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Tender

Carers Support Service (North East Lincolnshire)

NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060095

Procurement identifier (OCID): ocds-h6vhtk-059d9a ([view related notices](#))

Published 26 September 2025, 11:57am

Changes to notice

This notice has been edited. The [previous version](#) is still available.

Changes have been made to extend the deadline for submission (from 22 October to 28 October 2025) and the deadline for clarification questions (from 10 October to 16 October 2025) due to 4 additional questions being included within the ITT Technical Questionnaire.

Scope

Reference

C387701

Description

The Carers' Support Service in North East Lincolnshire (NEL) is designed to promote, support and improve the mental, physical and emotional wellbeing of all carers. Its aim is to ensure carers can continue in their caring role where this is their choice, while also maintaining their own health, independence and life opportunities such as work, training, education, leisure and social interaction.

The service will be person-centred, culturally sensitive and inclusive, with carers actively involved in shaping decisions and influencing delivery. It will proactively identify carers of all ages, including hidden carers, and provide accessible support through a central hub in Grimsby and a network of local spokes in community venues. Carers will be encouraged to register with the service, with a target of at least 800 new registrations each year, and will be able to access advice, information, signposting and referrals, including to carers' needs assessments where appropriate.

Support will be wide-ranging and responsive to individual needs. This includes casework, emotional and practical support, counselling, befriending, hospital liaison, advocacy, and specialist advice on benefits and carers' rights. Carers will also have access to training opportunities, peer support groups, holistic therapies, outings and activities to promote social interaction and wellbeing, as well as a carers' innovation fund to address unmet needs. Provision will be flexible to ensure accessibility for carers in different circumstances, such as those in work or with mobility challenges.

Young carers will be identified, offered information and advice, and referred into specialist services for proportionate assessment and ongoing support. The service will also support smooth transition from young to adult caring, with activities and resources tailored to the needs of young adult carers.

In addition, the service will help carers access or sustain education, training and employment, while working with employers and providers to increase awareness and support. It will also take a lead role in delivering the North East Lincolnshire Carers' Strategy, working in partnership with statutory, voluntary, community and independent sector organisations. This will include active participation in strategic boards and partnership groups, awareness raising with professionals and communities, and ensuring that carers' voices are heard through forums, consultations and feedback events.

Governance and accountability will be maintained through robust performance management and regular reporting, effective use of charitable funds and grants, and transparent management of local strategy delivery funds. In this way, the Carers' Support

Service will provide a comprehensive and accessible offer that recognises carers' rights, responds to individual and collective needs, reduces isolation, and ensures carers are supported both in their caring role and in achieving a life of their own.

Total value (estimated)

- £3,261,692 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

Contract contains an option to extend by 2 years.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKE13 - North and North East Lincolnshire

Participation

Particular suitability

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

Submission

Enquiry deadline

16 October 2025, 5:00pm

Tender submission deadline

28 October 2025, 1:00pm

Submission address and any special instructions

<https://atamis-1928.my.site.com/login>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

4 December 2025

Recurring procurement

Publication date of next tender notice (estimated): 13 September 2032

Award criteria

Name	Description	Type	Weighting
Quality	Service Delivery - 35.0% Service Quality Assurance - 16.0% Engagement & Client/ Carer Experience - 9.0% Workforce - 17.0% Information Management and Technology (IM&T) - 8.0% Scenarios - 15.0%	Quality	100%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Documents

Associated tender documents

<https://atamis-1928.my.site.com/login>

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://atamis-1928.my.site.com/login>

Additional information can be obtained from the above-mentioned address

Tenders or requests to participate must be submitted electronically via

<https://atamis-1928.my.site.com/login>

Contracting authority

NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD

- NHS Organisation Data Service: QOQ
- Public Procurement Organisation Number: PBCG-3899-RLCL

Health House, Grange Park Lane, Willerby

East Riding of Yorkshire

HU10 6DT

United Kingdom

Email: hnyicb.procurement@nhs.net

Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government