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Planning

Care At Home

Southend-on-Sea City Council

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

Notice identifier: 2025/S 000-012281

Procurement identifier (OCID): ocds-h6vhtk-04ea04

Published 1 April 2025, 2:24pm

Changes to notice

This notice has been edited. The [previous version](#) is still available.

The estimated date for the tender is now the 24th April 2025

An additional market engagement event to outline the e-procurement platform, word count importance and registration on to the Central Digital Platform will be outlined. Note this is not a repeat of the first two sessions which outlined the service specification. Those that attended the first two sessions will be automatically invited to the follow up event on the 15th April at 10.30am via Teams.

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 contract value of £21,000,000 per annum for a period of 3 years with the 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 an alternative mechanism for paying on actual delivery will be 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

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH31 - Southend-on-Sea

Engagement

Engagement deadline

4 April 2025

Engagement process description

Southend City Council will hold two market engagement events in March 2025 and one in April 2025. These will be virtual and will outline the specification of the services, the procurement timeline and the new procurement act 2023 processes will be explained.

Expressions of interest can be sent to procurementops@southend.gov.uk to ensure all interested providers are invited to the engagement events. Please submit expressions of interest by 21st March 2025 at 12pm.

Following two successful market engagement sessions in March a follow up session on the e-tendering system will take place on Tuesday 15th April 2025 from 10.30-11.30 via a Teams meeting. Note - this will not be a repeat of previous sessions and instead will introduce the e-procurement platform, importance of adherence to word limit and a reminder of CDP registration procedure.

Expressions of interest can be sent to procurementops@southend.gov.uk to ensure all interested providers are invited to the engagement events. Please submit expressions of interest by Friday 11th April 2025 at 12pm. Please note, all attendees of the previous two sessions will be automatically invited.

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

24 April 2025

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