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Contract

STEAM cafés / wellbeing hubs and crisis sanctuary 'safe havens'

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-063001

Procurement identifier (OCID): ocds-h6vhtk-05a9db

Published 7 October 2025, 4:10pm

Section I: Contracting authority

I.1) Name and addresses

NHS SUFFOLK AND NORTH EAST ESSEX INTEGRATED CARE BOARD

Ipswich

IP12BX

Email

procurement@snee.nhs.uk

Country

United Kingdom

Region code

UKH14 - Suffolk

NHS Organisation Data Service

QJG

Internet address(es)

Main address

<https://suffolkandnortheastsex.icb.nhs.uk/>

Buyer's address

<https://in-tendhost.co.uk/snee-icb/asp/Home>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

STEAM cafés / wellbeing hubs and crisis sanctuary 'safe havens'

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

Daytime Hub (10-4pm) The hub offers day-time support for a range of mental health problems and for episodes of mental distress. It will be based in a static facility, providing a range of activities, advice, information and support. It will use a navigation and enabling approach, to empower people to stay well in their community and at home.

Safe Haven (Evening support) 6pm-10pm The Safe Haven offers sanctuary for people experiencing mental ill-health and mental distress. It will offer a calm and safe space, providing practical and emotional support, which can be used as an alternative to

admission if appropriate. Includes de-escalate users in crisis and seek support from other services in dealing with critical incidents and provide support in accessing other support services. An appropriate plan of care for the evening will be agreed with the person at assessment. Expectations will be managed so that all people will go home when the hub closes for the evening. A short-term care plan will be agreed to cover the period immediately following the person's use of the Safe Haven. An appointment will be made for the following day at the Wellbeing Hub to review the plans made the previous night.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £382,031

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKH14 - Suffolk

Main site or place of performance

Ipswich and East Suffolk Alliance and West Suffolk Alliance areas

II.2.4) Description of the procurement

- The aim of this crisis alternative service is to establish a Daytime Wellbeing Hub and Evening Safe Haven model that sits at the heart of the community and operates a safe and friendly environment. The Safe Haven will work closely with 111, Police, Ambulance and A&E to support people, where the hub is a more appropriate venue.

The objectives of this crisis alternative service is to:

- Offer day-time support for a range of mental health problems and for episodes of mental distress, to be based in a static facility, providing advice and information.
- Offer an evening support for people who are in crisis (self-defined) and an alternative to admission to statutory services.
- Use a social navigation and enabling approach, to empower people to stay well in their community and at home, rather than employing a more traditional 'problem-solving'

approach.

- Offer sanctuary for people experiencing mental ill-health and mental distress. It will include a calm and safe space, providing practical and emotional support, which can be used as an alternative to admission if appropriate.
- Use existing Crisis response triage telephone lines that will receive all referrals to the Safe Haven in the evening.
- To work in partnership with the local Mental Health NHS provider (Norfolk and Suffolk Foundation Trust) to develop protocols and a standard operating procedure, with the guarantee that the Mental Health provider will provide clinical oversight of the hub model, offering advice, support, and formal triage and assessment.
- Link to the existing support services; Suffolk Community Connector Network, Suffolk Night owls and the Crisis Response Service support telephone line to support people who present as being in crisis and help to de-escalate.
- Create links to other day time services for people with complex emotional needs and provide space and venues in rural locations through a hub and spoke model (daytime only).
- Create a seamless peer support model working alongside the local Mental Health NHS provider (Norfolk and Suffolk Foundation Trust) to provide employment and volunteering opportunities.

The NHS Standard Contract Service Variation will run from 1st April 2026 through to 31st March 2027. This enables a full review of the crisis alternative services and population needs to be undertaken.

This contract is being extended to align to both the Suffolk VCSE Alternative Crisis services expiration dates and the clustering with Norfolk and Waveney ICB.

No extension has been planned for this service.

NHS Suffolk and North East Essex Integrated Care Board are awarding the contract named within this notice under the Direct Award C process which is outlined within the Health Care Services (Provider Selection Regime) Regulations 2023. The provider named in this notice is an existing provider and has been reviewed through a Key Criteria assessment to ensure the awarding body is satisfied with current performance and reasonably expects the provider to be able to satisfy the contract which is the subject of this notice. The contract which is the subject of this notice has not changed considerably when compared with the existing / previous contract delivered by the named provider.

The ICB may wish to introduce additional services during the lifetime of the contract ("Contract modifications"). Such contract modifications will be contemplated where additional requirements are similar and or complementary to the services already included in the Specification, at any given time. Such expansion would be by the addition of services commissioned by the Authority as named in the Contract Notice. To this end, after the award of contract, there is a possibility that the contract may be varied as allowable in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) intention to award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period.

Representations by providers must be made to decision makers by midnight Friday 17th October 2025 (8 working days following publication of intention to award notice). They should be submitted in writing to procurement@snee.nhs.uk.

This contract has not yet formally been awarded; this notice serves as an intention to

award under the PSR.

Award decision-makers: the Suffolk Mental Health Collaborative 26th July 2025

- No conflicts of interest, or potential conflicts of interest, were declared by any decision makers.

Procurement to insert - The decision to award this contract in line with Direct Award Process C was based on evaluation against the five required key criteria as follows:

- Quality and Innovation - Assured- SNEE ICB are assured that the provider is delivering a safe and effective service as required by the specification and contract they are currently delivering. This criterion was reviewed in line with the Quality Impact Assessment.

- Value - Assured - SNEE ICB are assured that the provider is delivering value to the integrated care system and the cost of change would not be outweighed by the potential benefit of a new provider.

- Integration, Collaboration and Service Sustainability - Assured - SNEE ICB are assured that the provider is positively impacting on the integrated care system through their integration and collaboration delivered as a requirement of the specification or alternative elements linked to the delivery.

- Improving Access, Reducing Health Inequalities and Facilitating Choice - Assured - SNEE ICB are assured that the provider is meeting needs of the population to ensure equitable access and choice as required by the specification and contract. This criterion was reviewed in line with the Equality Impact Assessment.

- Social Value - Assured - SNEE ICB are assured that the provider is delivering in line with the SNEE Green Plan, supporting with the implementation of carbon reduction and increase in initiatives which positively impact on the wider determinants of health. This criterion was reviewed in line with the Sustainability Impact Assessment.

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

Title

STEAM cafés / wellbeing hubs and crisis sanctuary 'safe havens'

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

26 July 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Access Community Trust

Lowestoft

NR32 2AQ

Country

United Kingdom

NUTS code

- UKH14 - Suffolk

NHS Organisation Data Service

8KE0

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £382,031

Total value of the contract/lot: £382,031

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

NHS Suffolk and North East Essex Integrated Care Board

Ipswich

Country

United Kingdom