

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/027742-2025>

Contract

Unpaid Carers Services

Flintshire County Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2025/S 000-027742

Procurement identifier (OCID): ocids-h6vhtk-047084

Published 27 May 2025, 1:24pm

Section I: Contracting authority

I.1) Name and addresses

Flintshire County Council

Ty Dewi Sant, St. David's Park, Ewloe

Flintshire

CH5 3FF

Contact

Naomi Harper

Email

naomi.harper@flintshire.gov.uk

Telephone

+44 7918616425

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

<https://www.flintshire.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0419

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

Unpaid Carers Services

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Flintshire County Council Social Services are looking to recommission its Unpaid Carers Services (including Young Carers).

A carer is broadly someone who provides or intends to provide care and support to a family member, partner or friend who needs help because of their age, physical or mental illness, or disability; this does not include someone who is paid or employed to carry out that role, or someone who is volunteering (Social Services and Well-being (Wales) Act).

The local Authority has a number of duties under the Act, terms of supporting carers.

- To identify carers that provide or intend to provide care for an adult or disabled child.
- A duty to assess a carer where there appears to be a need for support, regardless of the level of needs or resources. The assessment will focus on 'what matters' to the carer and the carers needs in their own right.
- A carer is entitled to a joint assessment with the cared for if it is considered beneficial and there is consent from both.
- A duty to meet the needs of the carer following an assessment, depending on eligibility.
- The carer's assessment should be reviewed annually or when there is a significant change in circumstances.
- Provide advocacy support for carers.

Flintshire Social Services delivers a wide range of services for carers, both in-house and commissioned through external third sector providers. Each service has a defined specification with a set amount of funding to deliver services to specific groups of carers within Flintshire.

Applications would be welcomed for single and multiple lots, from individual organisations and consortia. It is anticipated that the contract start date would be 1st April 2025 for a period of 5 years. Please see individual specifications for further information on duration and pricing.

LOT 1 - Adult Carers Gateway and Carers Needs Assessments

LOT 2 - Creative Respite and Carer Well-being

LOT 3 – Training, Education and Employment Support

LOT 4 – Young Carers Services

LOT 5 - Support for Carers and families of Children and Young People with Disabilities and Mental Health Conditions

LOT 6 - Support for Carers of individuals with a Neurological Condition

LOT 7 – Support for Carers of Individuals with Continuing Health Care (CHC)

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: £2,382,373.60

II.2) Description

II.2.1) Title

Adult Carers Gateway and Carers Needs Assessments

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services
- 85311300 - Welfare services for children and young people
- 85312310 - Guidance services
- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The purpose of this service is to provide a single and open access gateway for all adult carers, their families, professionals and partner organisations. The service will be a one stop shop for range of initial information, advice and assistance and for carers to access a Carers Needs Assessment before being signposted and referred to services and/or support (under other contracts) that meets their identified outcomes.

The gateway will provide an accessible service for adult carers, their families and professionals and partner organisations which will be person-centred, outcome focused, proportionate and responsive to the needs of local adult carers. It will then continue to work where required, to provide carers with access to their statutory right to a holistic, strengths-based and proportionate carers needs assessment that focuses on well-being outcomes for carers and their annual review (or sooner if their circumstances significantly changes). Carers will be given proportionate information, advice, signposting and support to access services over a short intervention period.

The service will include the following elements:

- Information, advice, assistance and signposting
- Promotion, identification, awareness and communication
- Carers Needs Assessments and reviews
- Lead and champion carers services in Flintshire

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Creative Respite and Carer Well-being

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services
- 85311300 - Welfare services for children and young people
- 85312310 - Guidance services
- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The purpose of this service is to provide adult carers with support that will promote and enhance their well-being. The support will be flexible, accessible and person centred to meet the needs of the carer. This will include:

- Creative respite, this will include Bridging the Gap as well as other options.
- Activities and drop-in sessions for Carers, with and without the cared for.
- Therapy services and counselling,
- Grants
- A range of traditional and creative respite options will support carers with replacement care on a short-term basis to help them either in an emergency or to enable them to take a break away from their caring role so they can do the things that matter to them and support their own well-being. Support will be given to carers to seek longer term break/respite options to sustain their caring role.
- The Bridging the Gap Scheme can allocate carers a respite code for a 6-month period following a Carers Needs Assessment where respite is identified as a well-being outcome. The delivery organisation will work in partnership with carers and a range of local organisations to administer a brokerage service for replacement care. Using robust and transparent processes and procedures, codes will be administered, monitored and unspent codes will be recycled and re-allocated to ensure maximum support for carers.
- A wide variety of activities and events should be available to support carers in enhancing their well-being. Options will include the opportunity to spend time with, as well as apart from the cared for. There will be regular informal drop-in sessions as well as more formally arranged activities.
- Carers will have the opportunity through this service to access peer to peer and professional support. A range of therapy services and counselling will be able to be accessed following a Carers Needs Assessment.
- Small grants will be available to carers to support them with a wide variety of outcomes including daily living needs, crisis support and well-being enhancement.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Training, Education and Employment Support

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services
- 85311300 - Welfare services for children and young people
- 85312310 - Guidance services
- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The purpose of this service is to provide carers with specialist information, tailored training and support with education and employment. The carer-led service will be reactive to carers' needs. It will empower them to take forward their learning and development goals and provide a variety of employment support.

Training will include support in key areas, such as practical help, well-being support, specialist and condition specific topics and building general skills. It will provide carers with the knowledge, techniques and skills to assist with their caring role as well as support life alongside and after caring.

Educational and employment support will take a variety of forms from helping carers to access education, volunteering and employment opportunities to supporting carers with

advice and assistance with employment related issues relating to their caring role.

The service will also work to build relationships with local businesses and employers to drive carer awareness.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Young Carers Services

Lot No

4

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services
- 85311300 - Welfare services for children and young people
- 85312310 - Guidance services
- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The purpose of this service is to provide a single and open access gateway for all young carers up to the age of 25 years old, their families, professionals and partner organisations. The service will be a one stop shop for range of information, advice and assistance, one to one (Person centred, outcome focused and proportionate) support and for young carers to access a Carers Needs Assessment and subsequently further support to meet their identified outcomes.

The service will provide an accessible gateway for young carers, their families and professionals and partner organisations which will be person-centred, outcome focused, proportionate and responsive to the needs of local young carers. It will then continue to work where required, to provide young carers with access to their statutory right to a holistic, strengths-based and proportionate Carers Needs Assessment that focuses on well-being outcomes for carers and their annual review (or sooner if their circumstances significantly changes). Young Carers will be given proportionate information, advice, signposting and support further support to access services over a longer period following an assessment.

The service will include the following elements:

Identification and Information

- Information, advice, assistance and signposting
- Awareness raising of young carers
- Delivery of the national Young Carers ID Card

Assessment and low level assistance

- Carers Needs Assessments and reviews
- Regular social opportunities and time off from their caring role
- Upskilling and building resilience in young carers

Direct Support

- Short Term one-to-one support.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Support for Carers and families of Children and Young People with Disabilities and Mental Health Conditions

Lot No

5

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services
- 85311300 - Welfare services for children and young people
- 85312310 - Guidance services
- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The purpose of this service is to provide a range of recreational activities and planned trips for children and young people with physical or mental disabilities, their carers and family group to enable them to enjoy time together; these activities seek to integrate families into the local community, create friendships and peer support opportunities.

The above service elements are an illustration of potential services that are likely to form part of the service to support carers and families of children and young people with disabilities and mental health conditions. They are based on local needs and what support is valued by carers in Flintshire. The service, in partnership with the Commissioner and other carer delivery organisations, is responsible for listening to carers and responding to changes or growing needs. It is an expectation of the service that it will be inclusive to all types of carers, accommodate their individual circumstances and explore new ways to engage and support the next generation of carers, including: working carers, carers with multiple commitments, carers with their own mental health issues, modern day carers and carers who have care and support needs of their own.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Support for Carers of individuals with a Neurological Condition

Lot No

6

II.2.2) Additional CPV code(s)

- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services
- 85311300 - Welfare services for children and young people
- 85312310 - Guidance services
- 85140000 - Miscellaneous health services

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The purpose of this service is to provide respite and well-being support for carers of individuals with a neurological condition. The service will provide a range of well-being support that carers can utilise, which may for example include, but not limited to relaxation spaces, access to gym or leisure facilities, classes, counselling, training and talks, as well as the social opportunities and peer support.

The above service elements are an illustration of potential services that are likely to form part of the service to support carers of individuals with a neurological condition. They are based on local needs and what support is valued by carers in Flintshire. The service, in partnership with the Commissioner and other carer delivery organisations, is responsible for listening to carers and responding to changes or growing needs. It is an expectation of the service that it will be inclusive to all types of carers, accommodate their individual circumstances and explore new ways to engage and support the next generation of carers, including: working carers, carers with multiple commitments, carers with their own mental health issues, modern day carers and carers who have care and support needs of their own.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Support for Carers of Individuals with Continuing Health Care (CHC)

Lot No

7

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services
- 85000000 - Health and social work services
- 85311300 - Welfare services for children and young people
- 85312310 - Guidance services
- 85140000 - Miscellaneous health services
- 85312300 - Guidance and counselling services

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

Working in partnership, Flintshire County Council and Betsi Cadwaladr University Health Board are looking to re-commission our service that supports carers of individuals requiring Continuing Health Care (CHC) support.

Carers caring for a person with complex needs or continuing health care needs require a recognised pathway to access a range of ongoing specialist support services far beyond hospital discharge that will enable them to sustain their caring role within the community. Preventing carer breakdown is vital in reducing emergency hospital admissions, the service will do this by supporting carers to ensure that they have appropriate support and services in place.

The purpose of this service is to provide a highly responsive and intensive one to one

support to carers who have a significant caring responsibility for an individual with dementia, a complex long-term condition or terminal illness with a period of intense support. This supportive approach, working in partnership with relevant public bodies and voluntary organisations, aims to maintain the caring role and build the resilience of the carers and ensure the carer is best placed to care and to enable the person they care for to remain living in their own home.

The service will include the following elements:

- One to one support,
- Training,
- Counselling,
- Practical advice,
- Respite,

Low level advocacy and information, advice and signposting as required.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-030321](#)

Section V. Award of contract

Lot No

1

Title

Adult Carers Gateway and Carers Needs Assessments

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

V.2.3) Name and address of the contractor

NEWCIS

38/42 High Street

Mold

CH71BH

Telephone

+44 7749826706

Country

United Kingdom

NUTS code

- UK - United Kingdom

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

Total value of the contract/lot: £644,738.60

Section V. Award of contract

Lot No

2

Title

Creative Respite and Carer Well-being

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

V.2.3) Name and address of the contractor

NEWCIS

38/42 High Street

Mold

CH71BH

Telephone

+44 7749826706

Country

United Kingdom

NUTS code

- UK - United Kingdom

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

Total value of the contract/lot: £917,635

Section V. Award of contract

Lot No

3

Title

Training, Education and Employment Support

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

V.2.3) Name and address of the contractor

NEWCIS

38/42 High Street

Mold

CH71BH

Telephone

+44 7749826706

Country

United Kingdom

NUTS code

- UK - United Kingdom

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

Total value of the contract/lot: £210,000

Section V. Award of contract

Lot No

4

Title

Young Carers Services

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

V.2.3) Name and address of the contractor

NEWCIS

38/42 High Street

Mold

CH71BH

Telephone

+44 7749826706

Country

United Kingdom

NUTS code

- UK - United Kingdom

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

Total value of the contract/lot: £255,000

Section V. Award of contract

Lot No

5

Title

Support for Carers and families of Children and Young People with Disabilities and Mental Health Conditions

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

V.2.3) Name and address of the contractor

DAFFODILS

28-44 New Street

Mold

ch7 1nz

Telephone

+44 7779208793

Country

United Kingdom

NUTS code

- UK - United Kingdom

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

Total value of the contract/lot: £40,000

Section V. Award of contract

Lot No

6

Title

Support for Carers of individuals with a Neurological Condition

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 April 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 1

Number of tenders received by electronic means: 1

V.2.3) Name and address of the contractor

Neuro Therapy Centre

Units C1-C4, Brymau Estate One, River Lane

Saltney

CH48RG

Telephone

+44 1244678619

Country

United Kingdom

NUTS code

- UKL23 - Flintshire and Wrexham

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

Total value of the contract/lot: £50,000

Section V. Award of contract

Lot No

7

Title

Support for Carers of Individuals with Continuing Health Care (CHC)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 2

Number of tenders received by electronic means: 2

V.2.3) Name and address of the contractor

NEWCIS

38/42 High Street

Mold

CH71BH

Telephone

+44 7749826706

Country

United Kingdom

NUTS code

- UK - United Kingdom

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

Total value of the contract/lot: £265,000

Section VI. Complementary information

VI.3) Additional information

(WA Ref:151499)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom