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Contract

Mental Health Supported Living Flexible Procurement Agreement

Newcastle City Council

F03: Contract award notice

Notice identifier: 2025/S 000-014165

Procurement identifier (OCID): ocds-h6vhtk-04d42f

Published 10 April 2025, 9:46am

Section I: Contracting authority

I.1) Name and addresses

Newcastle City Council

Civic Centre

Newcastle Upon Tyne

NE18QH

Contact

Lucy Nicholson

Email

Lucy.Nicholson@newcastle.gov.uk

Country

United Kingdom

Region code

UKC22 - Tyneside

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.newcastle.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Mental Health Supported Living Flexible Procurement Agreement

Reference number

008710 - C-013265

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

This service is for the provision of Supported Living for People with Mental Health needs. The Council is seeking specialist mental health providers to deliver professional support

services into existing and upcoming purpose-built supported living schemes.

It incorporates services delivered under the following Lots:

Lot 1 - Mental Health Concierge

Lot 2 - Step up/step down Supported Living

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,432,100.80

II.2) Description

II.2.1) Title

Mental Health Concierge

Lot No

1

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

II.2.4) Description of the procurement

Mental Health Concierge Plus will offer apartment living for between 8 and 15 people, aged 18 or over, who are able to live independently but may require varying levels of support during the day. The scheme will provide a stable, supportive environment, to help a person develop and maintain their independence. There can be a mixture of one bedroom and two-bedroom apartments offering accommodation, with inclusion of a communal lounge/communal spaces, along with office space for support staff who are on site 24 hours per day.

One Provider will deliver the shared core Concierge element of the service, consisting of emotional and wellbeing support for tenants plus some general housing management, as well as individual support for each person (if required).

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

2 x 12 months

II.2) Description

II.2.1) Title

Step-up, step-down Supported Living

Lot No

2

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKC2 - Northumberland and Tyne and Wear

II.2.4) Description of the procurement

Step-up, step-down supported living offers apartment living for between 7 and 16 people, aged 18 or over. This offer enables the Council to provide alternatives to residential care or other intensive forms of support and to assist people back into the community.

The operational requirement is for a 24-hour service including waking night support, with Provider able to address fluctuating needs and flex levels of support and interventions provided.

There can be a mixture of one bedroom and two-bedroom apartments offering accommodation, with inclusion of a communal lounge/communal spaces, along with office space for support staff who are on site 24 hours per day.

The focus of the service would be rehabilitation, recovery, or transition from residential/hospital setting, and will promote a pathway to future independent living, greater social inclusion and will embed people within a community.

The likely duration of stay will be short- or medium term, up to 2 years, and any transition will be based on individual needs. Provider will develop an exit plan for each person, in cooperation with involved professionals and partners.

People living here will do so under a licence agreement; each placement will be dependent on the person meeting the terms of their licence agreement and willing to accept and access services offered as part of the service (as well as willing to access support from secondary mental health services and other external agencies as required) and engaging with provided support.

This will be included in the occupancy agreement and explored with the person during transition period.

Provider delivering support in this setting, must have knowledge, expertise and experience in working in adaptive, flexible and responsive way as part of wider MDT to develop support solutions that help people with multiple, complex and fluctuating needs. This may include (but is not limited to) support arising from diagnosed mental and physical health, neurodiversity, increased vulnerability, offending behaviour and substance misuse, chaotic lifestyle or living arrangements, history of inconsistent engagement with formal support.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: Yes

Description of options

2x12 months

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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-001690](#)

Section V. Award of contract

Lot No

1 & 2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2025

V.2.2) Information about tenders

Number of tenders received: 13

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Coquet Trust

Newcastle-Upon-Tyne

Email

Marta.Rzepecki@newcastle.gov.uk

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Companies House

06251078

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,432,100.80

Section V. Award of contract

Lot No

1 & 2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2025

V.2.2) Information about tenders

Number of tenders received: 13

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Creative Support

Newcastle-Upon-Tyne

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Companies House

09082389

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,432,100.80

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Lot No

1 & 2

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V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2025

V.2.2) Information about tenders

Number of tenders received: 13

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Lifeways SIL Ltd

Newcastle-Upon-Tyne

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Companies House

06530286

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,432,100.80

Section V. Award of contract

Lot No

2

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2025

V.2.2) Information about tenders

Number of tenders received: 13

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

MMAB Consulting

Newcastle-Upon-Tyne

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Companies House

09160614

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,432,100.80

Section V. Award of contract

Lot No

1 & 2

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V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 April 2025

V.2.2) Information about tenders

Number of tenders received: 13

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

New Vision Care Services Limited

Newcastle-Upon-Tyne

Country

United Kingdom

NUTS code

- UKC2 - Northumberland and Tyne and Wear

Companies House

11523536

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,432,100.80

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Newcastle City Council

Newcastle Upon Tyne

NE1 8QH

Email

Marta.Rzepecki@newcastle.gov.uk

Country

United Kingdom

Internet address

www.newcastle.gov.uk