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Contract

Carers Support Service

Cumberland Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-053987

Procurement identifier (OCID): ocds-h6vhtk-04ef94 ([view related notices](#))

Published 4 September 2025, 3:08pm

Scope

Description

Cumberland Council's new Carers Support Service

aims to ensure that unpaid Carers of all ages can

benefit from support that meets their needs.

The maximum total value of the contract for the

initial terms and the extensions of all three lots is £4.337m but no guarantee is given as to the actual

value of the contract.

There are 3 Lots. Lot 1 Young Carers and Parent

Carer Support (this will be for the provision of the

functions set out in paragraph for Carers aged 18

and below, Parent Carers for children with disabilities, Transition Carer Assessments, family working with multi-generational carer family units); Lot 2 Adult Carers (this will be for the provision of the functions set out above for all Carers aged 18 plus or to work with the provider of Lot 1 in supporting the needs of any Adult Carers they are working with); and Lot 3 Digital Carer support (this is for the delivery of identification and self-help support including access to an online Carers Assessment being developed separate to this contract by the Council.

The contracts for Lots 1 and 2 are anticipated to commence on 1 October 2025 and will continue for a period of 2 years until 31st September 2027, unless terminated in accordance

with the Conditions of Contract. The contract for Lot 3 is anticipated to commence on 1 October 2025 and will continue for 1 year until 31st September 2026, unless terminated in accordance with the Conditions of Contract. There will be three contracts issued for Lots 1, 2

and 3. (The contract terms and conditions for Lots 1 and 2 are the same).

There is the potential for two 12-month contract extensions for Lots 1 and 2, depending on both the success in achieving the required outcomes and availability of further funding which

if used would terminate 31st September 2029. In the case of Lot 3, there is a potential for 3 contract extensions of 12 months, depending on both the success in achieving the required

outcomes and availability of further funding. Use of these optional extensions are at the absolute discretion of the Council.

Lot 1. Young Carers and Parent Carer Support

Description

Assessments to decide whether the Young Carer has needs for support and whether these could be satisfied by services provided under Section 17 of the Children's Act. The assessment must also consider whether it is appropriate for the child to be providing the care.

Lot 2. Adult Carers

Description

Carers have the same rights to assessment and support that are available to the cared for person. Local Authorities have a wellbeing duty which means that a Carer is entitled to an assessment and a potential support plan.

Lot 3. Digital Carers Support

Description

The Provider will be required to establish a set of digitally based support functions and activities that will interface with the services being commissioned under Lot 2.

Contract 1. Carers Support Service - Lot 1 - Young Carers and Parent Carer Support

Lots

Lot 1. Young Carers and Parent Carer Support

Supplier

- FAMILY ACTION

Contract value

- £867,400 excluding VAT
- £1,040,880 including VAT

Above the relevant threshold

Date signed

15 July 2025

Contract dates

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2029

- 4 years

Description of possible extension:

There is the potential for two 12-month contract extensions for Lot 1, depending on both the success in achieving the required outcomes and availability of further funding which if used would terminate 30th September 2029. Use of these optional extensions are at the absolute discretion of the Council.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD1 - Cumbria
-

Contract 2. Carers Support Service - Lot 2 - Adult Carers

Lots

Lot 2. Adult Carers

Supplier

- PEOPLE FIRST INDEPENDENT ADVOCACY

Contract value

- £3,252,750 excluding VAT
- £3,903,300 including VAT

Above the relevant threshold

Date signed

29 July 2025

Contract dates

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2029
- 4 years

Description of possible extension:

There is the potential for two 12-month contract extensions for Lot 2, depending on both the success in achieving the required outcomes and availability of further funding which if used

would terminate 30th September 2029. Use of these optional extensions are at the absolute discretion of the Council.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD1 - Cumbria
-

Contract 3. Carers Support Service - Lot 3 - Digital Carers Support

Lots

Lot 3. Digital Carers Support

Supplier

- MOBILISE CARE LTD

Contract value

- £216,850 excluding VAT
- £260,220 including VAT

Above the relevant threshold

Date signed

2 September 2025

Contract dates

- 1 October 2025 to 30 September 2026
- Possible extension to 30 September 2029
- 4 years

Description of possible extension:

There is the potential for three 12 month extensions for Lot 3 depending on both the success in achieving the required outcomes and availability of further funding. Use of these optional extensions is at the absolute discretion of the council.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD1 - Cumbria

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Suppliers

FAMILY ACTION

- Companies House: 01068186
- Public Procurement Organisation Number: PGQG-3268-XDMX

34 Wharf Road

London

N1 7GR

United Kingdom

Email: bdt@family-action.org.uk

Website: <http://www.family-action.org.uk>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Carers Support Service - Lot 1 - Young Carers and Parent Carer Support

MOBILISE CARE LTD

- Companies House: 11896322
- Public Procurement Organisation Number: PRPR-1151-HGZG

International House

London

N1 7SR

United Kingdom

Email: dawn@mobiliseonline.co.uk

Website: <https://www.mobiliseonline.co.uk/>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3. Carers Support Service - Lot 3 - Digital Carers Support

PEOPLE FIRST INDEPENDENT ADVOCACY

- Companies House: 05438407
- Public Procurement Organisation Number: PDBV-9653-DJ VX

People First Conference Centre, Milbourne Street

Carlisle

CA2 5XB

United Kingdom

Email: bidwriting@wearepeoplefirst.co.uk

Website: <https://wearepeoplefirst.co.uk/>

Region: UKD12 - East Cumbria

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2. Carers Support Service - Lot 2 - Adult Carers

Contracting authority

Cumberland Council

- Public Procurement Organisation Number: PJGX-9191-DYLV

Cumbria House, 107-117 Botchergate

Carlisle

CA1 1RD

United Kingdom

Email: peopleprocurement@cumberland.gov.uk

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government