one year extensions available either individually or combined

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Lot constraints

Maximum number of lots a supplier can be awarded: 3

Lot 1. Lead Provider East Central

Description

Lead Locality based providers will operate the contract as lead providers within a designated geographic locality for which they will be expected to pick up the majority of referrals across Homecare, Reablement and Southend Enhanced discharge service. (Lot 1, 2 & 3) These lead providers will also be expected to have specialisms in the delivery of homecare to people with Mental Health and Learning disabilities.

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Lead Provider West Central

Description

Lead Locality based providers will operate the contract as lead providers within a designated geographic locality for which they will be expected to pick up the majority of referrals across Homecare, Reablement and Southend Enhanced discharge service. These lead providers will also be expected to have specialisms in the delivery of homecare to people with Mental Health and Learning disabilities.

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Lead Provider West

Description

Lead Locality based providers will operate the contract as lead providers within a designated geographic locality for which they will be expected to pick up the majority of referrals across Homecare, Reablement and Southend Enhanced discharge service. (Lot 3) These lead providers will also be expected to have specialisms in the delivery of homecare to people with Mental Health and Learning disabilities.

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. All Locality Providers

Description

This lot is designed to assist with meeting the demand in the market

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. Lead Provider East Central

Lot 2. Lead Provider West Central

Lot 3. Lead Provider West

Lot 4. All Locality Providers

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

31 March 2025

Tender submission deadline

5 May 2025, 11:59pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 August 2025

Award criteria

Lot 1. Lead Provider East Central

Name	Description	Type	Weighting
Quality	100% quality with a fixed price	Quality	100%

Lot 2. Lead Provider West Central

Lot 3. Lead Provider West

Lot 4. All Locality Providers

Name	Description	Type	Weighting
Quality	100% quality with fixed pricing	Quality	100%

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Southend-on-Sea City Council

- Public Procurement Organisation Number: PJDT-6566-GZNX

Civic Centre, Victoria Avenue, Southend On Sea, Essex

Southend On Sea

ss2 6fa

United Kingdom

Email: procurementops@southend.gov.uk

Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government