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Contract

Supporting You Worcestershire High Intensity User (HIU) service

NHS Herefordshire and Worcestershire Integrated Care Board (ICB)

F03: Contract award notice

Notice identifier: 2025/S 000-035120

Procurement identifier (OCID): ocids-h6vhtk-055388

Published 25 June 2025, 2:44pm

Section I: Contracting authority

I.1) Name and addresses

NHS Herefordshire and Worcestershire Integrated Care Board (ICB)

Kirkham House, John Comyn Drive, Perdiswell

Worcester

WR3 7NS

Contact

Lyle Lloyd, MCIPS, Senior Procurement Officer

Email

lyle.lloyd@nhs.net

Country

United Kingdom

Region code

UKG12 - Worcestershire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://herefordshireandworcestershire.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

Supporting You Worcestershire High Intensity User (HIU) service

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

This is a Transparency Notice pursuant to the Procurement Act 2023 (Act) to notify the market of a direct award of a contract for the Supporting You Worcestershire High Intensity User (HIU) service for a period of 12 months.

The aforementioned contract is a 'below-threshold contract' as defined in section 5 of the

Act. The total contract value is £125,000.00 for the period of 12 months.

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: £125,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG12 - Worcestershire

Main site or place of performance

The County of Worcestershire, UK

II.2.4) Description of the procurement

This is a short-term award of a 12-month contract to the current provider of the Worcestershire High Intensity User (HIU) service, British Red Cross (BRC).

BRC was commissioned in response to the national HIU programme requirements to carry out a 2-year pilot from 2023-2025, which has demonstrated positive outcomes for clients in Worcestershire.

HIU service requirements are:

- Full time, dedicated HIU roles and programme.
- Delivering assertive outreach into people's homes.
- Ensuring an offer to adults, over the age of 18.
- A focus on A&E attendances and non-elective admissions.
- A holistic, non-medical, non-policing approach.
- A personalised, coaching approach.

- Engagement across the health and social care system and beyond.
- Effective partnership with and "step down" to primary care, neighbourhood services, and community assets.

Following evaluation, NHS Herefordshire and Worcestershire ICB may consider procuring a longer-term service.

The nature of the service means that the Provider Selection Regime regulations do not necessarily apply to this procurement. Rather it is covered by the Procurement Act 2023, and therefore, should a future procurement process take place, it is likely to be a full competitive tender exercise pursuant to the above Act, in order to secure a long-term contract.

If this is to take place, the timescale is approximately 12 months from the time of the publication of this Notice in order to take the above steps, meaning that a break in service provision was inevitable unless these steps were taken to avoid it.

To ensure continuity of service, it was necessary to direct award to BRC for a further 12 months (from May 2025 to May 2026) to allow the commissioning authority to formulate its position with regards to the future competitive tendering exercise.

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

For the avoidance of doubt, as stated at Section II.1.4 above, this is a Transparency Notice pursuant to the Procurement Act 2023 (Act) to notify the market of a direct award of a contract for the Supporting You Worcestershire High Intensity Use (HIU) service for a period of 12 months.

The aforementioned contract is a 'below-threshold contract' as defined in section 5 of the Act. The total contract value is £125,000 for the period of 12 months.

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

The procurement is covered by the Government Procurement Agreement: No

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

1 June 2025

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

British Red Cross

44 Moorfields

London

EC2Y 9AL

Country

United Kingdom

NUTS code

- UKI - London

Charity Commission (England and Wales)

220949

Internet address

<https://www.redcross.org.uk>

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: £125,000

Total value of the contract/lot: £125,000

Section VI. Complementary information

VI.3) Additional information

The ICB provides the following reasons for the award of the contact.

As a current provider, the awardee is the only provider who could guarantee continuity of service in the short term, and who has established means of satisfying the national requirements of a HIU service in Worcestershire.

HIU service requirements are:

- Full time, dedicated HIU roles and programme.
- Delivering assertive outreach into people's homes.
- Ensuring an offer to adults, over the age of 18.
- A focus on A&E attendances and non-elective admissions.
- A holistic, non-medical, non-policing approach.
- A personalised, coaching approach.
- Engagement across the health and social care system and beyond.
- Effective partnership with and "step down" to primary care, neighbourhood services, and community assets.

The non-clinical and individualised nature of the service means continuity of support is especially important. The client group worked with have a wide range of support needs that have led them to seek urgent and emergency care when more appropriate support is available elsewhere. This includes socio-economic pressures, housing, domestic abuse, learning disabilities, drug and alcohol, legal or mental health issues.

In addition, with established links to the health and social care system and beyond to the local authority, criminal justice, and other agencies, BRC could continue to provide holistic support while any procurement exercise takes place. This option will cause the minimum of disruption to clients and the health and social care system.

VI.4) Procedures for review

VI.4.1) Review body

NHS Herefordshire and Worcestershire ICB

Kirkham House, John Comyn Drive, Perdiswell

Worcester

WR3 7NS

Country

United Kingdom

Internet address

<https://herefordshireandworcestershire.icb.nhs.uk/>