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Award

Home Improvement Agency

Bristol City Council

Bath & North East Somerset Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061547

Procurement identifier (OCID): ocds-h6vhtk-04eda3 ([view related notices](#))

Published 2 October 2025, 9:47am

Scope

Reference

DN772241

Description

No

Description:..1 Bristol City Council (BCC) and Bath and North East Somerset (B&NES) council (the Customer) are commissioning this Home Improvement Agency (HIA) service.

1.2 The overall aim of the HIA service is to enable mainly older adults and disabled people throughout Bristol and B&NES to continue to live as independently as possible, for as long as possible, in their own homes.

1.3 There are four key elements to this service:

- Outcome focused aids, housing maintenance and adaptation services to enable people to live independently at home

- Hospital Discharge services to enable people to be discharged from hospital
- Information, advice and signposting services
- Hoarding support services (Bristol only)

1.4 The Customer has a significant population of older people and disabled people, who may find it more difficult to adapt their homes to enable them to live more independently or keep their homes in good repair.

1.5 The Customer wishes to help people to help themselves, empowering people to remain living safe and well. For this reason, the Customer wants people to remain living independently in their own homes for as long as they can. Having a home that is in a decent state of repair and adapted to suit them and their families needs is essential in sustaining health and wellbeing.

Contract 1. DN772241 - Home Improvement Agency

Supplier

- WE Care & Repair Limited

Contract value

- £4,609,430 excluding VAT
- £5,531,316 including VAT

Above the relevant threshold

Award decision date

2 October 2025

Date assessment summaries were sent to tenderers

2 October 2025

Standstill period

- End: 13 October 2025
- 8 working days

Earliest date the contract will be signed

31 October 2025

Contract dates (estimated)

- 1 November 2025 to 30 November 2028
- Possible extension to 30 November 2030
- 5 years, 1 month

Description of possible extension:

Extensions are optional and will be let on a 1+1 basis

Main procurement category

Services

CPV classifications

- 50000000 - Repair and maintenance services
- 85100000 - Health services
- 98513310 - Home-help services

Contract locations

- UK - United Kingdom

Information about tenders

- 6 tenders received
- 6 tenders assessed in the final stage:
 - 6 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 5 suppliers unsuccessful (details included for contracts over £5 million)

Unsuccessful suppliers

- [24-7 Locks Secure Horizon Ltd](#)
- [BLOSSOMS TRADING LIMITED T/A CLARITY HOMECARE](#)
- [4Q HEALTHCARE LTD](#)

- [CREATIVE SUPPORT LIVING CIC](#)
- [EVRICARE SOLUTIONS LTD](#)

Procedure

Procedure type

Open procedure

Suppliers

24-7 Locks Secure Horizon Ltd

- Companies House: 7629702
- Public Procurement Organisation Number: PJDC-6841-XNWV

3 Bath Walk, Off Edward Rd

Birmingham

B12 9RH

United Kingdom

Website: <http://www.24-7locks.co.uk>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

4Q HEALTHCARE LTD

- Companies House: 14721205
- Public Procurement Organisation Number: PDLY-3641-DTHM

26 Yarm Road

Stockton-On-Tees

TS18 3NA

United Kingdom

Website: <https://www.4qhealthcare.com/>

Region: UKC11 - Hartlepool and Stockton-on-Tees

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

BLOSSOMS TRADING LIMITED T/A CLARITY HOMECARE

- Companies House: 10844920
- Public Procurement Organisation Number: PVXJ-7315-VPJG

First Floor, (Unit 5), Gateway House Highpoint Business Village

Ashford

TN24 8DH

United Kingdom

Website: <https://clarityhomecare.co.uk/ashford>

Region: UKJ45 - Mid Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

CREATIVE SUPPORT LIVING CIC

- Companies House: 15105219
- Public Procurement Organisation Number: PQYD-9513-XHZL

37 Thornmarsh Close

Bristol

BS34 8AT

United Kingdom

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

EVRICARE SOLUTIONS LTD

- Companies House: 14580283
- Public Procurement Organisation Number: PTTZ-3342-WXNP

1 Cobden Court, Wimpole Close, Bromley

London

BR2 9JF

United Kingdom

Website: <https://evricaresolutions.co.uk>

Region: UKI61 - Bromley

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

WE Care & Repair Limited

- Mutuals Public Register: 25479R
- Public Procurement Organisation Number: PDQW-2947-VHTY

5 Hide Market, Waterloo West Street, St. Philips

Bristol

BS2 0PL

United Kingdom

Email: info@wecr.org.uk

Website: <http://wecr.org.uk>

Region: UKK11 - Bristol, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. DN772241 - Home Improvement Agency

Contracting authorities

Bristol City Council

- Public Procurement Organisation Number: PWXH-3837-PDTD

City Hall, College Green

Bristol

BS1 5TR

United Kingdom

Email: ella.clarke@bristol.gov.uk

Website: <http://www.bristol.gov.uk>

Region: UKK11 - Bristol, City of

Organisation type: Public authority - sub-central government

Bath & North East Somerset Council

- Public Procurement Organisation Number: PLVH-3287-JWJV

The Guildhall

Bath

BA1 5AW

United Kingdom

Email: ella.clarke@bristol.gov.uk

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - sub-central government

Contact organisation

Contact Bristol City Council for any enquiries.