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Tender

Contract for the provision of Supported Accommodation Pathways for People with Complex Needs (Lotted)

Durham County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-037202

Procurement identifier (OCID): ocids-h6vhtk-055881

Published 3 July 2025, 3:45pm

Scope

Description

Durham County Council (DCC) is inviting tenders from experienced service providers capable of delivering high-quality supported accommodation services for complex adults. Service users will be 18 years of age or over, with complex needs. The opportunity is divided into 3 LOTs which are detailed in section 2.2 of this document.

All accommodation will provide 24-hour support to those who have needs that cannot be met in main stream accommodation (except for LOT 1. See section, 2.2 LOT information).

The service will act as a pathway for move on into sustainable longer-term accommodation reducing the occurrence of repeat homelessness while working to engage the individual in support services to meet their individual needs.

The successful provider(s) will be expected to work collaboratively with DCC and other stakeholders to achieve positive outcomes for all service users.

Whilst interventions can occur early to prevent homelessness, where a crisis has occurred, the support services will deliver accommodation-based services delivering a range of multi-faceted interventions.

The Service will be person centred, designed around needs and personal outcomes and may comprise of a combination of direct or shared support.

Total value (estimated)

- £2,860,000 excluding VAT
- £2,860,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

2 extension periods of a 12 month duration are available subject to approval, funding and performance

Main procurement category

Services

CPV classifications

- 85311000 - Social work services with accommodation

Contract locations

- UKC14 - Durham CC
-

Lot 1. High complex needs / ex-offenders. Dispersed accommodation mixed gender

Description

Supported housing for complex needs and ex-offenders. This provision is to provide a stable, safe and person-centred living environment and personalised support to help individuals reintegrate into society after being released from prison or to reduce social isolation. Support will be designed to address individual needs and challenges, such as mental health issues, addiction, or difficulties with independent living. The service will need to provide support during 9am-6pm with out of hours covered as a minimum by a concierge service covering all units of accommodation to ensure service continuity, emergency response, and safeguarding outside of core hours.

The accommodation will be a minimum of 20 units of dispersed accommodation across County Durham. Providers should have a range of support options available to provide a pathway for individuals needing support to step up or down dependant on needs.

Lot value (estimated)

- £910,000 excluding VAT
- £910,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. High complex needs core and cluster 24 hour supported accommodation mixed gender.

Description

The Provider will deliver a safe, person-centred supported accommodation service using a Core and Cluster model of supported accommodation, providing support to individuals with complex needs which may include mental health, autism, substance abuse, with self-contained accommodation with support which will be available 24-hours. The accommodation will consist of a core premises which may also have accommodation and communal areas and a cluster of dispersed accommodation, allowing for a balance of independence and support, centrally located within County Durham. Providers should have a range of support options available to provide a pathway for individuals needing support to step up or down dependant on needs and have a robust awareness of local organisations and pathways to which service users can be signposted for support.

The service must be responsive, inclusive, and aligned to local strategic objectives in County Durham.

The Provider must implement clear and effective risk management and safeguarding procedures to ensure the safety of all residents, staff, and the wider community including, but not limited to, procedures for identifying and managing risks related to non-compliance, relapse, aggression, or deterioration in mental health and contingency plans for high-risk scenarios, emergency accommodation moves, or service disruption.

Lot value (estimated)

- £975,000 excluding VAT
- £975,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Female only complex needs core and cluster supported accommodation

Description

Core and Cluster model supported accommodation for women only, providing women with complex needs which may include past trauma, mental health, autism, substance abuse, with self-contained supported accommodation, support should be available 24-hours. The accommodation will consist of a core premises which may also have accommodation and communal areas and a cluster of dispersed accommodation, allowing for a balance of independence and support, centrally located within County Durham. Providers should have a range of support options available to provide a pathway for individuals needing support to step up or down dependant on needs.

The service must be designed to promote recovery, independence, and empowerment within a safe and supportive environment. The key service requirements are as follows:

The Provider must deliver support in a way that is trauma-informed, gender-responsive, and culturally sensitive. The service must recognise and respect the lived experiences of women with multiple disadvantages, including experiences of abuse, trauma, and discrimination.

This client group require a safe and empowering environment that fosters trust, emotional security, dignity, and a sense of belonging.

The provider must have in place robust procedures for identifying, assessing, and managing individual and shared risks relevant to the client group, including safeguarding concerns.

The service should balance safety with the promotion of positive risk-taking to support autonomy and recovery.

Lot value (estimated)

- £975,000 excluding VAT
- £975,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Participation

Particular suitability

Lot 1. High complex needs / ex-offenders. Dispersed accommodation mixed gender

Lot 2. High complex needs core and cluster 24 hour supported accommodation mixed gender.

Lot 3. Female only complex needs core and cluster supported accommodation

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

31 July 2025, 10:00am

Tender submission deadline

1 September 2025, 10:00am

Submission address and any special instructions

Documents can be accessed free of charge at www.open-uk.org

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

15 September 2025

Award criteria

Lot 1. High complex needs / ex-offenders. Dispersed accommodation mixed gender

Name	Description	Type
Relevant Previous Experience and Knowledge	Pass/Fail	Quality
Referrals and Ongoing Support	15%	Quality
Staff Training and TUPE	15%	Quality
Implementation , monitoring and reporting	20%	Quality

Name	Description	Type
Stakeholder relationships, crisis management and LOT specific staffing and accommodation	30%	Quality

Weighting description

4.2.1 Pass / Fail all remaining questions scored

Lot 2. High complex needs core and cluster 24 hour supported accommodation mixed gender.

Name	Description	Type
Relevant Previous Experience and Knowledge	PASS / FAIL	Quality
Referrals and Ongoing Support	15%	Quality
Staff Training and TUPE	15%	Quality
Implementation , monitoring and reporting	20%	Quality
Stakeholder relationships, crisis management and LOT specific staffing and accommodation	30%	Quality

Weighting description

question 4.2.1 Pass/Fail, all remaining questions %

Lot 3. Female only complex needs core and cluster supported accommodation

Name	Description	Type
Relevant Previous Experience and Knowledge	PASS / FAIL	Quality
Referrals and Ongoing Support	15%	Quality
Staff Training and TUPE	15%	Quality
Implementation , monitoring and reporting	20%	Quality

Name	Description	Type
Stakeholder relationships, crisis management and LOT specific staffing and accommodation	30%	Quality

Weighting description

Question 4.2.1 PASS / FAIL remaining %

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: corporate.procurement@durham.gov.uk

Website: <http://www.durham.gov.uk/>

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government