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Planning

## **Support services for individuals with multiple and complex needs**

Southend-on-Sea City Council

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

Notice identifier: 2025/S 000-015634

Procurement identifier (OCID): ocds-h6vhtk-05032c

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### **Scope**

#### **Description**

The term 'Complex Needs' describes persistent and interrelated health and/or social care needs which impact an individual's life and ability to function in society.

These may include homelessness, drug and/or alcohol dependency, offending, poor mental health, domestic violence and physical health needs.

Southend wishes to shape the re-design and re-procurement of these services.

These services focus on providing wrap around and link worker support, bringing together key agencies and linking the individual into relevant support to meet their needs.

These services operate on both a residential and outreach basis and include:

The Severe and Multiple Disadvantage Service - comprised of two elements:

1. Intensive wraparound support delivered to residents of a 9-bed hostel, with additional outreach and link worker provision
2. Intensive Housing support element which is a separate team providing intensive wrap around support for up to 35 residents who have a history of rough sleeping/ are at risk of rough sleeping, and who have been housed in NSAP and other properties across Southend, with a focus on tenancy sustainment.

Transitional and Supported Housing for Offenders, Ex offenders or those at risk of offending:

High intensity support based in accommodation aimed at supporting people to develop the skills necessary to manage a tenancy and address their individual vulnerabilities. The eventual aim is to enable each resident to sustain a tenancy of their own within either the private sector or social housing sector

The potential total contract value dependent on model is ~£6m over a period of 10 years

### **Contract dates (estimated)**

- 1 October 2025 to 30 September 2028
- Possible extension to 30 September 2035
- 10 years

### **Main procurement category**

Services

### **CPV classifications**

- 85000000 - Health and social work services

### **Contract locations**

- UKH31 - Southend-on-Sea

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## **Engagement**

### **Engagement deadline**

2 May 2025

### **Engagement process description**

A market engagement questionnaire will be issued in the first instance, aiming to support the design of the model of the new service

Following a period of analysis of responses it is likely further market engagement activity will take place, either a face to face or a teams meeting where the model will be outlined.

Please either copy and paste this link into a web browser to access the questionnaire:

<https://forms.office.com/e/RHkQGjQHug>

Alternatively please email for a copy of the questionnaire and to express an interest in attending any follow up events

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## **Participation**

### **Particular suitability**

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

## **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: [southenddaat@southend.gov.uk](mailto:southenddaat@southend.gov.uk)

Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government