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Contract

NELFT Crisis Alternatives - Havering

North East London NHS Foundation Trust

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-065347

Procurement identifier (OCID): ocds-h6vhtk-04fa2d ([view related notices](#))

Published 14 October 2025, 4:54pm

Scope

Reference

NELFT_00472

Description

The Place Based Partnership within North East London (NEL) has identified key priority areas to enhance local mental health acute pathways. This initiative aims to develop effective community alternatives to hospital admission for residents experiencing a mental health crisis. The North East London Joint Forward Plan emphasises prevention, leveraging community assets, and providing person-centered, integrated care. The goal is to support more individuals in appropriate settings outside of hospitals, ensuring that those in crisis receive timely and suitable support. A significant focus is placed on improving mental health crisis management and offering alternatives to hospital admission. This ensures that high-quality inpatient care is available for those who truly need it, aligning with the principle of delivering the right support at the right time and place. The scope of services varies across localities, and a procurement process via Lots has been established to cater to the specific needs of each Local Borough and its demographics. This approach also fosters collaboration with Voluntary, Community, and

Social Enterprise (VCSE) partners, enhancing the overall benefit to service users. VCSE (Voluntary, Community, and Social Enterprise) partners will play a crucial role in the Place Based Partnership within NELFT. Their involvement will include:

Service Delivery: VCSE organisations will provide community-based services that offer alternatives to hospital admission. These services might include crisis intervention, counselling, peer support, and other mental health support programs tailored to local needs.

Collaboration and Integration: VCSE partners will work closely with NELFT and other healthcare providers to ensure a seamless integration of services. This collaboration aims to create a cohesive support network that can respond effectively to mental health crises.

Community Engagement: VCSE organisations often have strong ties to the local community and can engage residents in mental health initiatives. They can help raise awareness, reduce stigma, and encourage individuals to seek help early.

Tailored Support: By understanding the unique demographics and needs of each locality, VCSE partners can offer personalised support that aligns with the specific challenges faced by different communities.

Innovation and Flexibility: VCSE organisations can bring innovative approaches to mental health care, offering flexible and responsive services that can adapt to changing needs and circumstances. Overall, the involvement of VCSE partners is essential for building a comprehensive, community-centered approach to mental health care that prioritises prevention, early intervention, and support outside of hospital settings.

The service is for Havering adult residents or those presenting to Havering emergency services who perceive themselves to be in, or at risk of moving into, mental health crisis (self-defined). This is the defining criteria for the service and robust screening procedures will be required that ensure access and prioritisation of those in most need. Those with multiple needs and co-morbidities are to be welcomed provided that the primary need is mental health crisis.

Access to the service will normally be direct access by self-presentation. Prior to operation partner agencies will make people aware of the service and introduce people via referral pathways. Havering Crisis Café will support people in crisis to better self-manage their symptoms and distress in a safe and appropriate environment. This will improve access to Mental Health services as an alternative to ED attendances. To reduce activity in Emergency Departments and the wider system including mental health services, police and ambulance services.

The key objectives will be to:

- Provide a non-stigmatising, calm and safe environment.
- Provide support to help people resolve their crisis.
- Provide practical and emotional support to enable the service users and carers to better self-manage their distress, aid their recovery, and reduce dependency.

- Ensure that support staff, peer supporters and volunteers are trained, supported and professional in their approach.
- Operate as an alternative to Emergency Departments and other emergency services for people experiencing a mental health crisis that does not require medical intervention.
- Link with the wider service system to ensure a joined-up partnership approach to the development of local services.

Havering Crisis Café will support people in crisis to better self-manage their symptoms and distress in a safe and appropriate environment. This will improve access to Mental Health services as an alternative to Emergency Departments attendances. To reduce activity in Emergency Departments and the wider system including mental health services, police and ambulance services.

The service will provide immediate, focused and time-limited emotional and practical support to people experiencing a mental health crisis that does not require clinical input. Experiencing an active psychosis requiring a higher level of input/trained staff to manage their specific needs. It will work with people experiencing a range of different distress, including psychosis.

The support will consist of:

- Identifying coping strategies and improving wellbeing
- Information and signposting
- 1-1 conversations, group conversations and activities
- Limited follow-up

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Contract 1. Havering Crisis Alternative Services

Lots

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Supplier

- HESTIA HOUSING AND SUPPORT

Contract value

- £982,604 excluding VAT
- £982,604 including VAT

Above the relevant threshold

Date signed

14 October 2025

Contract dates

- 1 December 2025 to 30 November 2027
- Possible extension to 30 November 2029
- 4 years

Description of possible extension:

Optional 2 x 12 month extensions

Main procurement category

Services

CPV classifications

- 75200000 - Provision of services to the community

Contract locations

- UKI52 - Barking & Dagenham and Havering

Justification for not setting key performance indicators

Contract value is less than £5million.

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

HESTIA HOUSING AND SUPPORT

- Companies House: 02020165
- Charity Commission (England and Wales): 294555

Beaufort House 4th Floor, 15 St. Botolph Street

London

EC3A 7DT

United Kingdom

Email: businessdevelopment@hestia.org

Website: <https://www.hestia.org/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Havering Crisis Alternative Services

Contracting authority

North East London NHS Foundation Trust

- NHS Organisation Data Service: RAT
- Public Procurement Organisation Number: PHHT-9556-BWJJ

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

United Kingdom

Email: procurement@nelft.nhs.uk

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - central government