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Contract

Adult Crash Pad & ERT Service

BLACK COUNTRY HEALTHCARE NHS FOUNDATION TRUST

F03: Contract award notice

Notice identifier: 2025/S 000-057223

Procurement identifier (OCID): ocds-h6vhtk-059c01

Published 17 September 2025, 10:37am

Section I: Contracting authority

I.1) Name and addresses

BLACK COUNTRY HEALTHCARE NHS FOUNDATION TRUST

Civic Centre, St Peter's Square

Wolverhampton

WV11SH

Email

bchft.procurementteam@nhs.net

Country

United Kingdom

Region code

UKG39 - Wolverhampton

NHS Organisation Data Service

TAJ

Internet address(es)

Main address

www.blackcountryhealthcare.nhs.uk

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 Crash Pad & ERT Service

Reference number

BCH25-032

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Learning Disabilities and Autism (LDA) Emergency Response Team (ERT) and short stay crisis (Crash Pad) service aims to support and accommodate adults with a diagnosed learning disability and autistic adults across the four Black Country localities - Dudley, Sandwell, Walsall and Wolverhampton.

The LDA ERT and Crash Pad can provide additional skill and capacity to work intensively

across the Black Country localities to a small cohort of individuals, and will be involved in undertaking a range of activities which aim to provide support during a crisis to reduce the risk of mental health deterioration and the likelihood of behaviour that challenges, which may lead to long term restrictions of liberty, placement breakdown or hospital admission. This can include delivery of emotional support, befriending, observation and engagement or rehabilitation techniques or interventions designed by professionals.

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: £600,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85144000 - Residential health facilities services

II.2.3) Place of performance

NUTS codes

- UKG36 - Dudley
- UKG37 - Sandwell
- UKG38 - Walsall
- UKG39 - Wolverhampton

II.2.4) Description of the procurement

This notice is an intention to award a contract under the most suitable provider process.

Approx lifetime value of the contract is £600,000 for 1 year with option to extend for 1 year.

This is an existing service, with a new provider.

The aim of the LDA Hospital Avoidance Pathway Learning Disabilities is to support and accommodate adults with learning disabilities and autistic adults by providing 24 hour access to the ERT and Crash Pad, and to work with existing BCHFT community health services, local authority services and the wider system by:

- Preventing/reducing harm and behaviours described as challenging,
- Support for crisis interventions, placement breakdown and mental health deterioration,
- Working collaboratively with all stakeholders to promote and maintain an individuals' mental health and well-being
- Where possible, avoiding hospital admission by supporting people with complex needs to remain in community settings. Working with the person in their own residence, preventing the need for the use of restrictive practices, inpatient services and out-of-area/residential placements. This will include at a local level all relevant services, including schools and care/support providers.
- Support for people to transition back out of hospital into community settings.
- Provide emergency access to short stay crisis accommodation, supporting citizens in a robust way, informing care planning to help determine and inform future support and accommodation and where possible support to return to their usual accommodation, family home or any other longer term provision.

The outline for the ERT is as follows:

- Responding to emergency calls from BCHFT Commissioning and Case Management Team 24 hours a day, 7 days a week. The response time will be 2 to 4 hours
- Managing crisis and supporting people in their existing home environments alongside existing services (IST, CRHT, HTT etc), or wherever the person is at the time
- Supporting the social care economy by enhancing community providers by enabling additional capacity, advice and guidance at short notice
- Providing emotional support and implementing therapeutic interventions as determined by professionals
- Providing additional support for those admitted short term to acute and locked rehabilitation settings
- Liaising with local authorities, ICB's and other public agencies
- Assessment and review of individual care and support needs
- Liaising with CQC & local Safeguarding Teams as and when required
- Attending enhanced MDT's or C(E)TR's as required, or when potential support may be

required

- Supporting transition to and from inpatient settings and other settings as determined by the clinical teams.
- Support will be based on personalised consider reasonable adjustments in line with the individual's ability, needs and preferences
- The service will provide short term interventions and support, whilst planning for long term support
- Providing reports/evidence and data as agreed with the lead commissioner/clinician/case manager
- Participating in follow up MDT's with key stakeholders.
- Communicating with the individual using the service and their families re: changes to short term care and support, advocating in meetings and ensuring the person's voice is heard
- Supporting the individual to access the crash pad if determined and agreed by the commissioning and case management team.

The outline for the short stay crisis provision (crash pad) is as follows:

- Access to 2 immediate beds available (dependent on age and risk matching) for a period of up to 14 days - BCHFT and the 4 Black Country Local Authorities are able to make a decision for an extension if required, following appropriate risk assessments and consideration to blocking the crisis provision for further admissions.
- Crisis beds are designed to support risk management, support further assessments, and facilitate appropriate discharges where inappropriate/unnecessary admission has occurred whether this be to an inpatient provision, A&E, acute hospitals, police custody, or as a means to avoid the admission to any of these areas.
- Availability and access to the crash pad will be within 8 hours from referral.
- The appropriateness of using the crash pad will be guided by the clinical teams and/or social care teams to identify when a citizen would benefit from the service and as a means to avoid to avoid hospitalisation or a breakdown in their usual living circumstances.
- The use of the crash pad may also be identified via a CeTR, LAEP, urgent or enhanced MDT

- Consideration and support will be given to the person's wishes and goals at all times, throughout their stay at the crash pad
- Exclusive use for citizens who are the responsibility of BCHFT

All use of the crash pad is to be agreed by the LDA commissioning and case management team.

II.2.5) Award criteria

Quality criterion - Name: most suitable provider process with regard to the key criteria / Weighting: 100

Cost criterion - Name: Value / Weighting: pass/fail

II.2.11) Information about options

Options: Yes

Description of options

Option to extend for 1 year

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 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 bchft.procurementteam@nhs.net by midnight 29th September. 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

Contract No

BCH25-032

Title

Adult Crash Pad & ERT Service

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

Complesso Limited

Wolverhampton

Country

United Kingdom

NUTS code

- UKG39 - Wolverhampton

Companies House

09878552

The contractor is an SME

Yes

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

Total value of the contract/lot: £600,000

Section VI. Complementary information

VI.3) Additional information

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 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 bchft.procurementteam@nhs.net by midnight 29th September. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

The decision makers are the Commissioning Managers for adult services.

No conflicts of interest have been declared.

Complezzo has been chosen as MSP following assessment against the key criteria weighted as:

Quality & Innovation 30%

Integration, collaboration and service sustainability 30%

Improving access, reducing inequalities and facilitating choice 30%

Social Value 10%

Value pass/fail

Value was evaluated as a pass/fail in order to meet the financial envelope for the service, the other requirements were deemed equally as important as each other so weighted 30% with social value at 10% as required. Complezzo scored 'meets requirements' for all the elements.

VI.4) Procedures for review

VI.4.1) Review body

Black Country Healthcare NHS Foundation Trust

Wolverhampton

Country

United Kingdom