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Award

Provision of a 24/7 Core Wellbeing Service with Potential for Planned Care and Support Extra Care Schemes with Leeds City Council Nominations (Box Tree Court and Lady Ida Lodge)

Leeds City Council

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-062363

Procurement identifier (OCID): ocds-h6vhtk-05a866 ([view related notices](#))

Published 6 October 2025, 8:36am

Scope

Reference

103262

Description

This service is to provide high quality, outcome-focused services which are safe and that meet the quality outcomes and safeguarding responsibilities of the Council. This will involve working to achieve the agreed outcomes as defined by the Service User, through a person-centred planning approach that puts Service Users and their Carers at the forefront of all decision making. The services that this will be achieved through include a 24/7 care staffing presence to respond to unplanned care requests and help engage with the delivery of activities as well as through the delivery of Planned Care and Support as requested by the individuals residing in the apartments in the Schemes to which the Council holds nomination rights.

Contract 1. Provision of a 24/7 Core Wellbeing Service with Potential for Planned Care and Support at Housing 21 Extra Care Schemes with Leeds City Council Nominations (Box Tree Court and Lady Ida Lodge)

Supplier

- HOUSING 21

Contract value

- £2,020,205 excluding VAT
- £2,020,205 including VAT

Above the relevant threshold

Earliest date the contract will be signed

10 November 2025

Contract dates (estimated)

- 16 November 2025 to 15 November 2028
- Possible extension to 15 November 2030
- 5 years

Description of possible extension:

There is an option to extend for up to 24-months in any combination

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKE42 - Leeds

Participation

Particular suitability

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

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Single supplier - technical reasons

It is considered that the grounds stated under Schedule 5 Paragraph 6 apply here as there is strong evidence that no reasonable alternative to Housing 21 providing the services exists for the following reasons:

- a) There is an absence of competition on technical grounds due to Housing 21 owning and operating both the housing and care functions at both schemes. The Council's access into the schemes is through nomination rights to under half of all apartments at both schemes. It is through these nominations that individuals come into contact with the wider care services that are the subject of the direct award.
- b) The onsite 24/7 background care team cover delivered by Housing 21 at both schemes is a service delivered to all apartments regardless of tenure, the majority of which fall outside of the Council's nominations. While the Council stipulates its expectations of an onsite 24/7 background support service it is not funded by the Council and instead is funded by tenants via direct arrangements between Housing 21 and the tenants. This is a mandatory service and is chargeable to each apartment (regardless of statutory care need) in order to sustain a 24/7 onsite care team presence.

c) The same onsite care team can also deliver planned care and support hours and the service specification recognises Housing 21 to be the provider of choice in all instances where no other preference has been expressed by the service user. The business model of an onsite mandatory care team delivering additional hours of day-to-day personal care is what makes extra care support viable and affordable. The direct award recognises the presence of this business model as well as its necessity for service viability. It also recognises the high probability of Housing 21 being a service user's provider of choice at both schemes.

Supplier

HOUSING 21

- Companies House: IP16791R
- Public Procurement Organisation Number: PGTG-9145-PMNM

Housing 21, 10th Floor Tricorn House, 51-53 Hagley Road

Birmingham

B16 8TP

United Kingdom

Email: procurementteam@housing21.org.uk

Website: <http://www.housing21.org.uk>

Region: UKG31 - Birmingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

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Contracting authority

Leeds City Council

- Public Procurement Organisation Number: PJYG-6658-PPMY

Civic Hall, Calverley Street

Leeds

LS1 1UR

United Kingdom

Email: cpu@leeds.gov.uk

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

Region: UKE42 - Leeds

Organisation type: Public authority - sub-central government