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Contract

Provision of Crisis Prevention Services

North East London NHS Foundation Trust

F03: Contract award notice

Notice identifier: 2025/S 000-033692

Procurement identifier (OCID): ocds-h6vhtk-04be97

Published 19 June 2025, 1:07pm

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

Telephone

+44 3005551201

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.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

Provision of Crisis Prevention Services

Reference number

NELFT_01091

II.1.2) Main CPV code

- 75200000 - Provision of services to the community

II.1.3) Type of contract

Services

II.1.4) Short description

This specification outlines the development of a Mental Health Crisis Prevention Service in Barking and Dagenham, a third sector-led service providing non-clinical, community-based mental health support. The service will focus on supporting those experiencing self-defined mental health distress who do not require immediate medical attention. It will offer timely interventions aimed at preventing escalation to statutory services like psychiatric liaison or emergency departments. This initiative aligns with local needs, addressing the unique demographic and socio-economic factors of Barking and Dagenham.

The primary aims of the Barking and Dagenham Mental Health Crisis Prevention Service are to:

- Provide immediate, non-clinical support for individuals, preventing escalation to statutory services like emergency departments and psychiatric liaison teams.
- Reduce pressure on emergency services by offering safe, non-medical support
- Address mental health inequalities by providing targeted support to underserved and underrepresented groups in Barking and Dagenham, and address stigma around Mental Health.
- Enhance community resilience by offering practical support and linking individuals to appropriate local services, thereby reducing social isolation and promoting long-term mental wellbeing.
- Collaborate with local VCSEs and statutory services to ensure an integrated care pathway, allowing smooth transitions between community and clinical services where needed.

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: £955,931

II.2) Description

II.2.2) Additional CPV code(s)

- 98000000 - Other community, social and personal services

II.2.3) Place of performance

NUTS codes

- UKI52 - Barking & Dagenham and Havering

Main site or place of performance

NELFT - CEME CENTRE - West wing
Marsh Way
Rainham
RM13 8GQ

II.2.4) Description of the procurement

The primary aims of the Barking and Dagenham Mental Health Crisis Prevention Service are to:

- Provide immediate, non-clinical support for individuals, preventing escalation to statutory services like emergency departments and psychiatric liaison teams.
- Reduce pressure on emergency services by offering safe, non-medical support
- Address mental health inequalities by providing targeted support to underserved and underrepresented groups in Barking and Dagenham, and address stigma around Mental Health.
- Enhance community resilience by offering practical support and linking individuals to appropriate local services, thereby reducing social isolation and promoting long-term mental wellbeing.
- Collaborate with local VCSEs and statutory services to ensure an integrated care pathway, allowing smooth transitions between community and clinical services where needed.

Strategic Context

This service supports the objectives of the North East London Integrated Care Board (ICB) and aligns with the Barking and Dagenham Adults Mental Health Needs Assessment, which emphasizes mental health as a key priority. The NHS Long-Term Plan and the North East London Joint Forward Plan highlight the importance of non-clinical, community-based crisis services that reduce the pressure on statutory services, emergency departments, and inpatient facilities. The B&D Crisis Prevention Service will serve as a critical component of Barking and Dagenham's mental health crisis pathway, complementing existing services.

Service Model

Access and Referral Pathways

Hours of Operation: Demand of service will be flexible and include weekends/out of hours and Bank Holidays this will be monitored closely and dependent on change to local needs and demands.

The service will be expected to have the core hours shown below; dependant on usage and volumes of the service provision, it is expected that the Provider will highlight the uptake of demand to the Trust as part of the monitoring of the contract lifecycle and the contracting authority to review further flexible operating hours to meet the local residents'

requirements.

Initial Core Hours

Every Friday 17:30-22:30 (It will be expected that the last residents will arrive at 22:00 to prepare for closing)

Saturday, Sunday and Bank Holidays - 10:00 - 16:00

The provider will be expected to conduct outreach work during the days of Monday – Thursday to engage with the local population to ensure those who do not present or have barriers to accessing services can then be supported to access services.

Outreach Teams: Users of service unable to travel or leave their home.

Locations: The provider will be responsible for sourcing an accessible venue initially which shall be available easy to access via public transport, including those with specialist needs, physical disabilities and sensory needs.

It is expected, the initial hub will be in place for 3 months after which, upon discussion with the contracting authority, the service will become mobile across various venues in Barking and Dagenham to continue the commitment to outreach and engagement for the Crisis Preventative space. All venues should have the following considerations:

- Health and Safety at Work Act 1974: This is the primary piece of legislation covering occupational health and safety in the UK. It sets out the general duties of employers, employees, and self-employed individuals to ensure health and safety at work.
- Management of Health and Safety at Work Regulations 1999: These regulations require employers to carry out risk assessments, make arrangements to implement necessary measures, appoint competent people, and arrange for appropriate information and training.
- Fire Safety (England) Regulations 2005: These regulations require the responsible person to carry out a fire risk assessment and implement appropriate fire safety measures.
- Control of Substances Hazardous to Health Regulations 2002 (COSHH)

The awarded provider will have access to the Contracting Authority's associated services for signposting and referrals, this is to ensure the outsourced workforce is aware and is continuously promoting services to assist with crisis prevention.

The provider will be expected to work with the associated teams within NELFT which shall include NELFT's Barking and Dagenham Adults Mental Health Service . The provider may be expected to attend various meetings and forums during the development of the Crisis Preventative offer, this shall form as part of service delivery and will be presented to the provider within the contract management meetings to agree.

Service Delivery

Support: The service will provide a safe, non-stigmatising environment for immediate emotional support. The core interventions include:

Peer Support: Trained individuals with lived experience will offer non-clinical, empathetic

support.

Practical Support: Assistance with housing, financial, and employment-related issues that may be exacerbating the distress.

Outreach and Culturally Sensitive Support: Proactive outreach to BAME communities and individuals facing deprivation, ensuring communication in culturally appropriate ways through partnerships with local VCSEs.

Safe and welcoming environment: Developing a non-clinical and relaxing atmosphere for all sensory aspects of the space. This might include a sensory calming smell, colourful walls, comfortable furniture, non-claustrophobic and feeling close to nature.

Staffing

The Service will be staffed by a combination of:

- Peer Support Workers from diverse backgrounds, trained in crisis management.
- Volunteers, particularly from local communities, including those with multilingual capabilities to support non-English speakers.

Particular care will be taken to encourage applications from people with local connection to the area, and who represent the diverse communities of Barking and Dagenham. The provider will be expected to adhere to the requirements of London Living Wage for the assigned workforce.

Overall, the post holder will provide support and recovery guidance to individuals experiencing common and severe mental health problems, using their own life experience of mental distress or as a carer and recovery as a template.

II.2.5) Award criteria

Quality criterion - Name: Technical/Quality / Weighting: 60

Cost criterion - Name: Commercial / Weighting: 40

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: [2025/S 000-005187](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 June 2025

V.2.2) Information about tenders

Number of tenders received: 4

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

V.2.3) Name and address of the contractor

Lifeline Community Projects

Lifeline House, 25 Neville Road, Dagenham, Essex, RM8 3QS

Dagenham

RM8 3QS

Country

United Kingdom

NUTS code

- UKI52 - Barking & Dagenham and Havering

National registration number

03951096

Internet address

<http://lifelineprojects.co.uk>

The contractor is an SME

Yes

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

Initial estimated total value of the contract/lot: £955,931

Total value of the contract/lot: £955,931

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

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

VI.4.2) Body responsible for mediation procedures

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

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

VI.4.4) Service from which information about the review procedure may be obtained

North East London NHS Foundation Trust

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

Country

United Kingdom

Internet address

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