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Award

Kent Carers Support Service

Kent County Council

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

Notice identifier: 2025/S 000-070631

Procurement identifier (OCID): ocds-h6vhtk-04fe04 ([view related notices](#))

Published 3 November 2025, 5:46pm

Scope

Reference

CN250345

Description

Kent County Council are seeking to re-procure a Kent Carers Support Service which is aimed at supporting unpaid carers within the county.

This new service will replace two current services;

The Carers Community Navigation Service and Carers Short Breaks service.

Key Areas of Service Delivery: Building from the Kent Adult Carers Strategy the following key areas of service delivery have been identified for the Kent Carers Support Service:

- i) Identifying and Recognising Carers, including Seldom-Heard Carers
- ii) Empowering Carers: information, advice and training in ways that they can understand

- iii) Prevention and Wellbeing especially for lifestyle risk factors, mental health and information and advice
- iv) Support for Young Carers' Transition to Adulthood
- v) Carers Assessment
- vi) Carers Breaks
- vii) Emergency Breaks
- viii) Carers Personal Budgets

Lot 2. Kent Carers Support Service - West Kent

Description

Kent Carers Support Service to be delivered in the following geographical areas: Dartford, Gravesham, Swanley, Sevenoaks, Maidstone, Sevenoaks, Tonbridge and Malling, Tunbridge Wells and Swale.

Contract 1. Kent Carers Support Service: Lot 2 - West Kent

Lots

Lot 2. Kent Carers Support Service - West Kent

Supplier

- Imago Community

Contract value

- £18,530,235.08 excluding VAT
- £22,236,282.11 including VAT

Above the relevant threshold

Award decision date

31 October 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

28 November 2025

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

Kent County Council has included 2x24month extension periods which may be executed at the council's discretion.

Main procurement category

Services

CPV classifications

- 85100000 - Health services
- 85300000 - Social work and related services

Contract locations

- UKJ4 - Kent

Information about tenders

Lot 2. Kent Carers Support Service - West Kent

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

Unsuccessful suppliers

- [Involve Kent](#)
- [Carers First](#)

Lots that will not be awarded

Lot 1. Kent Carers Support Service - East Kent

Description

Kent Carers Support Service to be delivered in the following geographical areas: Ashford, Canterbury, Dover, Thanet, Folkestone and Hythe.

CPV classifications

- 85000000 - Health and social work services
-

Date of decision not to award

3 November 2025

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Suppliers

Carers First

- Companies House: 04144820

Unit 4, Tolgate Lane

Rochester

ME2 4TG

United Kingdom

Region: UKJ41 - Medway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Imago Community

- Companies House: 05354482

17-19 MONSON ROAD

TUNBRIDGE WELLS

TN1 1LS

United Kingdom

Email: hello@imago.community

Region: UKJ46 - West Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Kent Carers Support Service: Lot 2 - West Kent

Involve Kent

- Companies House: 03449624

30 Turkey Court Turkey Mill, Ashford Road

Maidstone

ME14 5PP

United Kingdom

Region: UKJ45 - Mid Kent

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contracting authority

Kent County Council

- Public Procurement Organisation Number: PLDL-8938-YGYW

County Hall

Maidstone

ME14 1XQ

United Kingdom

Contact name: Nathan Sills

Email: CPD-Peopleteam@Kent.Gov.UK

Website: <https://www.kent.gov.uk/>

Region: UKJ45 - Mid Kent

Organisation type: Public authority - sub-central government