

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/039374-2025>

Contract

Carers Support Service

Coventry City Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-039374

Procurement identifier (OCID): ocds-h6vhtk-050631 ([view related notices](#))

Published 11 July 2025, 3:39pm

Scope

Reference

COV- 22170

Description

The contract will be for the delivery of Carers Support Services within the city of Coventry to ensure the Councils fulfilment of statutory responsibilities under The Care Act 2014 to support unpaid carers in Coventry. The services delivered under the contract will be for;

Universal Carers Support Services,

(Adult) Carers Assessment,

Carers Peer Support and Carers Regulated Support

Contract 1. COV-22170- Carers Support Service

Supplier

- CARERS TRUST, HEART OF ENGLAND

Contract value

- £4,083,235 excluding VAT
- £4,083,235 including VAT

Above the relevant threshold

Date signed

9 July 2025

Contract dates

- 1 October 2025 to 31 March 2028
- Possible extension to 31 March 2031
- 5 years, 6 months

Description of possible extension:

An option to extend for a further 3 years from 31.3.28 - 31.3.31

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKG33 - Coventry

Key performance indicators

Name	Description	Reporting frequency
Service Area 1 - Universal Carers Support Services	All carers are offered a carers assessment	3 months
Service Area 2 - Adult Carers Assessments (a)	The provider will complete a minimum of 85 assessments per quarter	3 months
Service Area 2 - Adult Carers Assessments (b)	Provider responds to referrals within 2 working days	3 months
Service Area 3 - Carers Peer Support	Direct feedback provided from carers who have attended a group	3 months
Service Area 4 - Carers Regulated Support (a)	Preventative Short Breaks (Short Term) - to agree commencement of provision within 1 week of referral	3 months
Service Area 4 - Carers Regulated Support (b)	Short Breaks Service - agree commencement of provision within 2 weeks of referral	3 months

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

CARERS TRUST, HEART OF ENGLAND

- Companies House: 03206963
- Public Procurement Organisation Number: PMLW-8154-BWCH

12a Canal Basin St. Nicholas Street

Coventry

CV1 4LY

United Kingdom

Email: claire.dale@carerstrusthofe.org.uk

Website: <http://www.carerstrusthofe.org.uk>

Region: UKG33 - Coventry

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. COV-22170- Carers Support Service

Contracting authority

Coventry City Council

- Public Procurement Organisation Number: PMJC-6861-XJPP

Council House, Earl Street

Coventry

CV1 5RR

United Kingdom

Email: ProcurementContracts@coventry.gov.uk

Region: UKG33 - Coventry

Organisation type: Public authority - sub-central government