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Planning

Preliminary Market Engagement for Domiciliary Care Services, Reablement Services and the Short-Term Assistance Service

Durham County Council

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

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Scope

Description

THIS IS NOT A CALL FOR COMPETITION THIS IS MARKET ENGAGEMENT.

This preliminary market engagement questionnaire is to seek potential providers views for three key areas of service provision:

- Domiciliary Care

Provision of domiciliary care services is currently delivered by independent sector providers who are registered with the Care Quality Commission to provide personal care services. The current model is one of 10 demand zones based on geographical boundaries with between 2 and 4 providers operating in each zone. The specification covers all ages of people.

- Reablement Service

Reablement is the care and support an individual needs after leaving hospital due to an

illness or injury. This level of care and support is no longer than 6 weeks.

Reablement services are currently delivered in County Durham by a number of providers with some operating in a demand zone and one provider covering a larger area of the County. Rates vary, with rates per hour and rates by episode currently in use.

- **Short Term Assistance Service**

Short Term Assistance Service (STAS) is a countywide service provided by one provider. This service is intended to provide support for a limited period in a crisis situation only and to provide assistance in three main areas, to assist in hospital avoidance / hospital discharge, bridging service (when a domiciliary / reablement package cannot start on the date required, deliver replacement care in an unpaid carer emergency (please note that this is not available for parent carers for children under the age of 18)

The current arrangements for the commissioning of these services comes to an end on 31st March 2026. The Council is committed to the delivery of high quality Services and wishes to work in partnership with Independent Sector Providers, who can demonstrate and deliver Services which achieve and maintain 'value for money' and positive outcomes for service users enabling them to live independently and safely in their community.

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKC14 - Durham CC

Engagement

Engagement deadline

30 September 2025

Engagement process description

- Preliminary market engagement questionnaire to wider market to gain insight. Please access the questionnaire via www.open-uk.org
- Supplier survey to current contracted suppliers to ascertain their views.
- Supplier Support Sessions regarding Social Value, Procurement Portal and Central Digital Platform to remove barriers to bidding (9/9/2025 10.30 -12 and the 11/9/25 14:30-16:00 via Teams).

All requests to join the events should be directed through the council's tender portal - www.open-uk.org.

Procedure

Special regime

Light touch

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

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

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government