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Award

NELFT - Crisis Alternatives - Redbridge

North East London NHS Foundation Trust

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-043187

Procurement identifier (OCID): ocds-h6vhtk-04fa2f ([view related notices](#))

Published 25 July 2025, 2:48pm

Scope

Reference

C340086

Description

The Place Based Partnership within North East London (NEL) has identified key priority areas to enhance local mental health acute pathways. This initiative aims to develop effective community alternatives to hospital admission for residents experiencing a mental health crisis. The North East London Joint Forward Plan emphasises prevention, leveraging community assets, and providing person-centered, integrated care. The goal is to support more individuals in appropriate settings outside of hospitals, ensuring that those in crisis receive timely and suitable support.

A significant focus is placed on improving mental health crisis management and offering alternatives to hospital admission. This ensures that high-quality inpatient care is available for those who truly need it, aligning with the principle of delivering the right support at the right time and place. The scope of services varies across localities, and a procurement process via Lots has been established to cater to the specific needs of each Local Borough and its demographics. This approach also fosters collaboration with Voluntary,

Community, and Social Enterprise (VCSE) partners, enhancing the overall benefit to service users.

VCSE (Voluntary, Community, and Social Enterprise) partners will play a crucial role in the Place Based Partnership within NELFT. Their involvement will include:

Service Delivery: VCSE organisations will provide community-based services that offer alternatives to hospital admission. These services might include crisis intervention, counselling, peer support, and other mental health support programs tailored to local needs.

Collaboration and Integration: VCSE partners will work closely with NELFT and other healthcare providers to ensure a seamless integration of services. This collaboration aims to create a cohesive support network that can respond effectively to mental health crises.

Community Engagement: VCSE organisations often have strong ties to the local community and can engage residents in mental health initiatives. They can help raise awareness, reduce stigma, and encourage individuals to seek help early.

Tailored Support: By understanding the unique demographics and needs of each locality, VCSE partners can offer personalised support that aligns with the specific challenges faced by different communities.

Innovation and Flexibility: VCSE organisations can bring innovative approaches to mental health care, offering flexible and responsive services that can adapt to changing needs and circumstances.

Overall, the involvement of VCSE partners is essential for building a comprehensive, community-centered approach to mental health care that prioritises prevention, early intervention, and support outside of hospital settings.

The primary aims of the Redbridge Mental Health Crisis Alternative are to:

- Provide immediate, non-clinical support for individuals experiencing a mental health crisis, preventing escalation to statutory services like emergency departments and psychiatric liaison teams
- Reduce pressure on emergency services by offering a safe, non-medical alternative to hospital-based crisis interventions
- Address mental health inequalities by providing targeted support to underserved and underrepresented groups in Redbridge including the homeless, LGBTQI+, older adults, black males and Asian/Asian British communities, utilising current peers support worker and volunteering resources

- Promote early intervention and de-escalation through crisis listening, safety planning, and peer support, empowering individuals to manage their mental health and avoid future crises.
 - Enhance community resilience by offering practical support and linking individuals to appropriate local services, thereby reducing social isolation and promoting long-term mental wellbeing.
 - Collaborate with local VCSEs and statutory services to ensure an integrated care pathway, allowing smooth transitions between community and clinical services where needed.
 - Easy Access to provide a safe space that is easily accessible to all adults and older adults during the operating hours via self-referral, third party referral and walk-ins.
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Lot a2iSr000005mYfeIAE. Redbridge

Description

This specification outlines the development of a Mental Health Crisis Alternative in Redbridge, a service providing non-clinical, community-based mental health support. The service will focus on supporting those experiencing a self-defined mental health crisis who do not require immediate medical attention. It will offer timely interventions aimed at preventing escalation to statutory services like psychiatric liaison or emergency departments. This initiative aligns with local needs, addressing the unique demographic and socio-economic factors of Redbridge.

Contract 1. NELFT - Crisis Alternatives - Redbridge

Lots

Lot a2iSr000005mYfeIAE. Redbridge

Supplier

- HESTIA HOUSING AND SUPPORT

Contract value

- £592,456 excluding VAT
- £592,456 including VAT

Above the relevant threshold

Award decision date

1 July 2025

Date assessment summaries were sent to tenderers

25 July 2025

Standstill period

- End: 6 August 2025
- 8 working days

Earliest date the contract will be signed

7 August 2025

Contract dates (estimated)

- 27 October 2025 to 26 October 2027
- Possible extension to 26 October 2029
- 4 years

Description of possible extension:

Optional 2 x 12 month extensions

Main procurement category

Services

CPV classifications

- 75200000 - Provision of services to the community

Contract locations

- UKI53 - Redbridge and Waltham Forest

Information about tenders

Lot a2iSr000005mYfelAE. Redbridge

- 1 tender received
 - 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lots that will not be awarded

Lot a2iSr000005mbiLIAQ. Waltham Forest

Description

This specification outlines the development of a Mental Health Crisis Alternative in Waltham Forest, a third sector-led service providing non-clinical, community-based mental health support. The service will focus on supporting those experiencing or wanting to prevent a self-defined mental health crisis who do not require immediate medical attention. It will offer timely interventions aimed at preventing escalation to statutory services like psychiatric liaison or emergency departments. This initiative aligns with local needs, addressing the unique demographic and socio-economic factors of Waltham Forest. Although the term 'Crisis Alternative' is used here, the name of the initiative will be decided in collaboration with service users and will highlight that the spaces are welcoming, homely and peaceful e.g. incorporating words such as 'sanctuary', 'haven', 'harbour', 'welcome', 'healing' 'connection'. We aim to create a new model of care that combines the community and social collaboration of the Trieste model with the relational culture of Open Dialogue. Our plan is to bring together our NHS community and crisis provision in a single site, combine it with a range of non-statutory services, as well as 6-8 beds for overnight/crisis stay and bring all parties together to co-design and co-deliver the service. The teams will include third sector services, religious groups, housing providers/associations and people with lived experience, who have been involved in the

development of our plans from the beginning.

CPV classifications

- 75200000 - Provision of services to the community

Date of decision not to award

1 July 2025

Procedure

Procedure type

Open procedure

Supplier

HESTIA HOUSING AND SUPPORT

- Companies House: 02020165
- Charity Commission (England and Wales): 294555

Beaufort House 4th Floor, 15 St. Botolph Street

London

EC3A 7DT

United Kingdom

Email: businessdevelopment@hestia.org

Website: <https://www.hestia.org/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. NELFT - Crisis Alternatives - Redbridge

Contracting authority

North East London NHS Foundation Trust

- NHS Organisation Data Service: RAT
- Public Procurement Organisation Number: PHHT-9556-BWJJ

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

United Kingdom

Contact name: Dominic Caddle

Email: procurement@nelft.nhs.uk

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - central government