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Award

## Community Based Alternative Crisis Support Service

Central and North West London NHS Foundation Trust  
West London NHS Trust

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

Notice identifier: 2025/S 000-070548

Procurement identifier (OCID): ocds-h6vhtk-055304 ([view related notices](#))

Published 3 November 2025, 3:42pm

### Scope

### Reference

C366752

### Description

Central North West London NHS Foundation Trust (CNWL) and West London NHS Trust (WLT) have completed a competitive process to identify an organisation who can co-produce six/eight community crisis alternative services, with our Experts by Experience (EBE) advisors, service users and carers, to be based in geographical locations across NW London boroughs.

The service will be a non-clinical service which will offer an open access safe space and calm environment for people who are experiencing mental health distress, in crisis, or need mental health advice. Without requiring an appointment, the provision will offer drop-in support, a warm drink, a listening ear, practical assistance, and the ability to refer or direct individuals to additional services if needed. The services will provide immediate practical support to reduce mental health distress and guide those with complex or urgent needs to the appropriate urgent care services. They help individuals manage their

distress, develop healthy coping strategies, and ultimately aim to instil hope, self-worth, and purpose.

CNWL & WLT are committed to achieving the right balance of preventative community provision, access to home treatment in the community and inpatient care and the increase in the demand for inpatient beds means that a revised approach to the provision of services is required. Sufficient community and crisis care options are required to support patients in crisis and prevent reoccurrence, and this crisis provision is a key initiative to support this endeavour.

A core outcome for North West London is 'to reduce A&E attendances' with particular attention to High Intensity Users. It is vitally important that this service meets the needs of patients that frequently attend emergency settings if their needs could be met in a nonmedical environment. The provider will be expected to work with Liaison psychiatry teams and SPA's to ensure access and outreach to particular service users is in place.

The services will form part of the CNWL & WLT mental health pathway alongside statutory services to bolster mental health support to CNWL service users (16+) and WLT service users 18+. This service will be available to people from North West London and consideration needs to be given to maximising access through careful location of 6/8 sites, with respect to population hubs, transport networks and areas of high need and maximising access for the population of the 8 Boroughs:

- Ealing
- Hounslow
- Hammersmith & Fulham
- Brent,
- Harrow,
- Hillingdon
- Kensington & Chelsea and Westminster

This procurement was divided into lots.

Lot 1 – Central & North West London Foundation Trust boroughs (Brent, Harrow, Hillingdon, Kensington & Chelsea, Westminster).

Lot 2 - West London Trust boroughs (Ealing, Hammersmith & Fulham, Hounslow).

The contract will be for 3 years with the option to extend for a further 2 x 1 years. The start date of the contract will be 01 April 2026.

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## **Lot 1. Lot 2 - WLT**

### **Description**

West London NHS Trust boroughs (Ealing, Hammersmith & Fulham, Hounslow)

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## **Lot 2. Lot 1 - CNWL**

### **Description**

Central & North West London NHS Foundation Trust boroughs (Brent, Harrow, Hillingdon, Kensington & Chelsea, Westminster)

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## **Contract 1. Community Based Alternative Crisis Support Service**

### **Lots**

Lot 1. Lot 2 - WLT

Lot 2. Lot 1 - CNWL

### **Supplier**

- Hestia Housing and Support

### **Contract value**

- £8,800,000 excluding VAT
- £10,560,000 including VAT

Above the relevant threshold

### **Award decision date**

3 November 2025

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

3 November 2025

### **Standstill period**

- End: 12 November 2025
- 8 working days

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

30 November 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 one (1) years in Contract extension periods

### **Main procurement category**

Services

### **CPV classifications**

- 85312300 - Guidance and counselling services
- 85312320 - Counselling services

### **Contract locations**

- UKI32 - Westminster
- UKI33 - Kensington & Chelsea and Hammersmith & Fulham
- UKI72 - Brent
- UKI73 - Ealing
- UKI74 - Harrow and Hillingdon

- UKI75 - Hounslow and Richmond upon Thames

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## Information about tenders

### Lot 1. Lot 2 - WLT

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

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### Lot 2. Lot 1 - CNWL

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

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## Procedure

## Procedure type

Open procedure

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## Supplier

### Hestia Housing and Support

- Companies House: 02020165

Beaufort House 4th Floor, 15 St. Botolph Street

London

EC3A 7DT

United Kingdom

Email: [info@hestia.org](mailto:info@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. Community Based Alternative Crisis Support Service

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## Contracting authorities

### Central and North West London NHS Foundation Trust

- Public Procurement Organisation Number: PQNQ-2236-WRPR

60 Gray's Inn Road

London

WC1X 8AQ

United Kingdom

Email: [emma.taylor199@nhs.net](mailto:emma.taylor199@nhs.net)

Website: <https://www.cnwl.nhs.uk>

Region: UKI31 - Camden and City of London

Organisation type: Public authority - central government

### West London NHS Trust

- Public Procurement Organisation Number: PPPZ-6647-QHWH

1 Armstrong Way

Southall

UB2 4SD

United Kingdom

Email: [emma.taylor199@nhs.net](mailto:emma.taylor199@nhs.net)



Website: <https://www.westlondon.nhs.uk/>

Region: UKI73 - Ealing

Organisation type: Public authority - central government

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## Contact organisation

Contact Central and North West London NHS Foundation Trust for any enquiries.