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Award

Award of New Era – Supported Living Services for Young People

Wrexham County Borough Council

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

Notice identifier: 2025/S 000-051448

Procurement identifier (OCID): ocds-h6vhtk-05552b ([view related notices](#))

Published 27 August 2025, 9:33am

Scope

Reference

Proc-24-210

Description

New Era - Supported Living Services for Young People. The Service

This Service Specification describes the key features of the 'New Era' Supported Living model for Young People age 16+ within Wrexham and outlines the expectations when this service is commissioned and contracted.

New Era is a model of partnership delivery between the Provider and Registered Social Landlord/Local Authority. The Service aims to support Young People aged 16+ with complex needs.

Young People accessing the service will be aged 16+ with some existing skills who require further support to ensure they maintain and promote their independent living. The Young People will need to have a realistic possibility of being able to live independently as

adults in their own accommodation without support in the future.

It is anticipated that the level of support will reduce or cease over time as they develop their independence. Young People shall live in their own property and shall receive flexible support which may increase and decrease in line with their needs aiming to become fully independent.

The Service is provided over two 'Phases':

- Phase 1: 24/7 support

- o This is currently delivered within a four-bedroomed property in Wrexham city centre, for up to four Young People age 16+ with complex needs.

- o The property is provided by a Registered Social Landlord in conjunction with Wrexham County Borough Council.

- o Placements are in the form of a 'licence to occupy' arrangement between the Young Person and the Registered Social Landlord.

- o There are plans in place for two additional properties within Phase 1 which will be operational during the lifetime of this Contract, both of which will be within Wrexham County Borough but not in the city centre. These will also be 24/7 support models.

- Phase 2: floating / Outreach support

- o On average, 70 hours per week (core hours).

- o This is currently delivered in close proximity to the property in the city centre but may be required to be delivered within other locations across the County Borough within the lifetime of this Contract.

- o Service hours may need to increase/decrease dependent on the needs of the Young Person and this will be agreed with the Provider and the Purchaser.

The Service shall aim to progress Young People to move on within two years, (with flexibility to extend this period), dependent on their individual circumstances.

The Service will be provided to Young People as part of their move on support to independent living. The length of time for the Service shall be determined by the individual Service User's needs and progress towards their outcomes. Decisions about the number of hours of support offered to each Young Person will be confirmed by the New Era Steering Group.

The Service shall end for the Young Person once agreed outcomes in the Care and Support Plan have been completed. It is expected that through the course of the Service, Young People will have developed sufficient personal skills, self-confidence and motivation to access existing and new support networks in the community as and when required.

Once a Young Person is closed to the Service, the Service can be reinstated for a temporary period of up to 6 months if restarted within 3 months of closure.

Purchaser(s) are moving towards an outcome based approach to commissioning and this Service Specification reflects the direction of travel adopting a Progression Model (see 6.4 of this Specification, positive risk taking, co-productive and strength based approach. The Service Specification will be read in conjunction with the main contract terms and conditions as part of this commissioning exercise.

The main principles of Supported Living are that the Young People live independently in their own space or shared home or have their own tenancy/licence and have control over the support they receive, who they live with (if anyone) and how they live their lives.

Supported Living can look different for each person and is not a prescribed service model. The Service may include prompting and encouragement to maintain personal care, good health, development of daily living activities/access to education and employment, guidance with practical tasks and may comprise of a few hours of support or 24 hour support. Young People are supported to achieve their personal outcomes, increasing their independent living skills and maximising their overall independence in their own home and in the community. The Service promotes equitable access to local community provision to meet assessed needs and outcomes.

The Purchaser(s) are committed to the delivery of high quality, person-centred, flexible Supported Living services designed to enable Young People to maintain and develop their independence at home and in the community, with a focus on what matters to them, their safety and their support networks.

Supplier

- Castell Ventures

Contract value

- £336,837,120 excluding VAT
- £404,204,544 including VAT

Above the relevant threshold

Award decision date

26 August 2025

Date assessment summaries were sent to tenderers

26 August 2025

Standstill period

- End: 5 September 2025
- 8 working days

Earliest date the contract will be signed

19 September 2025

Contract dates (estimated)

- 1 March 2026 to 29 March 2033
- Possible extension to 28 March 2036
- 10 years, 28 days

Description of possible extension:

2 years in annual increments

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Further properties

CPV classifications

- 85311000 - Social work services with accommodation

Contract locations

- UKL23 - Flintshire and Wrexham

Information about tenders

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

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Castell Ventures

- Public Procurement Organisation Number: PYML-7258-LGHL

Ground Floor - Unit 4, Evolution House, Lakeside Business Village, St David's Business Park,

Ewloe, Deeside,

CH5 3XP

United Kingdom

Email: luke.reeves@castellventures.wales

Region: UKL23 - Flintshire and Wrexham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. New Era - Supported Living Services for Young People (Proc-24-210)

Contracting authority

Wrexham County Borough Council

- Public Procurement Organisation Number: PJHN-6516-JQNZ

Commissioning Procurement and Contract Management Unit

Wrexham

LL11 1AR

United Kingdom

Email: procurement@wrexham.gov.uk

Website: <https://www.wrexham.gov.uk/>

Region: UKL23 - Flintshire and Wrexham

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales