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Tender

Provision of Care and Support in Extra Care Housing at Castlestead View, Oxenholme, Kendal, LA9 7FY

Westmorland and Furness Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Procurement identifier (OCID): ocids-h6vhtk-056b0f

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Scope

Reference

DN785514

Description

The care and support needs currently delivered within the scheme are expected to transfer to the successful bidder.

The range of care and support needs within the scheme aim to reflect a balanced community model of approximately, a third of people with; low needs 0-7 hours/week, medium needs 8-14 hours/week and high needs 15+ hours/week.

Please note the service will be only accessed by people between 55 and 64 years with an assessed care and support need. The restriction around the age of adults accessing this service is linked to the tenancy age restriction set by the Landlord.

The Provider selected to deliver the above Services will be the Council's preferred Provider to deliver formal care and support arrangements (care managed referrals) within the Scheme

It is envisaged that the Council's preferred Provider would develop this role with a view to being the preferred Provider within the Scheme, enabling all tenants/residents if they wish to purchase this service or other services that the Provider may choose to offer.

Adult Social Care service users in Extra Care Housing retain the right to choose self-directed support for alternative provision via a Direct Payment or Individual Service Fund, in order to fulfil their care and support requirements. It is envisaged that the selected provider would be the natural choice of provider (preferred provider) but individuals are free to choose alternative provision.

The Scheme:

Castlestead View

- 104 self-contained units consisting of:
- 46 x 2 bedroom units shared ownership
- 20 x 1 bedroom rental units
- 14 x 2 bedroom rental units
- 24 x Bungalow units shared ownership

There is a range of Facilities:

- Resident Lounge,
- Restaurant
- Laundry Room
- Hairdresser
- Buggy store
- Assisted bathing
- Staff offices plus an Alarm Call System

- Car park
- Guest Suite
- Communal gardens

Office Accommodation:

The Scheme is owned and managed by Housing 21. The Landlord has agreed access to their premises and use of some facilities at Castlestead View to the successful bidder for this contract.

The Landlord anticipates charging an annual rent of £6495.72 plus £2784.00 (annual service charge) plus Vat from commencement of service. Providers should include this cost in their bid. (The 2025/26 commercial fees. 2026/27 fees are subject to review in Jan '26 and any increase is typically based on CPI s in the previous Sept. This isn't announced until Oct '25).

Housing Management and Housing Related Support services will be provided by the Landlord and are not part of this contract. Joint Working Protocols within Castlestead View between the Landlord and the Care Provider will be discussed with the successful provider following Contract award and agreed prior to contract start.

The Housing Related Support team will be delivering person centred housing related support to enable individuals to maintain their independence & improve their quality of life. The aim is to promote a positive attitude to ageing and lifelong learning, deliver a vibrant scheme which provides a hub for a range of services & activities for tenants, residents, and the wider community, working in partnership with the care provider's care team and other agencies.

Core Support Charge:

Housing 21 as the current care provider, applies a weekly 'Core Charge' to all Extra Care residents. Housing 21 have instituted a core support charge payable (as a condition of their tenancy) of £35.20 per week per unit to provide background support over and above ASC block contract.

The rationale for this is to:

- o ensure responsive action at all times: two members of staff are required on site 24/7
- o eliminate loan night working e.g. Overnight at Castlestead staff may be called offsite to the bungalows.

o be able to respond to unplanned/emergency calls through the call system (these can vary from falls, residents feeling unwell, repetitive callers etc)

Whilst there is no expectation that the council will contract for and fund this additional support, there is an expectation that any Care and Support provider who takes on the Council commissioned contract will also pick up this additional core support including the collection of the charge.

Total value (estimated)

- £768,189 including VAT

Above the relevant threshold

Contract dates (estimated)

- 11 January 2026 to 10 January 2028
- Possible extension to 10 January 2029
- 3 years

Description of possible extension:

Option to extend for 12 months

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD12 - East Cumbria

Participation

Particular suitability

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

Submission

Enquiry deadline

8 September 2025, 2:00pm

Tender submission deadline

15 September 2025, 2:00pm

Submission address and any special instructions

<https://www.the-chest.org.uk/>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

23 October 2025

Award criteria

Name	Type	Weighting
Qualitative	Quality	80%
Commercial	Cost	20%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Westmorland and Furness Council

- Public Procurement Organisation Number: PYYD-1758-YNVR

South Lakeland House

Kendal

LA9 4DQ

United Kingdom

Email: Procurement.Mailbox.WAF@Cumbria.gov.uk

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government