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Not applicable

Community Care and Support Contract (Home Care, Extra Care, Social Opportunities and support for Unpaid Carers)

STOKE-ON-TRENT CITY COUNCIL

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-013617

Procurement identifier (OCID): ocids-h6vhtk-04c562

Published 8 April 2025, 12:01pm

Section I: Contracting authority/entity

I.1) Name and addresses

STOKE-ON-TRENT CITY COUNCIL

Civic Centre

STOKE-ON-TRENT

ST41HH

Contact

Christopher Conway

Email

Christopher.Conway@stoke.gov.uk

Telephone

+44 7468538321

Country

United Kingdom

Region code

UKG23 - Stoke-on-Trent

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.stoke.gov.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Community Care and Support Contract (Home Care, Extra Care, Social Opportunities and support for Unpaid Carers)

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Stoke-on-Trent City Council are looking to procure a Community Care and Support Framework which will cover Home Care, Extra Care, Social Opportunities and support for Unpaid Carers.

The Framework is based on a locality model and Providers will be expected to have an office within Stoke-on-Trent or 2 miles from the border.

Providers must have a CQC rating of 'Good' or above. Providers that have not been inspected or have received a rating below 'Good' prior to May 2023, will still be able to bid but will be subject to enhanced quality monitoring.

The aim of the service is to support residents of Stoke-on-Trent with eligible care and support needs to remain as independent as possible, for as long as possible in their own home. Providers will be expected to integrate into the community that you are working in, understand all of the community resources that you can draw on to support someone and improve their wellbeing.

The Framework will cover a number of LOTs aligned to the Locality Teams in Stoke-on-Trent. Providers that bid for Home Care (LOT 1) will have the opportunity to bid for Extra Care (LOT 2) of which there are currently 8 schemes across the locality areas. This is an excellent opportunity for Providers to significantly enhance their business model and opens up opportunities to utilise the Extra Care Setting more effectively to support service users not only in the Extra Care Scheme but in the wider community.

There will also be city-wide LOTS for Providers to offer Social Opportunities and

dedicated support for Unpaid Carers.

There will not be a limit on the number of LOTS that Providers can bid for, however, we do expect to see a clear distinction with how Providers will work within each locality should they choose to deliver across multiple areas.

(4 Lots with Lot 1 having 4 sub lots and Lot 2 having 8 sub Lots not individually listed at this point as this is a PIN notice and an invitation to meet with the Council to discuss Lots and Structure).

Whilst financial modelling is still to be confirmed, the indicative set rates are as follows (per hour):

Home Care: £22.80

Extra Care: £19.42

Carers Support: £22.80

Social Opportunities: £20.61 with additional 1:1 / 2:1 rate and an enhanced rate where applicable.

We will hold a bidder's day via Microsoft Teams on 9th January 2025 please email Kirsty.Davies@stoke.gov.uk to register your interest, the link to join the event will be sent 24 hours in advance.

Contact name: Care and Support Contract 18+

Email: Kirsty.Davies@Stoke.gov.uk

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2024/S 000-039494](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Instead of

Text

Stoke-on-Trent City Council are looking to procure a Community Care and Support

Framework which will cover Home Care, Extra Care, Social Opportunities and support for

Unpaid Carers.

The Framework is based on a locality model and Providers will be expected to have an office

within Stoke-on-Trent or 2 miles from the border.

Providers must have a CQC rating of 'Good' or above. Providers that have not been inspected

or have received a rating below 'Good' prior to May 2023, will still be able to bid but will be subject to enhanced quality monitoring.

The aim of the service is to support residents of Stoke-on-Trent with eligible care and support

needs to remain as independent as possible, for as long as possible in their own home.

Providers will be expected to integrate into the community that you are working in,

understand all of the community resources that you can draw on to support someone and improve their wellbeing.

The Framework will cover a number of LOTs aligned to the Locality Teams in Stoke-on-Trent.

Providers that bid for Home Care (LOT 1) will have the opportunity to bid for Extra Care

(LOT

2) of which there are currently 8 schemes across the locality areas. This is an excellent opportunity for Providers to significantly enhance their business model and opens up opportunities to utilise the Extra Care Setting more effectively to support service users not only in the Extra Care Scheme but in the wider community.

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There will also be city-wide LOTS for Providers to offer Social Opportunities and dedicated

support for Unpaid Carers.

There will not be a limit on the number of LOTS that Providers can bid for, however, we do

expect to see a clear distinction with how Providers will work within each locality should they

choose to deliver across multiple areas.

(4 Lots with Lot 1 having 4 sub lots and Lot 2 having 8 sub Lots not individually listed at this

point as this is a PIN notice and an invitation to meet with the Council to discuss Lots and Structure).

Whilst financial modelling is still to be confirmed, the indicative set rates are as follows (per

hour):

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Extra Care: £19.42

Carers Support: £22.80

Social Opportunities: £20.61 with additional 1:1 / 2:1 rate and an enhanced rate where

applicable.

We will hold a bidder's day via Microsoft Teams on 9th January 2025 please email Kirsty.Davies@stoke.gov.uk to register your interest, the link to join the event will be sent 24 hours in advance.

Contact name: Care and Support Contract 18+

Email: Kirsty.Davies@Stoke.gov.uk

Read

Text

Stoke-on-Trent City Council are looking to procure a Community Care and Support

Framework which will cover Home Care, Social Opportunities and support for

Unpaid Carers. We will also procure a contract for the Care and Support element of Extra Care.

The Framework is based on a locality model and Providers will be expected to have an office

within Stoke-on-Trent or 2 miles from the border.

Providers must have a CQC rating of 'Good' or above. Providers that have not been inspected

or have received a rating below 'Good' prior to May 2024, will still be able to bid but will be subject to enhanced quality monitoring.

The aim of the service is to support residents of Stoke-on-Trent with eligible care and support

needs to remain as independent as possible, for as long as possible in their own home.

Providers will be expected to integrate into the community that you are working in,

understand all of the community resources that you can draw on to support someone and

improve their wellbeing.

There will not be a limit on the number of LOTS that Providers can bid for, however, we do

expect to see a clear distinction with how Providers will work within each locality should they

choose to deliver across multiple areas.

(4 Lots with Lot 1 having 4 sub lots, not individually listed at this

point as this is a PIN notice and an invitation to meet with the Council to discuss Lots and Structure).

Whilst financial modelling is still to be confirmed, the indicative set rates are as follows (per

hour):

Home Care: £22.80

Extra Care: £19.42

Carers Support: £22.80

Social Opportunities: £20.61 with additional 1:1 / 2:1 rate and an enhanced rate where applicable.

We will hold a bidder's day via Microsoft Teams on 7th May 2025 10-11am please email Kirsty.Davies@stoke.gov.uk to register your interest, the link to join the event will be sent 24 hours in advance.

Section number

II.3

Instead of

Date

29 March 2025

Read

Date

15 August 2025