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Planning

Newcastle Home Care Framework

Newcastle City Council

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

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Scope

Reference

P-009133

Description

Newcastle City Council has a statutory duty to provide care and support services to residents who meet the national minimum eligibility threshold as defined by the Care Act 2014. The Council is committed to delivering a high-quality, responsive, and accessible home care service that enables individuals to live independently, safely, and meaningfully within their own homes and communities.

This contract will support adults residing in the City of Newcastle who meet the national eligibility criteria, including:

Older people aged 65 and over

Adults (18+) with mental health needs

Adults (18+) with physical disabilities, including sensory impairments

Adults (18+) with specific needs, such as dementia, learning disabilities, end-of-life or palliative care, sudden onset or acquired brain injuries

The service will operate 365 days a year (366 in leap years), between the hours of 7:00 AM and 11:00 PM.

Commercial tool

Establishes a framework

Contract dates (estimated)

- 5 September 2026 to 4 September 2029
- Possible extension to 4 September 2032
- 6 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKC2 - Northumberland and Tyne and Wear

Engagement

Engagement deadline

31 October 2025

Engagement process description

Newcastle City Council invites home care providers to attend a market engagement event to help shape the development of a new Home Care Framework. This framework will be central to supporting eligible adults to live independent, safe, and fulfilling lives at home.

Home care services play a vital role in maintaining independence, dignity, and wellbeing. They are tailored to meet the personal, physical, and social needs of individuals who may be elderly, disabled, recovering from illness, or otherwise in need of support with daily living.

Objectives of the New Framework:

1. Deliver flexible, high-quality care tailored to individual needs
2. Strengthen community connections and reduce social isolation
3. Prevent unnecessary admissions to hospital or long-term residential care
4. Support people to maintain independence, wellbeing, and dignity

This engagement event offers providers the opportunity to: influence the future design and delivery of home care services in Newcastle, gain insight into the current and projected home care market and share ideas and feedback to help co-create a framework that supports innovation and person-centred care.

Event Details:

Date: Tuesday, 08 October 2025

Time: 09:00 AM - 12:00 PM

Venue: Swan/Parson Room, Newcastle Civic Centre, Newcastle upon Tyne, NE1 7RU

Ahead of the event, we will circulate a pre-engagement survey to gather initial thoughts and help tailor the session to provider priorities and areas of interest.

Suppliers are encouraged to register on the OPEN Procurement Portal to receive updates and notifications, and to formally express interest in the engagement event: www.open-uk.org

To express interest in attending, please register via the Open Portal at Home - Open | Developed by Nepo and search for Project # OPEN20251462 / Newcastle Home Care Services (009133). There will be a market engagement / consultation event visible.

Once registered, please provide us with your name, organisation and email address via the Open Portal and we will send you an official invitation and the pre-engagement survey.

If you're unable to attend but would still like to contribute, please let us know. We'll ensure the survey is shared with you so your feedback can still help shape the future of home care services in Newcastle.

Together, we aim to co-create a framework that empowers providers to deliver person-centred, adaptable support, and pilot innovative approaches that meet the evolving needs of our communities.

Participation

Particular suitability

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

Contracting authority

Newcastle City Council

- Public Procurement Organisation Number: PBHM-6848-TWYG

Civic Centre

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

Region: UKC22 - Tyneside

Organisation type: Public authority - sub-central government