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Planning

Care and Support Services - Extra Care Housing

Westminster City Council

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

Notice identifier: 2026/S 000-016724

Procurement identifier (OCID): ocids-h6vhtk-065ba3

Published 25 February 2026, 9:19am

Scope

Description

Westminster City Council (WCC) and the Royal Borough of Kensington and Chelsea (RBKC) are preparing to commission a new joint contract for the provision of Care and Support Services across Extra Care Housing schemes. This notice aims to inform the market of the upcoming opportunity and invite providers to engage with us ahead of tender publication.

The Authorities commission Extra Care Housing services to support older residents and adults with care needs to live independently, safely and with dignity in their own self contained homes, whilst benefiting from 24/7 onsite support.

The service supports Adult Social Care priorities including:

- Independence & prevention
- Personalisation and resident choice
- Integration with health, housing and community partners
- Local delivery and community connection

The procurement will cover the following Extra Care Housing schemes:

Westminster City Council

- Leonora House – 26 units

Royal Borough of Kensington and Chelsea

- James Hill House – 28 units
- Miranda House – 20 units
- Burgess Field – 28 units

Providers will be required to deliver:

Universal Core Service

Including:

- 24/7 onsite staffing
- Unplanned and emergency care response
- Medication management
- Social inclusion activities
- Risk assessments, care planning, and quality assurance
- Liaison with housing, families, health partners and community services

Personalised Care

All individual planned care hours based on eligible assessed needs, delivered flexibly around resident preferences and wellbeing outcomes.

Housing Collaboration

Care providers will work closely with landlords through SLAs and Licences to Occupy to ensure building-related responsibilities are clearly defined.

The service will likely be commissioned as a block contract, based on a fixed number of care hours across both general and dementia units.

Total value (estimated)

- £22,000,000 excluding VAT
- £26,400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2027 to 30 March 2033
- Possible extension to 30 March 2036
- 8 years, 11 months, 30 days

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKI32 - Westminster
 - UKI33 - Kensington & Chelsea and Hammersmith & Fulham
-

Engagement

Engagement deadline

12 March 2026

Engagement process description

To support provider readiness, the Authorities will deliver a virtual Market Warming Event on 12th March 2026.

This session will:

- Outline the service model and expectations
- Explain the commercial approach
- Present the schemes
- Offer opportunities for Q&A with commissioners and procurement leads

The Market Engagement event will take place virtually on Teams at 11am to 12pm on Thursday 12th March 2026.

Providers wishing to join the market engagement event must register on Jaggaer and provide attendee details. A link to the meeting will then be e-mailed to providers wishing to attend.

If you have already registered on Jaggaer previously, you will be able to submit attendee information on this link - <https://wcc.ukp.app.jaggaer.com/go/68837466019C94134D31>

If you are new to Jaggaer, you will need to register on this link first -

https://wcc.ukp.app.jaggaer.com/esop/ogc-host/public/wcc/web/login.jst?VISITORID=252e11d0-147d-486b-9809-99aa4073c84e&_ncp=1772010847094.983262-1

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

8 June 2026

Procedure

Special regime

Light touch

Contracting authority

Westminster City Council

- Public Procurement Organisation Number: PJVD-6261-BPPJ

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London

SW1E 6QP

United Kingdom

Email: procurementteammailbox@westminster.gov.uk

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

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government