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Tender

Support in the Community

Surrey County Council

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

Notice identifier: 2025/S 000-061791

Procurement identifier (OCID): ocds-h6vhtk-051111 ([view related notices](#))

Published 2 October 2025, 2:45pm

Scope

Reference

RFX 1000763

Description

Surrey County Council wishes to award a Countywide Contract to providers who will be responsible for delivering equitable, high-quality services to the residents of Surrey for the follow contracts;

Lot 1 Community and Life Skills (CLS)

Lot 2 Residential Short Breaks

Lot 3 Shared Lives

Lot 4 Supported Employment

Bidders can apply to bid for one or multiple Lots. Maximum of fours Lots.

Lot 1: Community and Life Skills (CLS)

Objectives

To successfully award a Countywide Contract to a single provider who will be responsible for delivering equitable, high-quality services in accordance with the Community Living Services (CLS) Specification.

The appointed provider will be expected to:

- Deliver services that support individuals with eligible needs in settings rooted within their local communities.
- Maximise the use of community assets to enhance service delivery and promote inclusion.
- Support individuals to maintain and develop their independence through skill-building and personalised support.
- Encourage and facilitate progression, where appropriate, to alternative services that better support skill development, including Supported Employment or volunteering opportunities.

Outcomes

The overarching outcome of the procurement exercise supports the county's 2030 Community Vision and Organisation Strategy, that people are part of their local communities and that no one is left behind.

Required outcomes:

- Reduced reliance on transport services through increased travel training, enabling more individuals to travel independently.
- Clear progression pathways for individuals, with evidence of movement through the service and onward to other opportunities as their skills and confidence grow.
- Enhanced use of community assets, promoting inclusion and reducing dependence on building-based activities.

Lot 2: Residential Short Breaks

Objectives

- To successfully award a Countywide Contract to a single provider who will be responsible for delivering high-quality good value services within the 2 Short Breaks Services located in Surrey.
- The provider will deliver in accordance with the Short Breaks Specification and aligns with the Short Breaks Policy which promotes person centred support and the promotion and enabling of independent living skills

Outcomes

- Improved equitable access to Residential Short Breaks for individuals and carers
- Increase in the number of people gaining new skills and /or maintaining existing skills
- A responsive service able to support individuals and their families in times of crises and emergency.

Lot 3: Shared Lives

Objectives

- To successfully award a Countywide Contract to a single provider who will be responsible for delivering equitable, high-quality services in accordance with the Shared lives specification.
- The promotion of Shared Lives schemes to all stakeholders
- To recruit new Shared Lives providers and grow the Shared Lives provision, particularly accounting for geographical disparity.
- Manage the scheme including all legislative and administrative requirements.
- Increase the offer to carers by providing Short Breaks within a Shared Lives service.
- The provider will support the individual with skills gain enabling independence.

Outcomes

- An increase in capacity of Shared Lives provision
- Improved equity of service across the county
- A reduction in placements in Residential Homes as Shared Lives becomes a primary consideration.

- Support people to lead more independent lives by developing independent living skills.
- Increased community inclusion therefore supporting the Councils 2030 vision and Organisations Strategy.

Lot 4: Supported Employment

Objectives

- To successfully award a Countywide Contract to a single provider who will be responsible for delivering equitable, high-quality Supported Employment services to Support individuals with disabilities and/or autism to access meaningful employment, volunteering, or work experience opportunities that can lead to sustained, paid employment.
- Develop strong partnerships with local employers, equipping them with the confidence, knowledge, and tools to create inclusive workplaces and actively recruit from this talent pool.
- Embed person-centred approaches, ensuring that support is tailored to individual aspirations, strengths, and needs.
- Support Surrey's 2030 vision and Organisation Strategy.

Outcomes

- Individuals gain confidence in their own skills and are empowered to apply these effectively in the workplace.
- Employers are supported and enabled to create inclusive conditions throughout all stages of recruitment and employment.
- This contributes to the development of inclusive communities where everyone has the opportunity to contribute, thrive, and feel valued.

Anticipated Annual Value of the requirement (excluding VAT) £12,400,000

The Procurement exercise

Open (Light Touch) under PA23 regulations.

Total value (estimated)

- £88,560,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 July 2026 to 30 June 2029
- Possible extension to 30 June 2032
- 6 years

Description of possible extension:

Extensions will be considered based on the following conditions:

1. The contract is performing effectively and delivering the agreed outcomes
2. The Council remains in a financial position to continue funding the service
3. Market conditions remain stable and do not necessitate re-procurement
4. Providers are willing and able to continue delivering services under the existing terms

To extend by up to three additional single-year extensions.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKJ - South East (England)
-

Lot 1. Community and Life Skills (CLS)

Description

Lot 1: Community and Life Skills (CLS)

Community and Life Skills including Centre Based Support Services for people with a Learning Disability and/or Autism are commissioned by the Council via a mix of Spot Contracts and a Block Contract arrangement that has been in place for almost ten years and is terminating soon.

The Council has therefore refreshed the specifications for the services to meet the needs of adults aged 18+ with a Learning Disability, Acquired Brain Injury and/or Autism in the future.

The Council is seeking a provider that has the skills, experience and expertise to provide support that facilitates people to be as independent as possible.

The service supports the Council's 2030 Community Vision in which 'no one is left behind'. An element of the Vision is that communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.

Objectives

To successfully award a Countywide Contract to a single provider who will be responsible for delivering equitable, high-quality services in accordance with the Community Living Services (CLS) Specification.

The appointed provider will be expected to:

- Deliver services that support individuals with eligible needs in settings rooted within their

local communities.

- Maximise the use of community assets to enhance service delivery and promote inclusion.
- Support individuals to maintain and develop their independence through skill-building and personalised support.
- Encourage and facilitate progression, where appropriate, to alternative services that better support skill development, including Supported Employment or volunteering opportunities.

Outcomes

The overarching outcome of the procurement exercise supports the county's 2030 Community Vision and Organisation Strategy, that people are part of their local communities and that no one is left behind.

Required outcomes:

- Reduced reliance on transport services through increased travel training, enabling more individuals to travel independently.
- Clear progression pathways for individuals, with evidence of movement through the service and onward to other opportunities as their skills and confidence grow.
- Enhanced use of community assets, promoting inclusion and reducing dependence on building-based activities.

The amount excluding VAT £54,400,000

Lot value (estimated)

- £65,280,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2. Residential Short Breaks

Description

Surrey County Council are committed to ensuring that the offer of Short Breaks for Adults with learning disabilities and/or autistic people is modern and fit for purpose and reflects the increasingly complex packages of support that many individuals need, providing equity of access, aligned with eligible needs and geographical location.

The service specification outlines the requirements of Adults, Wellbeing and Health Partnerships (AWHP) in relation to providing support to carers to maintain their caring responsibilities, by providing allocated overnight accommodation breaks for their son or daughter who has learning disabilities and/or autism based on their carers assessment. The purpose of this element of the offer is to provide tailored temporary overnight accommodation to enable them and their families an overnight break. Eligibility is determined by the Care Act (2014) 'compliant carers assessment'.

As the service provides personal care in an overnight residential setting and is therefore a regulated activity under the Health and Social Care Act 2008, providers must be registered with the Care Quality Commission (CQC), in line with statutory requirements. Guidance on relevant regulated activities is available on the CQC website.

The Short Breaks offer supports the Council's 2030 Community Vision in which 'no one is left behind'. An element of the Vision is that communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.

Objectives

- To successfully award a Countywide Contract to a single provider who will be responsible for delivering high-quality good value services within the 2 Short Breaks Services located in Surrey.
- The provider will deliver in accordance with the Short Breaks Specification and aligns with the Short Breaks Policy which promotes person centred support and the promotion and enabling of independent living skills

Outcomes

- Improved equitable access to Residential Short Breaks for individuals and carers

- Increase in the number of people gaining new skills and /or maintaining existing skills
- A responsive service able to support individuals and their families in times of crises and emergency.

The amount excluding VAT : £12,600,000

Lot value (estimated)

- £15,120,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3. Shared Lives

Description

The Council is seeking to attract a Shared Lives provider with experience and expertise in providing person centred support to individuals from one or more of the following primary adult user groups:

- Learning Disabilities
- Physical Disabilities
- Autism
- Sensory Impairment
- Brain Injury / Neurological Condition

- Older People and older people with Dementia
- Mental Health
- Dual Diagnosis (any of the above)

Shared Lives is a longstanding form of care that centres on sharing home, family and community life, in supporting people to lead fulfilling and active lives. Shared Lives schemes are an alternative to home care, supported living and residential care for people in need of care and support. Shared Lives is used by around 15,000 people in the UK.

In Shared Lives schemes, a Shared Lives Carer and someone who needs support get to know each other and, if they both feel that they will be able to form a long-term bond, they share homes, family and community life. This can mean that the person becomes a regular daytime or overnight visitor to the Shared Lives Carers household, or it means that the person moves in with the Shared Lives Carer.

Shared Lives schemes provide individuals with the opportunity to stay in the homes of individually recruited, trained and approved Shared Lives Carers and their families who live in the community. This can be for a long or short-term basis depending on the individual's assessed needs and outcomes.

A Shared Lives arrangement provides alternative and highly flexible forms of accommodation, responsive to individual care and support needs, enabling the person to share and be part of the life and activities of the Shared Lives Carer and their family, friends and community.

A long-term Shared Lives arrangement is care provided over a 24hr period but is not equivalent to 24 hr live in care. Where an individual requires 24 hr care, the Shared Lives provision can form part of a wider package of care alongside day opportunities, outreach or support from a Personal Assistant.

Shared Lives Carers are an essential resource for bridging the gap between home life and total independence for those individuals who are unable to live alone and should be valued accordingly.

The Shared Lives offer supports the Council's 2030 Community Vision in which 'no one is left behind'. An element of the Vision is that communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.

Objectives

- To successfully award a Countywide Contract to a single provider who will be responsible for delivering equitable, high-quality services in accordance with the Shared Lives specification.
- The promotion of Shared Lives schemes to all stakeholders
- To recruit new Shared Lives providers and grow the Shared Lives provision, particularly accounting for geographical disparity.
- Manage the scheme including all legislative and administrative requirements.
- Increase the offer to carers by providing Short Breaks within a Shared Lives service.
- The provider will support the individual with skills gain enabling independence.

Outcomes

- An increase in capacity of Shared Lives provision
- Improved equity of service across the county
- A reduction in placements in Residential Homes as Shared Lives becomes a primary consideration.
- Support people to lead more independent lives by developing independent living skills.
- Increased community inclusion therefore supporting the Councils 2030 vision and Organisations Strategy.

The amount excluding VAT : £3,200,000

Lot value (estimated)

- £3,840,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4. Supported Employment

Description

Evidence suggests a greater number of people could live more independently than at present; employment is a facilitator of this. The Council is therefore seeking a provider that has the skills, experience and expertise to provide supported employment services to people with a Learning Disability and/or Autism, eligible for Adult Social Care.

The provision of Supported Employment is not a statutory requirement, however, the benefit to the individual, their family, employers and society is well documented. It can contribute to the Council's duty to prevent or delay the development of needs for care and support.

The Supported Employment service supports the Council's 2030 Community Vision in which 'no one is left behind'. An element of the Vision is that everyone benefits from education, skills and employment opportunities that help them succeed in life, and we believe that with the right support everyone can achieve their best.

Objectives

- To successfully award a Countywide Contract to a single provider who will be responsible for delivering equitable, high-quality Supported Employment services to Support individuals with disabilities and/or autism to access meaningful employment, volunteering, or work experience opportunities that can lead to sustained, paid employment.
- Develop strong partnerships with local employers, equipping them with the confidence, knowledge, and tools to create inclusive workplaces and actively recruit from this talent pool.
- Embed person-centred approaches, ensuring that support is tailored to individual aspirations, strengths, and needs.
- Support Surrey's 2030 vision and Organisation Strategy.

Outcomes

- Individuals gain confidence in their own skills and are empowered to apply these effectively in the workplace.

- Employers are supported and enabled to create inclusive conditions throughout all stages of recruitment and employment.
- This contributes to the development of inclusive communities where everyone has the opportunity to contribute, thrive, and feel valued.

The amount excluding VAT : £3,600,000

Lot value (estimated)

- £4,320,000 including VAT

Same for all lots

CPV classifications, contract locations and contract dates are shown in the Scope section, because they are the same for all lots.

Submission

Tender submission deadline

11 November 2025, 12:00pm

Submission address and any special instructions

<https://supplierlive.proactisp2p.com/Account/Login?cid=surreycc#>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

19 February 2026

Award criteria

Name	Type	Weighting
Quality Questionnaire	Quality	60%
Price	Price	40%

Other information**Applicable trade agreements**

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Documents

Associated tender documents

<https://supplierlive.proactisp2p.com/Account/Login?cid=surreycc#>

Contracting authority

Surrey County Council

- Public Procurement Organisation Number: PWRH-8974-TNBV

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Reigate

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United Kingdom

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Region: UKJ26 - East Surrey

Organisation type: Public authority - sub-central government