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Planning

Preliminary Market Engagement - Mental Health Awareness Training and Staff Booklet

Northern Ireland Housing Executive

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-010731

Procurement identifier (OCID): ocds-h6vhtk-04f782 ([view related notices](#))

Published 21 March 2025, 2:27pm

Scope

Description

The Housing Executive is considering a procurement to engage a suitably qualified and skilled supplier to develop and deliver a programme of mental health awareness training for our front line teams, and a review and refresh of the Housing Executive's staff mental health awareness booklet (building a better understanding of mental health).

The content may be focused on the following high-level key learning outcomes which will include but may not be limited to, recognising and understanding:

- mental ill health (e.g. OCD, self-neglect, depression and anxiety, severe mental health illnesses, and substance misuse) and their impact on housing applicant and tenant wellbeing
- behaviours associated with people who hoard and effective strategies to engage in a trauma informed way
- trauma informed service approaches in a social housing context

- their role, including the limits to their role, when dealing with mental ill health in a social housing context
- early signs of difficulty/distress
- how to support and signpost vulnerable housing applicants and tenants into the healthcare system (with specific reference to each health trust in NI) effectively, including dual diagnosis / illicit substance-misusing customers
- best practice in motivating housing applicants and tenants to engage with support and how to minimise poor engagement
- how to respond to mental health emergencies
- how to manage conflict effectively, including using techniques specific to customers with emotional/behavioural disorders and antisocial behaviours
- how to build personal resilience when dealing with customers' mental health issues and develop strategies for self-care
- dignity and respect for persons with mental ill-health.

Any course designed for the purposes of meeting the above aims will also underline the non-diagnostic role of housing staff, and it will be clear that staff are not expected to be mental health practitioners / first aiders upon completion of the course.

Potential Contract duration:

We are considering a Contract duration of 3 years plus extensions of two periods of 12 months (i.e. 3+1+1).

Number of staff to be trained:

In total it is estimated that 1,100 members of staff may require training.

Reflecting the varying levels of interactions Housing Executive staff have with housing applicants and tenants, delivery may consist of a three-tier training programme in mental health awareness for social housing professionals. It is envisaged that circa 130 staff may receive one-day training, circa 350 staff may receive two-day training and circa 610 staff may receive three-day training.

The three tiers of training may require different levels of detail and the number of days for each tier are indicative of the depth of training required (e.g three days requiring the greatest detail).

Training courses:

The Housing Executive anticipates that a maximum of 15 staff members may attend each training session

The training of staff will take place on weekdays only and may commence at 9.30am and finish at 4.30pm with adequate time given for morning/afternoon tea/coffee breaks and lunch.

The contractor will be expected to ensure the training is provided in a supportive environment, and address and mitigate the risk that that some of the participants may find parts of the training distressing due to the sensitive nature of some of the content.

The contractor may be required to supply all training materials and resources for all training sessions.

The contractor may be required to monitor developments in the area of mental health and incorporate these into the course and booklet content during the contract period, subject to approval by the Housing Executive.

Location of training:

The training may be delivered in-person in training/conference facilities at five Housing Executive sites in Northern Ireland (with potential to be held at other venues):

1. Belfast – The Housing Centre, Adelaide Street, BT2 8PB
2. Craigavon – Housing Executive, Marlborough House, Central Way, BT64 1AJ
3. Ballymena – Housing Executive, Twickenham House, Ballymena, BT43 6BP
4. Coleraine – Housing Executive, 19 Abbey Street, Coleraine, BT52 1DU
5. Newtownards – Housing Executive, 28 Court Street, Newtownards, BT23 7NX

Timetable:

From date of award of contract there may be a 12 week period in which the training course and staff awareness booklet are prepared and final versions approved by the Housing Executive.

As a minimum, it is envisaged that the training may be delivered as follows, however, the Housing Executive would welcome a contractor being able to run multiple courses simultaneously (subject to finalisation of timescales):

Tier 3 courses x 41 may be completed within 15 months of contract award date (The same staff shall attend each of the three days of one training course.)

Tier 1 courses x 9 and Tier 2 courses x 24 may be completed within 24 months of contract award date (The same staff shall attend each of the two days of one Tier 2 training course.)

Following delivery of the training to the approximately 1,100 staff, the contractor may be required to provide additional training courses to assist with unanticipated increased demand, mop-up training courses, new-starts and or refresher training during the contract period. It is estimated the requirement may be for an additional two courses of each tier in each year of the contract period.

If your organisation possesses the capability and expertise to provide the required service and you would like to register your interest, please e-mail your company's interest to patrice.mcmahon@nihe.gov.uk by 3pm UK time on 4 April 2025 giving your contact details i.e. name, job title, email address and contact telephone number. Please ensure only one representative from your organisation registers interest.

Please be advised the Housing Executive may contact you for further information.

Additional Information:

The information contained in this notice, including (but not limited to) the description and classification of the requirements, CPV codes, and the estimated date of publication of contract notice, is indicative only and NIHE reserves the right to amend it at any time without notice. NIHE shall not be liable for any costs, expenses or liabilities incurred by those participating in this notice in any way.

Contract dates (estimated)

- 31 October 2025 to 30 October 2028
- Possible extension to 30 October 2030
- 5 years

Main procurement category

Services

CPV classifications

- 80500000 - Training services

Contract locations

- UKN - Northern Ireland

Engagement

Engagement deadline

5 April 2025

Engagement process description

If your organisation possesses the capability and expertise to provide the required service and you would like to register your interest, please e-mail your company's interest to patrice.mcmahon@nihe.gov.uk by 3pm UK time on 4 April 2025 giving your contact details i.e. name, job title, email address and contact telephone number. Please ensure only one representative from your organisation registers interest.

The NIHE may engage further with some or all of the suppliers who respond to this notice with a questionnaire and/or meetings.

Contracting authority

Northern Ireland Housing Executive

- Public Procurement Organisation Number: PTYV-8666-PQQY

2 Adelaide Street

Belfast

BT2 8PB

United Kingdom

Email: patrice.mcmahon@nihe.gov.uk

Region: UKN06 - Belfast

Organisation type: Public authority - central government

Devolved regulations that apply: Northern Ireland