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Planning

SOL - Carer Respite and Emergency Support Services Market Engagement

Solihull Metropolitan Borough Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocds-h6vhtk-056369

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Scope

Description

Solihull Metropolitan Borough Council (SMBC) is reviewing its current respite (short break) and carer emergency support services. We are seeking to engage with providers who can offer flexible, high-quality care and support solutions for adults with a range of needs. Our aim is to expand the capacity and flexibility of provision to better reflect the diversity of our unpaid carers and those they support.

The review aims to identify opportunities for flexible respite support, ranging from a few hours to up to two weeks and an emergency response provision to support carers in the event of crisis. Carers have expressed a need for services that can be booked in advance (e.g., for holidays) and accessed at short notice when plans change.

We invite providers to complete the survey to help shape future service models and commissioning approaches. The Council is open to exploring a range of contracting models and welcomes market insight on how best to structure future arrangements.

Contract dates (estimated)

- 1 April 2026 to 31 December 2026
- 9 months

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 85310000 - Social work services
- 85320000 - Social services

Engagement

Engagement deadline

1 August 2025

Engagement process description

Background

Solihull Metropolitan Borough Council (SMBC) is reviewing its current respite (short

break) and carer emergency support services. We are seeking to engage with providers who can offer flexible, high-quality care and support solutions for adults with a range of needs. Our aim is to expand the capacity and flexibility of provision to better reflect the diversity of our unpaid carers and those they support.

Scope of Services

1. Planned Carer Respite

- Provision of short-term, planned breaks for carers from their caring responsibilities.
- Respite may be delivered in the cared-for person's home or in a community-based setting.
- Services must be flexible, person-centred, and responsive to individual needs and preferences.

2. Carer Emergency Response

- Rapid response service available to support the cared-for person in the event of an unplanned absence or emergency involving the carer.
- May include temporary care provision, welfare checks, and coordination with other services.
- Providers must demonstrate robust contingency planning and safeguarding protocols.

3. Target Cohort

- Unpaid carers of adults with eligible care and support needs. residing in Solihull

4. Key Outcomes

- Carers feel supported and able to continue in their caring role.
- Carers have access to timely and appropriate breaks.
- Emergency situations are managed effectively, reducing the risk of hospital admissions or care breakdown.
- Improved wellbeing and resilience for both carers and those they care for.

The review aims to identify opportunities for flexible respite support, ranging from a few hours to up to two weeks and an emergency response provision to support carers in the

event of crisis. Carers have expressed a need for services that can be booked in advance (e.g., for holidays) and accessed at short notice when plans change.

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Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

1 August 2025

Procedure

Special regime

Light touch

Contracting authority

Solihull Metropolitan Borough Council

- Public Procurement Organisation Number: PGWC-7578-LYDG

Council House, Manor Square

Solihull

B91 3QB

United Kingdom

Contact name: Corporate Procurement Service

Email: procteam@solihull.gov.uk

Region: UKG32 - Solihull

Organisation type: Public authority - sub-central government