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Award

## **Contract for the provision of Supported Accommodation for people with Complex Needs.**

Durham County Council

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

Notice identifier: 2025/S 000-062835

Procurement identifier (OCID): ocds-h6vhtk-055881 ([view related notices](#))

Published 7 October 2025, 12:08pm

### **Scope**

### **Reference**

OPEN20251128

### **Description**

Durham County Council (DCC) is invited tenders from experienced service providers capable of delivering high-quality supported accommodation services for complex adults. Clients will be 18 years of age or over, with complex needs. The opportunity is split into 3 LOTS.

All accommodation will be for single people and will provide 24 hour support to those who have needs that cannot be met in main stream accommodation (except for LOT 1, see 3a Service Specification)

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## **Lot 1. High complex needs / ex-offenders. Dispersed accommodation mixed gender**

### **Description**

Supported housing for complex needs and ex-offenders. This provision is to provide a stable, safe and person-centred living environment and personalised support to help individuals reintegrate into society after being released from prison or to reduce social isolation. Support will be designed to address individual needs and challenges, such as mental health issues, addiction, or difficulties with independent living. The service will need to provide support during 9am-6pm with out of hours covered as a minimum by a concierge service covering all units of accommodation to ensure service continuity, emergency response, and safeguarding outside of core hours.

The accommodation will be a minimum of 20 units of dispersed accommodation across County Durham. Providers should have a range of support options available to provide a pathway for individuals needing support to step up or down dependant on needs.

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## **Lot 2. High complex needs core and cluster 24 hour supported accommodation mixed gender.**

### **Description**

The Provider will deliver a safe, person-centred supported accommodation service using a Core and Cluster model of supported accommodation, providing support to individuals with complex needs which may include mental health, autism, substance abuse, with self-contained accommodation with support which will be available 24-hours. The accommodation will consist of a core premises which may also have accommodation and communal areas and a cluster of dispersed accommodation, allowing for a balance of independence and support, centrally located within County Durham. Providers should have a range of support options available to provide a pathway for individuals needing support to step up or down dependant on needs and have a robust awareness of local

organisations and pathways to which service users can be signposted for support.

The service must be responsive, inclusive, and aligned to local strategic objectives in County Durham.

The Provider must implement clear and effective risk management and safeguarding procedures to ensure the safety of all residents, staff, and the wider community including, but not limited to, procedures for identifying and managing risks related to non-compliance, relapse, aggression, or deterioration in mental health and contingency plans for high-risk scenarios, emergency accommodation moves, or service disruption.

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### **Lot 3. Female only complex needs core and cluster supported accommodation**

#### **Description**

Core and Cluster model supported accommodation for women only, providing women with complex needs which may include past trauma, mental health, autism, substance abuse, with self-contained supported accommodation, support should be available 24-hours. The accommodation will consist of a core premises which may also have accommodation and communal areas and a cluster of dispersed accommodation, allowing for a balance of independence and support, centrally located within County Durham. Providers should have a range of support options available to provide a pathway for individuals needing support to step up or down dependant on needs.

The service must be designed to promote recovery, independence, and empowerment within a safe and supportive environment. The key service requirements are as follows:

The Provider must deliver support in a way that is trauma-informed, gender-responsive, and culturally sensitive. The service must recognise and respect the lived experiences of women with multiple disadvantages, including experiences of abuse, trauma, and discrimination.

This client group require a safe and empowering environment that fosters trust, emotional security, dignity, and a sense of belonging.

The provider must have in place robust procedures for identifying, assessing, and managing individual and shared risks relevant to the client group, including safeguarding concerns.

The service should balance safety with the promotion of positive risk-taking to support autonomy and recovery.

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## **Contract 1**

### **Lots**

Lot 1. High complex needs / ex-offenders. Dispersed accommodation mixed gender

### **Supplier**

- Inspire North

### **Contract value**

- £546,000 excluding VAT
- £655,200 including VAT

Above the relevant threshold

### **Award decision date**

17 September 2025

**Date assessment summaries were sent to tenderers**

6 October 2025

### **Standstill period**

- End: 16 October 2025
- 8 working days

### **Earliest date the contract will be signed**

24 October 2025

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

2 x 12 month periods of extension are available to be invoked subject to need, performance, commissioner approval and achievement of KPIs.

### **Main procurement category**

Services

### **CPV classifications**

- 85311000 - Social work services with accommodation

## **Contract locations**

- UKC14 - Durham CC
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## **Contract 2**

### **Lots**

Lot 2. High complex needs core and cluster 24 hour supported accommodation mixed gender.

Lot 3. Female only complex needs core and cluster supported accommodation

### **Supplier**

- DURHAM ACTION ON SINGLE HOUSING LIMITED

### **Contract value**

- £1,169,860 excluding VAT
- £1,403,832 including VAT

Above the relevant threshold

### **Award decision date**

17 September 2025

### **Date assessment summaries were sent to tenderers**

6 October 2025

### **Standstill period**

- End: 16 October 2025
- 8 working days

### **Earliest date the contract will be signed**

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### **Main procurement category**

Services

### **CPV classifications**

- 85311000 - Social work services with accommodation

## **Contract locations**

- UKC14 - Durham CC
- 

## **Information about tenders**

### **Lot 1. High complex needs / ex-offenders. Dispersed accommodation mixed gender**

- 8 tenders received
  - 8 tenders assessed in the final stage:
    - 7 submitted by small and medium-sized enterprises (SME)
    - 1 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 7 suppliers unsuccessful (details included for contracts over £5 million)
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### **Lot 2. High complex needs core and cluster 24 hour supported accommodation mixed gender.**

- 11 tenders received
  - 10 tenders assessed in the final stage:
    - 10 submitted by small and medium-sized enterprises (SME)
    - 1 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 9 suppliers unsuccessful (details included for contracts over £5 million)
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### **Lot 3. Female only complex needs core and cluster supported accommodation**

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

#### **Procedure type**

Open procedure

#### **Special regime**

Light touch

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### **Suppliers**

#### **DURHAM ACTION ON SINGLE HOUSING LIMITED**

- Companies House: 01041946
- Public Procurement Organisation Number: PLZC-9783-GYCQ

Hudson House

Durham

DH1 1EY

United Kingdom

Email: [email@dashorg.co.uk](mailto:email@dashorg.co.uk)

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

Region: UKC14 - Durham CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2

## **Inspire North**

- Mutuals Public Register: 9518
- Public Procurement Organisation Number: PZHB-3385-JTPM

3 Limewood Way

Leeds

LS14 1AB

United Kingdom

Email: [development@inspirenorth.co.uk](mailto:development@inspirenorth.co.uk)

Website: <https://www.inspirenorth.co.uk/>

Region: UKE42 - Leeds

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

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## **Contracting authority**

### **Durham County Council**

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: [corporate.procurement@durham.gov.uk](mailto:corporate.procurement@durham.gov.uk)

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

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government