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Contract

Hastings Sanctuary Crisis Housing Service

NHS SUSSEX INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-059747

Procurement identifier (OCID): ocids-h6vhtk-05a23b

Published 25 September 2025, 2:32pm

Section I: Contracting authority

I.1) Name and addresses

NHS SUSSEX INTEGRATED CARE BOARD

Sackville House, Brooks Close

Lewes

BN72FZ

Contact

Maggie Czapiewska

Email

maggie.czapiewska1@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

QNX

Internet address(es)

Main address

<https://www.sussex.ics.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

Hastings Sanctuary Crisis Housing Service

Reference number

C231732

II.1.2) Main CPV code

- 85140000 - Miscellaneous health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Turning-Point Hastings Sanctuary is a Crisis Accommodation service and forms a key tenet of the ICB East urgent care, complex emotional needs and inpatient avoidance

provision.

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: £657,727

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ2 - Surrey, East and West Sussex

II.2.4) Description of the procurement

This is a continuation of the existing service being provided by Turning Point Services Ltd. Continuation of this vital service is necessary to ensure patient safety and to minimise the impact on the wider healthcare system whilst discussions regarding future Delegated Commissioning responsibilities are concluded.

NHS Sussex ICB intends to award the contract to Turning Point Services Ltd following Direct Award Process C.

The approximate lifetime value of the contract will be £657,727 over the 17-month term from 1st April 2026 to 31st August 2027.

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 2023 do not apply to this award. The standstill period begins on the day after the publication of this notice.

Representations by providers must be made to the relevant authority by 8th October 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Any written representations should be sent to robert.kitt1@nhs.net.

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

23 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

Turning Point Services Ltd

Mental Health Business Unit, Standon House, 21 Mansell Street

London

E1 8AA

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

Companies House

02166697

The contractor is an SME

Yes

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

Total value of the contract/lot: £657,727

Section VI. Complementary information

VI.3) Additional information

The provider selection process was based on five key criteria, each weighted to reflect its importance in service delivery, value, and sustainability:

Quality and Innovation - 40%:

Service quality is key to outcomes experienced by guests at the service. The nature of the service, working as an alternative to MH inpatient admission requires a high standard of quality and safety to ensure guests can be stabilized whilst at the provision and return to their own homes.

Value - 20%:

Bed based services need to reflect value for money to ensure resources are appropriately allocated and monitored.

Integration, collaboration, and service sustainability - 20%:

Working with other agencies and stakeholders is key to the delivery of positive outcomes for guests of the service.

Improving access, reducing health inequalities, and facilitating choice - 10%:

As an alternative to inpatient admission, the service facilitates choice, improves access to community-based provision and serves a client group who are often subject to compounded inequalities.

Social Value - 10%

Providing local employment and training opportunities supports the local economy to thrive.

The Commissioner intends to award the contract to Turning Point Services Ltd following review of the above structured evaluation of key criteria, selection standards, and PSR compliance, which demonstrated that the provider continues to deliver a high-quality service whilst ensuring the best value and service continuity for NHS Sussex.

The assessment of the current service is as follows:

Quality and innovation:

- The service has a single referral pathway with 100% of its nominations being generated from the Sussex Partnership Foundation Trust (SPFT) Crisis Resolution and Home Treatment (CRHT) teams. Significant work has been undertaken to design, develop and agree referral protocols to ensure client risk understanding and appropriate referral quality.
- Service quality is further demonstrated by 98% of people admitted to the Sanctuary in 24/25 returning to their home address after their stay, with 2% being admitted to a psychiatric ward because of a deterioration in their mental health whilst resident at the service.
- Service innovation has seen protocols developed to enable referrals to be made from other areas of Sussex to relieve where necessary inpatient unit bed pressures.
- In addition, the service has developed a system to promote and support the national Physical Health Check - Serious Mental Illness initiative. In 24/25 73% of residents at the service had received a full 6point annual Physical Health Check.

Value:

- The provider has reviewed its value for money in 24/25 and operating costs in order to work within NHS uplift constraints. This has resulted in a streamlining of service operation and increased value of the contract to the ICB.
- The service provides a cost-effective alternative to inpatient admission on a cost per bed day basis.
- Evidence suggests that there is a strong benefit correlation in terms of patient recovery and positive outcomes utilising community-based services rather than inpatient psychiatric admissions. The service enjoys high levels of positive Patient Experience Questionnaire (PEQ) returns and received no complaints in 24/25.

Integration, collaboration and service sustainability:

- The service reflects the aspirations contained within the new 10 Year NHS plan in respect of movement away from inpatient provision to community delivery and the desire to provide services that focus on wellness, health improvement and recovery.
- The service collaborates with a range of external agencies including Primary Care which is demonstrated by the high percentage of residents having a completed annual PHC.
- The service initiates regular contact with East Sussex CRHT teams in order to promote collaboration and support service sustainability.

Improving access, reducing health inequalities, and facilitating choice

- The provider delivers a high-quality service to a patient cohort who are often subject to compounded inequalities which can result in a 25year less life expectancy than someone without an SMI designation.
- The service provides a choice of provision in the community in addition to a standard inpatient psychiatric admission. This is further demonstrated by the development of protocols that allow referral of clients from other areas of Sussex facilitating choice and improving access.

Social Value

- The service has a positive impact on local employment, environmental and health inequalities reduction objectives and therefore meets its Social Value objectives as described in the original ITT bidding documentation.

No conflicts of interest were identified.

Decision maker: Deputy Chief Delivery and Strategy Officer, Director of Commissioning, NHS Sussex ICB.

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Representations by providers must be made to decision makers by 8th October 2025. This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Any written representations should be sent to robert.kitt1@nhs.net.

VI.4) Procedures for review

VI.4.1) Review body

NHS Sussex ICB

Sackville House, Brooks Close

Lewes

BN7 2FZ

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHSE

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom