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Contract

Carer Support Services

London Borough of Hillingdon

F03: Contract award notice

Notice identifier: 2025/S 000-033337

Procurement identifier (OCID): ocds-h6vhtk-04c758

Published 18 June 2025, 2:11pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Hillingdon

Civic Centre

Uxbridge

UB8 1UW

Contact

Sally Offin

Email

soffin@hillingsdon.gov.uk

Country

United Kingdom

Region code

UKI74 - Harrow and Hillingdon

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.hillingdon.gov.uk

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

Carer Support Services

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Hillingdon awards the provision of carer support services in its capacity as the lead statutory organisation for the development and delivery of a joint carers' strategy following an open tender.

The purpose of this Service is to provide support to all carers in Hillingdon. A wide range of support can contribute to preventing, reducing, or delaying the needs of carers from

developing, thereby enabling them to continue in their caring role for longer.

The Contract term will be for a 5 year plus optional 3 year extension. The value represents the full 8 years (£519k/annum)

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £4,152,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

The London Borough of Hillingdon awards for the provision of carer support services in its capacity as the lead statutory organisation for the development and delivery of a joint carers' strategy.

The purpose of this Service is to provide support to all carers in Hillingdon. A wide range of support can contribute to preventing, reducing, or delaying the needs of carers from developing, thereby enabling them to continue in their caring role for longer.

The Council requires the provision of a holistic model to enable carers to access information, advice and support. The Service Provider will develop, maintain and deliver a range of person-centered and co-ordinated Services for carers in Hillingdon. The Service Provider will be responsible for ensuring safe, high quality, non-discriminatory carer services appropriate to the diverse needs of the Borough.

The support services are for adults and young carers in Hillingdon. The services include:

- Information, advice and guidance, including specialist provision linked to dementia and adult mental health.

- Maintenance of a carers' register.
- Carers assessments, i.e., adult carers, parent carers & young carers.
- Counselling and emotional support.
- Peer support groups and signposting to other community-based groups, including faith groups.
- Replacement care, i.e., home-based short breaks.
- Carer engagement programme.
- Training for carers (directly provided or facilitated), e.g., first aid, falls prevention, lasting power of attorney.
- Work with schools to help identify, and provide support to, young carers.

The Contract term is for a 5 plus optional 3 year extension. The value represent the full 8 years (£519k/annum)

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80%

Price - Weighting: Price 20%

II.2.11) Information about options

Options: Yes

Description of options

There is an option to extend the contract by up to 3 years after the initial 5 year contract term.

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: [2024/S 000-040012](#)

Section V. Award of contract

Title

Provision of a Carer Support Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 May 2025

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Carers Trust Hillingdon and Ealing

Uxbridge

UB8 1JT

Country

United Kingdom

NUTS code

- UKI74 - Harrow and Hillingdon

Charity Commission (England and Wales)

1082297

The contractor is an SME

No

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

Total value of the contract/lot: £4,152,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom