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Contract

## **Community Living Services**

NHS HUMBER & NORTH YORKSHIRE ICB

F03: Contract award notice

Notice identifier: 2024/S 000-041437

Procurement identifier (OCID): ocds-h6vhtk-049c45

Published 23 December 2024, 3:24pm

## **Section I: Contracting authority**

### **I.1) Name and addresses**

NHS HUMBER & NORTH YORKSHIRE ICB

Health House

WILLERBY

HU106DT

#### **Email**

[hnyicb.procurement@nhs.net](mailto:hnyicb.procurement@nhs.net)

#### **Country**

United Kingdom

#### **Region code**

UKE12 - East Riding of Yorkshire

## **NHS Organisation Data Service**

QQQ

### **Internet address(es)**

Main address

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

### **I.4) Type of the contracting authority**

Body governed by public law

### **I.5) Main activity**

Health

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Community Living Services

Reference number

C307872

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Community Living Services through an open procurement process. Bidders are invited to bid to become an Approved Provider on one or more services:-

1. Support Living,
2. Housing Related Support,
3. Personal Support.

The preferred Bidders will be required to demonstrate:

Supported Living

High standards are experienced by all individuals receiving supported living services. Enabling individuals to:

- Live as independently as possible in settled accommodation, increasing independence around managing own needs.

- Receive strengths-based support in a way that is less restrictive of their rights and freedoms.
- Work towards achieving aspirations and goals.
- Live in their own home by maintaining a tenancy agreement, rental or ownership.
- Have choice and control over their care, including how it is delivered and by whom.
- Receive a flexible service which responds to their individual preferences and needs.
- Be supported in a way which has proper regard for achieving best value.

### Housing Related Support

Housing Related Support service aims to enable Individuals to maintain their tenancy, live independently and improve their outcomes through support and advice to meet their needs, and to achieve and maintain their potential in relation to physical, intellectual, educational, emotional and social capacity, and ability to find and maintain employment. The service will support individuals to:

- live in their own homes, exercising choice and control in their own lives.

set up and maintain bills,

- manage their money and understand personal debt management including budget planning,
- maximise benefit entitlements,
- access training, education and/or gain meaningful employment or activity,
- maintain and develop social circles, relationships and friendships,
- forge positive relationships with the local community,
- develop independent living skills and confidence so individuals are able to manage their own needs,
- access specialist advice, make referrals to other professionals or access groups pertinent to an individual's needs,
- adopt healthy and active lifestyles therefore preserving independence and quality of life,

- achieve their desired outcomes.

### Personal Support

The Personal Support service aims to enable the individual to use and develop their personal strengths to the purpose of developing, maintaining, and thriving in positive social activities that are meaningful to the individual, including volunteer and work opportunities, and will be delivered via a personal budget. The service aims to:

- Support people to live in their own homes, exercising choice and control in their own lives.
- Support to set up, maintain, and adapt planned community activities and commitments
- Money and debt management including budget planning
- Maximising benefit entitlements
- Help individuals to access training, education and/or gain meaningful employment or activity.
- Support to maintain and develop social circles, relationships and friendships
- Encouragement to forge positive relationships with the local community
- Developing independent living skills and confidence so individuals are able to manage their own needs.
- Support to access specialist advice, make referrals to other professionals or access groups pertinent to an individual's needs
- Promote and support healthy and active lifestyles therefore preserving independence and quality of life.
- Ensure that assessed needs are translated into effective and appropriate services, to support individuals in achieving their desired outcomes.

### **II.1.6) Information about lots**

This contract is divided into lots: Yes

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

Value excluding VAT: £131,607,000

## **II.2) Description**

### **II.2.1) Title**

Supported Living

Lot No

1

### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services
- 85300000 - Social work and related services

### **II.2.3) Place of performance**

NUTS codes

- UKE13 - North and North East Lincolnshire

Main site or place of performance

North East Lincolnshire

### **II.2.4) Description of the procurement**

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Community Living Services through an open procurement process. Bidders are invited to bid to become an Approved Provider on 3 lots:

1. Support Living,
2. Housing Related Support,
3. Personal Support.

Lot 1 - Supported Living

The preferred Bidders will be required to demonstrate high standards are experienced by all individuals receiving supported living services. Enabling individuals to:

- Live as independently as possible in settled accommodation, increasing independence around managing own needs.
- Receive strengths-based support in a way that is less restrictive of their rights and freedoms.
- Work towards achieving aspirations and goals.
- Live in their own home by maintaining a tenancy agreement, rental or ownership.
- Have choice and control over their care, including how it is delivered and by whom.
- Receive a flexible service which responds to their individual preferences and needs.
- Be supported in a way which has proper regard for achieving best value.

### **II.2.5) Award criteria**

Quality criterion - Name: Service Delivery / Weighting: 39%

Quality criterion - Name: Service Quality Assurance / Weighting: 22%

Quality criterion - Name: Engagement and Service User Experience / Weighting: 10%

Quality criterion - Name: Workforce / Weighting: 13%

Quality criterion - Name: Information Management and Technology (IM&T) / Weighting: 16%

Cost criterion - Name: Acceptance of hourly rate and sleep-in rate / Weighting: Pass / Fail

### **II.2.11) Information about options**

Options: Yes

Description of options

Contract period is 60 months with the option to extend by 24 months.

## **II.2) Description**

### **II.2.1) Title**

Housing Related Support

Lot No

2

### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services
- 85300000 - Social work and related services

### **II.2.3) Place of performance**

NUTS codes

- UKE13 - North and North East Lincolnshire

Main site or place of performance

North East Lincolnshire

### **II.2.4) Description of the procurement**

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Community Living Services through an open procurement process. Bidders are invited to bid to become an Approved Provider on 3 lots:

1. Support Living,
2. Housing Related Support,
3. Personal Support.

Lot 1 - Supported Living

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- Receive strengths-based support in a way that is less restrictive of their rights and freedoms.
- Work towards achieving aspirations and goals.



- Live in their own home by maintaining a tenancy agreement, rental or ownership.
- Have choice and control over their care, including how it is delivered and by whom.
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Quality criterion - Name: Workforce / Weighting: 13%

Quality criterion - Name: Information Management and Technology (IM&T) / Weighting: 16%

Cost criterion - Name: Acceptance of hourly rate / Weighting: Pass / Fail

### **II.2.11) Information about options**

Options: Yes

Description of options

Contract period is 60 months with the option to extend by 24 months.

## **II.2) Description**

### **II.2.1) Title**

Personal Support

Lot No

3

### **II.2.2) Additional CPV code(s)**

- 85100000 - Health services

- 85300000 - Social work and related services

### **II.2.3) Place of performance**

NUTS codes

- UKE13 - North and North East Lincolnshire

Main site or place of performance

North East Lincolnshire

### **II.2.4) Description of the procurement**

NHS Humber and North Yorkshire Integrated Care Board (hereafter the Contracting Authority) is seeking to commission Community Living Services through an open procurement process. Bidders are invited to bid to become an Approved Provider on 3 lots:

1. Support Living,
2. Housing Related Support,
3. Personal Support.

Lot 1 - Supported Living

The preferred Bidders will be required to demonstrate high standards are experienced by all individuals receiving supported living services. Enabling individuals to:

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- Receive strengths-based support in a way that is less restrictive of their rights and freedoms.
- Work towards achieving aspirations and goals.
- Live in their own home by maintaining a tenancy agreement, rental or ownership.
- Have choice and control over their care, including how it is delivered and by whom.
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Quality criterion - Name: Workforce / Weighting: 13%

Quality criterion - Name: Information Management and Technology (IM&T) / Weighting: 16%

Cost criterion - Name: Acceptance of the hourly rate and sleep-in rate / Weighting: Pass / Fail

## **II.2.11) Information about options**

Options: Yes

Description of options

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## **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 000-030016](#)

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## **Section V. Award of contract**

### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

10 December 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 26

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

#### **V.2.3) Name and address of the contractor**

Aspects Care Ltd

Birmingham

Country

United Kingdom

NUTS code

- UKG31 - Birmingham

Companies House

05294303

The contractor is an SME

Yes

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

Total value of the contract/lot: £131,607,000

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## **Section V. Award of contract**

### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

10 December 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 26

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

#### **V.2.3) Name and address of the contractor**

Avalon Group

Harrogate

Country

United Kingdom

NUTS code

- UKE2 - North Yorkshire

Charity Commission (England and Wales)

1048236

The contractor is an SME

No

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

Total value of the contract/lot: £131,607,000

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### **Section V. Award of contract**

#### **Lot No**

1

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

10 December 2024

##### **V.2.2) Information about tenders**

Number of tenders received: 26

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

##### **V.2.3) Name and address of the contractor**

Community Integrated Care

Cheshire

Country

United Kingdom

NUTS code

- UKD6 - Cheshire

Companies House

02225727

The contractor is an SME

No

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

Total value of the contract/lot: £111,517,000

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### **Section V. Award of contract**

#### **Lot No**

1

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

10 December 2024

##### **V.2.2) Information about tenders**

Number of tenders received: 26

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

##### **V.2.3) Name and address of the contractor**

Craegmoor Supporting You Ltd

London

Country

United Kingdom

NUTS code

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Companies House

04790555

The contractor is an SME

No

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

Total value of the contract/lot: £111,517,000

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### **Section V. Award of contract**

#### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

10 December 2024

##### **V.2.2) Information about tenders**

Number of tenders received: 26

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

##### **V.2.3) Name and address of the contractor**

Creative Support Ltd

Stockport

Country



United Kingdom

NUTS code

- UKD3 - Greater Manchester

Charity Commission (England and Wales)

27440R

The contractor is an SME

No

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

Total value of the contract/lot: £131,607,000

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### **Section V. Award of contract**

#### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

10 December 2024

##### **V.2.2) Information about tenders**

Number of tenders received: 26

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

##### **V.2.3) Name and address of the contractor**

Harlon Healthcare Limited

London

Country

United Kingdom

NUTS code

- UKI31 - Camden and City of London

Companies House

13885505

The contractor is an SME

Yes

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

Total value of the contract/lot: £131,607,000

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## **Section V. Award of contract**

### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

10 December 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 26

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

### **V.2.3) Name and address of the contractor**

Housing and Support Solutions Ltd

Newark

Country

United Kingdom

NUTS code

- UKF30 - Lincolnshire

Companies House

04383479

The contractor is an SME

Yes

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

Total value of the contract/lot: £131,607,000

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## **Section V. Award of contract**

### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

10 December 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 26

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

### **V.2.3) Name and address of the contractor**

Humbercare Ltd

Hull

Country

United Kingdom

NUTS code

- UKE11 - Kingston upon Hull, City of

Charity Commission (England and Wales)

702269

The contractor is an SME

Yes

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

Total value of the contract/lot: £131,607,000

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## **Section V. Award of contract**

### **Lot No**

3

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

10 December 2024

### **V.2.2) Information about tenders**

Number of tenders received: 26

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

### **V.2.3) Name and address of the contractor**

KeyRing Living Support Networks

London

Country

United Kingdom

NUTS code

- UKI6 - Outer London – South

Charity Commission (England and Wales)

1054234

The contractor is an SME

Yes

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

Total value of the contract/lot: £13,629,000

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## **Section V. Award of contract**

### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

10 December 2024

### **V.2.2) Information about tenders**

Number of tenders received: 26

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

### **V.2.3) Name and address of the contractor**

Lifeways Community Care Ltd

Warrington

Country

United Kingdom

NUTS code

- UKD61 - Warrington

Companies House

04126127

The contractor is an SME

No

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

Total value of the contract/lot: £131,607,000

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## **Section V. Award of contract**

### **Lot No**

1 and 2

A contract/lot is awarded: Yes

## **V.2) Award of contract**

### **V.2.1) Date of conclusion of the contract**

10 December 2024

### **V.2.2) Information about tenders**

Number of tenders received: 26

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

### **V.2.3) Name and address of the contractor**

Linkage Community Trust

Spilsby

Country

United Kingdom

NUTS code

- UKF30 - Lincolnshire

Charity Commission (England and Wales)

504913

The contractor is an SME

No

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

Total value of the contract/lot: £125,146,000

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## **Section V. Award of contract**

### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

10 December 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 26

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

#### **V.2.3) Name and address of the contractor**

Living Ambitions Ltd

Warrington

Country

United Kingdom

NUTS code

- UKD61 - Warrington

Companies House

02622175

The contractor is an SME

No

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



Total value of the contract/lot: £131,607,000

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## **Section V. Award of contract**

### **Lot No**

1, 2 and 3

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

10 December 2024

#### **V.2.2) Information about tenders**

Number of tenders received: 26

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

#### **V.2.3) Name and address of the contractor**

Nurtrio Ltd

Grimsby

Country

United Kingdom

NUTS code

- UKE13 - North and North East Lincolnshire

Charity Commission (England and Wales)

11446255

The contractor is an SME

Yes

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

Total value of the contract/lot: £131,607,000

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### **Section V. Award of contract**

#### **Lot No**

1 and 3

A contract/lot is awarded: Yes

#### **V.2) Award of contract**

##### **V.2.1) Date of conclusion of the contract**

10 December 2024

##### **V.2.2) Information about tenders**

Number of tenders received: 26

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

##### **V.2.3) Name and address of the contractor**

Royal Mencap Society

Peterborough

Country

United Kingdom

NUTS code

- UKH1 - East Anglia

Charity Commission (England and Wales)

222377

The contractor is an SME

No

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

Total value of the contract/lot: £125,146,000

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court of England and Wales Royal Courts of Justice

London

Country

United Kingdom