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Contract

Adult Community Services - Surrey Downs

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-055903

Procurement identifier (OCID): ocds-h6vhtk-0598cc

Published 11 September 2025, 3:46pm

Section I: Contracting authority

I.1) Name and addresses

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

Dukes Court, Duke Street

Woking

GU215BH

Contact

Maggie Czapiewska

Email

maggie.czapiewska1@nhs.net

Country

United Kingdom

Region code

UKJ25 - West Surrey

NHS Organisation Data Service

QXU

Internet address(es)

Main address

<https://www.surreyheartlands.org/nhs-surrey-heartlands-board>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Adult Community Services - Surrey Downs

Reference number

Adult Community Services - 1.10.25 - Surrey Downs Health & Care

II.1.2) Main CPV code

- 85323000 - Community health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS Adult Community Services are healthcare and support services provided in local communities to adults (typically aged 18 and over), aiming to help them manage long-term conditions, recover from illness or injury, avoid unnecessary hospital admissions, and maintain independence in their own homes or community settings.

Community services are a vital part of the health and care system, providing accessible, person-centred support to help individuals stay well and self-sufficient.

The Surrey Downs Health & Care Adult Community Services contract bridges primary, secondary, and social care, offering preventative, rehabilitative, and long-term support to patients. The service delivers a coordinated, multidisciplinary model via an integrated neighbourhood team, place based and specialist services model across 22 different service offerings.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £45,361,760

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ25 - West Surrey

II.2.4) Description of the procurement

This notice details the intention to award a contract under the Provider Selection Regime (PSR) 2023 - Direct Award Process C.

The Surrey Downs Health & Care Service contract plays a vital role within the Surrey Heartlands Health and Care system, providing accessible, person-centred support that helps individuals stay well and independent in their own homes and communities. The contract provides for a neighbourhood teams' approach to service delivery reflecting Surrey Heartlands ICB's commitment to providing services in convenient personalised settings, wherever possible away from an Acute Hospital environment.

The service bridges primary, secondary, and social care, offering preventative, rehabilitative, and long-term support to patients. The service delivers a coordinated, multidisciplinary approach to care via a tiered delivery model providing the 22 services.

The Awarding Authority intends to award a contract to an existing provider following direct award process C for an 18 month term from 1st October 2025 - 31st March 2027. The value of the contract is £45,361,760, over the term inclusive of potential extension options.

This contract is being awarded under Direct Award Process C of the Provider Selection Regime (PSR) 2023 for the following reasons:

- the relevant authority is not required to follow direct award processes A or B
- the term of the existing contract is due to expire, and the relevant authority is proposing a new contract to replace that existing contract at the end of its term
- the proposed contracting arrangements are not changing considerably from the existing contract
- the relevant authority is of the view that the existing provider is satisfying the existing contract to a sufficient standard, according to the detail outlined in the contract, and also taking into account the key criteria and applying the basic selection criteria
- the relevant authority is of the view that the existing provider will satisfy the proposed contract to a sufficient standard taking into account the key criteria and applying the basic selection criteria

- the procurement is not to conclude a framework agreement or to award a contract based on a framework agreement.

The service evaluation was reviewed against the 5 key criteria and weighted accordingly:

Quality and Innovation 25%

Improving access, reducing health inequalities, and facilitating choice 25%

Integration, Collaboration & Service Sustainability 25%

Value 15%

Social Value 10%

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and the Procurement Act Regulations 2023 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to the relevant authority by 24th September 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

11 September 2025

V.2.2) Information about tenders

Number of tenders received: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Surrey Downs Health & Care

Epsom & St Helier University Hospitals NHS Trust, Wrythe Lane

Carshalton

SM5 1AA

Country

United Kingdom

NUTS code

- UKJ25 - West Surrey

NHS Organisation Data Service

RVR

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £45,361,760

Section VI. Complementary information

VI.3) Additional information

This contract has not yet formally been awarded; this notice serves as an intention to award under PSR.

The award decision-makers were members of the following forums:

- Surrey Heartlands ICB Commissioning, Contracting and Commercial Committee
- Surrey Heartlands ICB Executive Team

No conflicts of interest were identified.

The existing provider was assessed against the key criteria which were weighted according to importance in terms of service delivery and scored satisfactorily against the assessed criteria as follows:

Quality and Innovation 25%

Quality is foundational in providing healthcare services and the whole model of integrated neighbourhood teams, in a community environment and for a vulnerable cohort of people, demonstrates innovation in the delivery of joined healthcare.

The Surrey Downs Health & Care Model integrates urgent, planned, proactive, and specialist services through a single joined-up pathway and the Integrated Neighbourhood Team Blueprint facilitates shared care planning.

Specialist Services operate under a consultant-led, hub-and-spoke model to ensure equitable access to expertise across all neighbourhoods, while Community Hospitals provide step-up and step-down care, rehabilitation, and outpatient services that directly reduce acute hospital demand. This fully integrated model of care has been shown to:

- Reduce Hospital Admissions and Length of Stay
- Improve Patient Experience and Continuity
- Enhance System Efficiency and Responsiveness
- Empower Workforce and Enable Smarter Governance
- Support Equity and Localised Innovation

Strong quality metrics, safety initiatives, clinical governance, and continual assessment and improvement ensures high quality standards and patient care, alongside a commitment to agile change and innovation as required. Quality and Innovation are highly valued for this service alongside Improving access, reducing health inequalities, and facilitating choice and

Integration, Collaboration & Service Sustainability such that these are weighted equally highly in significance, particularly as poor care and an inability to adapt leads to poor outcomes.

Improving access, reducing health inequalities, and facilitating choice 25%

Ensuring services reach all patient populations and are accessible by them, especially vulnerable groups, is critical to NHS principles and the services under delivery. Addressing inequalities, providing wrap around care and supporting people holistically is the essence of this service and the model in which it operates, preventing gaps in the delivery of care and missed opportunities for preventative initiatives across diverse communities. Choice can be expressed and accommodated by the nature of the care coordination approach offered.

Service planning is driven by robust population health data which shapes where and how services are deployed, ensuring they are responsive to the greatest need.

Neighbourhood Boards, chaired by local authority CEOs, guide investment and prioritisation at a community level, embedding services within local governance structures. This mechanism ensures that the Core20Plus cohort - including high-intensity service users and those with frailty - are actively targeted for proactive care, narrowing inequality gaps.

Integration, Collaboration & Service Sustainability 25%

Effective collaboration enhances service efficiency, ensures seamless patient care interactions and prevents duplication of efforts. The multi-agency coordination and workforce integration offered is a key tenet of the service, strengthening the overall healthcare system in Surrey Downs. Evidence is exemplified by Surrey Down Health & Care's mature, place-based model which supports nationally recognised Integrated Neighbourhood Teams (INTs), which operate with devolved budgets, a shared workforce, and integrated leadership. Governance operates as a Joint Venture under a Consortium Agreement, giving all partners an equal voice and requiring decisions to be made by consensus. This structure fosters genuine co-ownership of outcomes and has been critical to sustaining service delivery over the past seven years.

Value 15%

Financial sustainability is essential but should not compromise the aforementioned Key Criteria. Value is clearly demonstrated through SDHC's strong track record of delivering financial sustainability alongside high-quality, person-centred care. Tangible cost savings are evident in the integrated MDT model, which has reduced A&E attendances, non-elective admissions, and GP contacts. Beyond financial metrics, patients, carers, and staff consistently report high satisfaction, valuing the integrated, responsive, and personalised care the service model provides. SDHC maximises resource use and avoids duplication, delivering measurable savings alongside improved patient outcomes. The model eliminates duplicate tests, multiple points of access and repetition, provides for upskilling and varied deployment opportunities for staff and reduces churn and the need for recruitment and training expenditure.

Social Value 10%

Social Value is clearly evidenced through sustained commitment to community engagement, workforce wellbeing, environmental responsibility, and partnership working. Social value is embedded through active collaboration with voluntary, community, and social enterprise (VCSE) partners.

Stakeholder engagement is embedded into service planning through structures like the Lay Partner Group, Neighbourhood Boards, and voluntary sector partnerships, ensuring that service design reflects lived experience and community priorities. Continuous feedback loops with citizens, carers, and frontline staff enable rapid adjustments to services while strengthening trust and ownership.

Standstill Period and Regulatory Context:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and the Procurement Act Regulations 2023 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 24th September 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to robert.kitt1@nhs.net

VI.4) Procedures for review

VI.4.1) Review body

NHS Surrey Heartlands ICB

Woking

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHSE

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom