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Contract

Carers Wellbeing Partnership

Staffordshire County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-015901

Procurement identifier (OCID): ocds-h6vhtk-0557fd ([view related notices](#))

Published 23 February 2026, 9:22am

Scope

Reference

IA3623

Description

Staffordshire County Council (SCC) is undertaking a reprocurement exercise for their Carers Wellbeing Partnership provision. The purpose of this provision is to appoint a suitable provider to assist the Council and the Integrated Care Board in delivering the seven priority areas of the "All Together for Carers" Strategy 2024- 2029 (Our strategy for carers - Staffordshire County Council), and ensuring an effective early intervention, prevention, and wellbeing support offer for adult, and young carers.

Unpaid carers look after or give help and/or support to family members, friends, neighbours or others because they have a long term health condition, ill health, problems relating to age, or a disability. For most Carers the experience of looking after someone is rewarding, however the responsibility for providing care can have a wide-ranging health, wellbeing and educational and economic impact.

During 24/25 the Council supported 572 adult carers and 295 young carers to receive carer assessments. However, it is estimated there are one hundred and forty-eight thousand (148,000) adult carers and one thousand six hundred and ten (1,610) young carers across Staffordshire (Census 2021).

This provision is about developing an excellent knowledge of local communities and working collaboratively through a Carers Wellbeing Partnership to:

- Create and effectively implement a programme of awareness raising and promotional campaigns to reach and engage with unpaid carers. Facilitate and enable carers to have a voice, share feedback, and influence local delivery through co-production projects, co design, engagement and co-ordination or carers Forums, newsletters, social media, and other communication platforms.
- Create and effectively implement a programme of training, awareness raising, and education in local communities by working with primary care, schools and education providers, businesses, and employers in order to create a carer friendly inclusive community across Staffordshire.
- Working collaboratively with partners to develop an efficient, needs led, and innovative programme of preventative support including; training and education, emergency and contingency planning, emotional wellbeing, financial and benefits advice, advocacy, carer breaks, young carer transport, peer support and mentoring, befriending.
- Using an Asset Based Community Development approach to grow assets within the community, incorporating a Grants funding scheme to support the mobilisations of carers, communities, and organisations to develop a strong network of local support.

Through co-production with individuals, communities and partners, the Provider shall ensure:

- Carers are provided with appropriate up-to-date information, advice and guidance.
- Carers are actively identified and supported through awareness raising activities and the education of communities.
- Carers physical and emotional wellbeing is enhanced through the provision of preventive support.
- Carers are enabled to have a life alongside their caring responsibilities.
- Access to timely support which meets individual carers needs.
- Carers are supported to plan for the future.

- Carers feel recognised and valued as experts in care.
- Strengthen and build resilient carer friendly communities which prevent, reduce and delay dependency on health and social care services.
- Children and young people with caring responsibilities have the support they need to learn, develop, thrive and enjoy positive childhoods

The Provider will support all strategies and appropriate initiatives from Staffordshire County Council. In particular the following are specifically highlighted:

- the Council's Digital Strategy
 - the Staffordshire and Stoke on Trent Sustainable Transformation Partnership (STP) Digital Programme <https://www.twbstaffsandstoke.org.uk/about-us/our-work/digital> which promotes digital literacy, encouraging and assisting people in their use of digital and assistive technology.
 - Safeguarding (Protecting adults from abuse - Staffordshire County Council)
 - Data Protection (Contact - Data Protection - Staffordshire County Council)
 - Quality Assurance (Quality Assurance Overview - Staffordshire County Council)
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Contract 1. Carers Wellbeing Partnership

Supplier

- N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

Contract value

- £1,961,123 excluding VAT
- £2,353,348 including VAT

Above the relevant threshold

Date signed

17 February 2026

Contract dates

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2029
- 3 years

Description of possible extension:

The contract will commence on 1st April 2026 and, subject to earlier termination in accordance with its terms, will continue until midnight on 31st March 2028. At the Authority's entire discretion, the term may be extended by 12 months until the 31st March 2029 on the same terms for such period in accordance with the condition set out in the contract.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

At the Authority's entire discretion, the term may be extended by 12 months to the 31st

March 2029 on the same terms for such period in accordance with the contract.

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKG24 - Staffordshire CC

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

- Companies House: 06845210
- Public Procurement Organisation Number: PDTT-2235-MTVL

1 Edward VII Quay Navigation Way

Preston

PR2 2YF

United Kingdom

Email: tenders@n-compass.org.uk

Website: <http://n-compass.org.uk>

Region: UKD45 - Mid Lancashire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Carers Wellbeing Partnership

Contracting authority

Staffordshire County Council

- Public Procurement Organisation Number: PZDG-2995-QQMD

1 Staffordshire Place, Tipping Street,

Stafford

ST16 2DH

United Kingdom

Email: commercial.team@staffordshire.gov.uk

Website: <https://www.staffordshire.gov.uk>

Region: UKG24 - Staffordshire CC

Organisation type: Public authority - sub-central government