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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