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Contract

Crisis Houses & Safe Havens - Kent & Medway

NHS Kent and Medway Integrated Care Board

F03: Contract award notice

Notice identifier: 2024/S 000-031318

Procurement identifier (OCID): ocids-h6vhtk-04024b

Published 1 October 2024, 11:48am

Section I: Contracting authority

I.1) Name and addresses

NHS Kent and Medway Integrated Care Board

2nd floor Gail House Lower Stone Street

Maidstone

ME15 6NB

Contact

William Clark

Email

william.clark7@nhs.net

Country

United Kingdom

Region code

UKJ41 - Medway

Internet address(es)

Main address

<https://www.kentandmedway.icb.nhs.uk/>

Buyer's address

<https://www.kentandmedway.icb.nhs.uk/>

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

Crisis Houses & Safe Havens - Kent & Medway

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Provision of Crisis Houses (Lot 1) & Safe Havens (Lot 2) service in Kent & Medway

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: £22,649,355

II.2) Description

II.2.1) Title

Lot 1 - Crisis Houses

Lot No

1

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

This service is for the provision of a Crisis Houses service.

The objectives of this project are to commission two Adult Mental Health Crisis Houses in Kent and Medway. These crisis houses will be for when someone is experiencing a period of

acute psychological distress, associated with a mental health problem (which may or may not have been given a formal diagnosis). The crisis may be a sudden deterioration of an existing mental health difficulty or they may be experiencing mental health difficulties for the

first time. They need immediate treatment and/or care and/or support in order to prevent further deterioration in their mental or physical wellbeing and to help avoid hospital admission.

The rationale for the development of this service centres around how it can:

1) Provide positive outcomes for people in Psychological or Mental Health Crisis who require

urgent and intensive support.

2) Provide an alternative to an Acute Psychiatric Inpatient Admission

3) Reduce impact on the wider Mental Health Urgent and Emergency Care services (Liaison

Psychiatry, Rapid Response, Home Treatment, Section 136 Health Based Place of Safety.

Inpatient Services)

Delivered by the VCSE a Crisis House is a service that offers short-term residential mental

health crisis interventions and support for a duration of up to 7 days, for individuals who are

experiencing mental health crisis. Analysis of local NHS Mental Health inpatient admissions

evidences a cohort of inpatients whose needs could be met in a Crisis House as an alternative to inpatient admission which will offer significant benefits to service users.

Crisis Houses can prevent possible hospital admission and ensure only those who are acutely

unwell or at very high risk of suicide are admitted to hospital. Crisis Houses are embedded

within a number of ICSs, with a number of positive outcomes including high service user satisfaction and decreased reliance upon acute inpatient admission. Underpinning the philosophy of Crisis House provision is social inclusion and linking with the wider VCSE service provision.

II.2.5) Award criteria

Quality criterion - Name: Service description / Weighting: 47%

Quality criterion - Name: Social Value / Weighting: 10%

Quality criterion - Name: HR & Workforce Management / Weighting: 9%

Quality criterion - Name: Data Security/Information Governance / Weighting: 4%

Quality criterion - Name: Clinical Governance / Weighting: 6%

Quality criterion - Name: Equality, Diversity & Inclusion / Weighting: 4%

Price - Weighting: 20%

II.2.11) Information about options

Options: No

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

Lot 2 - Safe Havens

Lot No

2

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKJ4 - Kent

II.2.4) Description of the procurement

The service is for the provision of Safe Havens across Kent & Medway

The objective of this project is to commission 9 Safe Havens across K&M, 2 of which will be open 24/7 and co-located within a General Acute Hospital site. Individuals can stay up to 24hrs in the 2 co-located Safe Havens. This will enable 24/7 provision across the County.

Psychiatric Liaison Mental Health Triage Nurses can redirect individuals attending Emergency Departments (ED) with primary mental health problems who do not require a physical health intervention. The 7 community based safe havens will be open 7 days a week from 18.00 – 23.00 providing out of hours support for people in a self-defined crisis who are likely to have called 999 or 111 and been conveyed or directed to or self-presented at A&E for mental health assessment.

The service specification has developed as part of the Kent and Medway Provider Collaborative partnership with agencies and services across the Kent and Medway System, including: -

- VCSE Organisations
- Acute Hospital Trusts, EKHUFT, MTW, DVH and MFT
- Mental Health Provider Trust
- Kent Police
- South East Coast Ambulance Services
- Placed Based Health Care Partnerships

The rationale for the development of this service centres around how it can:

- 1) Provide positive outcomes for people in Psychological or Mental Health distress who require urgent emotional support.
- 2) Provide an alternative to attending A&E
- 3) Reduce impact on the wider Mental Health Urgent and Emergency Care services (Liaison

Psychiatry, Rapid Response, Home Treatment, Section 136 Health Based Place of Safety.

Inpatient Services)

- 4) Reduce impact on 'Blue Light' services, specifically calls to 111 and 999 and ambulance conveyance

The service is in line with NHS England's Long-Term Plan and will involve the development of partnership agreements, Escalation Policies and procedures, service standards, Standard

Operating Procedures and pathways to ensure that people experiencing urgent mental health needs in K&M can access a range of crisis alternatives and a safe place to receive a supportive offer in the community.

This service has been designed taking into account learning from Safe Haven Providers and

Service Users across the Country, along with engagement of people with lived experience and professionals who have fed in their views to help shape this draft specification and emerging model.

The service will be resourced by a suitable experienced Provider who has demonstrated that they can meet the contract requirements and deliver good outcomes for local people. The service will be supported with clinical in reach from statutory services – this model will be coproduced by local partners to agree on what this looks like and reviewed on an on-going basis

II.2.5) Award criteria

Quality criterion - Name: Service Description / Weighting: 47%

Quality criterion - Name: Social Value / Weighting: 10%

Quality criterion - Name: Data Security/Information Governance / Weighting: 4%

Quality criterion - Name: Clinical Governance / Weighting: 6%

Quality criterion - Name: Equality, Diversity & Inclusion / Weighting: 4%

Quality criterion - Name: HR & Workforce Management / Weighting: 9%

Price - Weighting: 20

II.2.11) Information about options

Options: No

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) Type of procedure

Open procedure

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2023/S 000-027767](#)

Section V. Award of contract

Title

Safe Havens

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

2 September 2024

V.2.2) Information about tenders

Number of tenders received: 3

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Mental Health Matters

Avalon House, Saint Catherine's House

Sunderland

Country

United Kingdom

NUTS code

- UKC - North East (England)

The contractor is an SME

No

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

Initial estimated total value of the contract/lot: £18,649,355

Total value of the contract/lot: £18,330,557

Section V. Award of contract

A contract/lot is awarded: No

V.1) Information on non-award

The contract/lot is not awarded

No tenders or requests to participate were received or all were rejected

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court

The Strand

London

WC2A 2LL

Country

United Kingdom

Internet address

<https://www.judiciary.uk/courts-and-tribunals/high-court/>