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Planning

C298925 - Provision of Crisis House in Redbridge (Most Suitable Provider Process)

North East London NHS Foundation Trust

F01: Prior information notice

Prior information only

Notice identifier: 2024/S 000-024584

Procurement identifier (OCID): ocds-h6vhtk-0487d9

Published 5 August 2024, 5:50pm

Section I: Contracting authority

I.1) Name and addresses

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Contact

Dominic Caddle

Email

procurement@nelft.nhs.uk

Country

United Kingdom

Region code

UKI52 - Barking & Dagenham and Havering

Internet address(es)

Main address

<https://www.nelft.nhs.uk>

Buyer's address

<https://www.nelft.nhs.uk>

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.3) Communication

Additional information can be obtained from the above-mentioned address

Electronic communication requires the use of tools and devices that are not generally available. Unrestricted and full direct access to these tools and devices is possible, free of charge, at

<https://health-family.force.com/s/Welcome>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

C298925 - Provision of Crisis House in Redbridge (Most Suitable Provider Process)

Reference number

C298925

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a notice to inform the market of the intention to commission a contract for a Crisis House in the Redbridge area via the Most Suitable Provider Process under the Provider Selection Regime.

II.1.5) Estimated total value

Value excluding VAT: £2,520,000

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 79430000 - Crisis management services

II.2.3) Place of performance

NUTS codes

- UKI53 - Redbridge and Waltham Forest

Main site or place of performance

London Borough of Redbridge

II.2.4) Description of the procurement

The Health Care Services (Provider Selection Regime) Regulations 2023, Paragraph 10 - The

Most Suitable Provider Process is being used to commission this service. This notice will be live for fourteen (14) days from the date of publication.

This is a notice to inform the market of the intention to commission a contract for a Crisis House in the London Borough of Redbridge.

Crisis Houses offer an alternative to hospital for users of service to remain in a community-based setting with 24/7 mental health support, where they are at the centre of their own high-quality, rights-based care as citizens within their local community. Currently there are no such mental health crisis alternatives in Outer North East London.

NELFT proposes to commission a Crisis House within the London Borough of Redbridge. Redbridge has a population of 306,000 and residents from an Asian background (52%) are the largest ethnic group, followed by White British (23%). Residents with Bangladeshi and Pakistani background also experience some of the worst health outcomes across the borough. 12% of the Redbridge population is income deprived, which is lower than the national average (12.9%). In Redbridge the levels of deprivation are concentrated in specific areas. The South and Northeast of the borough have the highest rates of deprivation and the highest levels are around Ilford. It also has a much higher rate of homelessness than the other NELFT boroughs, which is of particular importance to the new service as those affected can be up to 15 times more likely to suffer from Severe Mental Illness (SMI) (Redbridge JSNA 2021).

The recent stakeholder engagement undertaken by PPL on behalf of NELFT in December 2023 identified key features of a service to support people in mental health crisis. One of the comments from that engagement specifically stated:

“There is a need for a respite spot – somewhere where someone can be away from their family environment and does not necessarily need an inpatient admission but needs a place to go and decompress and prevent things escalating to a place they do need an admission.”

This brief crisis intervention will seek to reduce the need for acute, inpatient admission; support the private sector bed exit plan and contribute to the Trust’s ambition of zero out of area placements. The Crisis House will be a collaboration between NELFT Redbridge community and crisis services and the Provider.

The key elements of the Crisis House are that it be voluntary sector delivered using a trauma-informed, autism-informed and equity-focused approach; includes peer support in the interventions and links with the person’s support network, local community assets and other key partner agencies. People accessing the Crisis House will be experiencing a

period of mental health crisis and will access the service to be and feel safe. People will be able to take part in a choice of therapeutic support while in the Crisis House that will help towards crisis resolution. Redbridge mental health services from NELFT will provide clinical input to the service.

The Provider will supply suitable accommodation in the London borough of Redbridge, which will accommodate between seven and nine users of service.

Each user of service will have a furnished bedroom and will also have access to private toilet and bathing facilities and kitchen and dining provision.

Users of service admitted will be allocated to their designated room with the Provider logging and tracking this information for reporting during their stay. Upon the completion of their stay, the Provider will be expected to clean and prepare the room within shortest period possible to ensure there is a sufficient turnaround with rooms for future users of service. The coproduced House Charter will inform users of service the consequences where intentional damage has been caused. It will not be the responsibility of NELFT to pay for any repair work.

The property shall be secure for all members of staff and users of service within the building with effective security & emergency measures in place; this shall include but is not limited to the following:

- fire alarms & fitted detection systems within the property
- emergency lighting
- fire extinguishers
- fire doors
- gas and electricity compliance
- appropriate insurance.

The Most Suitable Provider will be expected to deliver this service safely and effectively from the contract start date of September 2024 until September 2026 with an option to extend the contract for two further 12 month periods.

Total Contract Value is estimated as £2,520,000 (£630,000 per annum).

II.2.14) Additional information

Provider(s) wishing to express an interest and be considered for the MSP process must register on Atamis, and submit response via Atamis stating they would like to be considered. All expressions of interest must be submitted by 12:00 on 13th of August 2024.

II.3) Estimated date of publication of contract notice

14 August 2024

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intended approach notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023.

For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award.

Details of the award decision-makers – North East London NHS Foundation Trust Transformation

The intention is to award a contract using the most suitable provider process.