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Contract

Housing Related Floating Support Services in Flintshire

Flintshire County Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2025/S 000-070848

Procurement identifier (OCID): ocids-h6vhtk-04b0ae

Published 4 November 2025, 1:43pm

Section I: Contracting authority

I.1) Name and addresses

Flintshire County Council

Chapel Street, Flint

Flintshire

CH6 5BD

Contact

Claire Green

Email

Claire.green@flintshire.gov.uk

Telephone

+44 01352703725

Country

United Kingdom

NUTS code

UKL23 - Flintshire and Wrexham

Internet address(es)

Main address

<https://www.flintshire.gov.uk>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0419

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Housing Related Floating Support Services in Flintshire

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

Flintshire County Council Housing Support Grant (HSG) Team is inviting bids from providers which fully meet the requirements of this Specification and demonstrates value for money against the following projects:

Lot 1 - Young Persons Floating Support Project

Lot 2 - Criminal Offending Floating Support Project

Lot 3 - Older People Floating Support Project

Lot 4 -General and Complex Needs Floating Support Project

Lot 5 - Early Homeless Prevention Floating Support Project

The current contracts come to an end on 30th June 2025 and Flintshire County Council HSG Team are inviting providers to tender for the commission of floating support provision.

Contracts will be for a period of 4 years with the option to extend for a further 2 years.

TUPE information has been provided in the tender pack.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £3,264,088

II.2) Description

II.2.1) Title

Criminal Offending Floating Support Project

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services
- 70333000 - Housing services
- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

This project will offer housing-related support to individuals with a history of criminal offending. Specifically, it will assist those in custody who are at risk of being homeless upon release in Flintshire. The aim is to conduct a comprehensive assessment of their needs while they are still in custody, ensuring a detailed and personalised support plan is in place for when they are released. Support workers will collaborate with prison resettlement officers and probation services to facilitate a smooth transition and ensure continuity of support in the community. The project will also extend its services to individuals with offending related support needs who are assessed as requiring housing assistance. The goal is to prevent homelessness, help service users maintain their accommodations, and promote their independence. This initiative will support service users from any housing tenure across Flintshire.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Older People Floating Support Project

Lot No

3

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services
- 70333000 - Housing services
- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The service will provide low-level short-term housing related support to enable older people to gain or retain their self-reliance, sustain their accommodation, and remain living as independently as possible in the community. The support will consist of a mix of practical support and advice as well as signposting to other services.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

General and Complex Needs Floating Support Project

Lot No

4

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services
- 70333000 - Housing services
- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

This service will provide a holistic support system for individuals with varying levels of need. Complex needs support workers will assist clients facing multiple challenges such as mental health issues, learning disabilities, substance misuse, and criminal offending (list is non-exhaustive). For those whose primary concerns are housing-related, general housing support workers will help with issues like debt, rent arrears, benefit support, liaising with other professionals, housing conditions etc.

The Mental Health Liaison Officer (MHLO) support clients who are open to the housing solutions team, therefore will be experiencing homelessness or will be threatened with homelessness. The MLHO will bridge the gap between mental health services and housing solutions. They will be expected to provide guidance and expertise to clients experiencing mental health challenges, ensuring that support plans are tailored to individual needs. The role will involve building strong relationships with mental health services to facilitate timely referrals and coordinated care.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Early Homeless Prevention Floating Support Project

Lot No

5

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services
- 70333000 - Housing services
- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The service will offer short-term, low-level housing support to help clients who are currently struggling. The clients will not meet statutory homelessness assistance but will need support to either maintain their current property or advice on next steps. This can include but not inclusive of support with bills (ensuring all energy and water tariffs are affordable), benefit support, support with property that is suffering with damp and mould, where invalid notices are given, relationship breakdowns etc. The support will include a combination of practical assistance, advice, and sign posting to other services.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Young Persons Floating Support Project

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85300000 - Social work and related services
- 98000000 - Other community, social and personal services
- 70333000 - Housing services
- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKL23 - Flintshire and Wrexham

II.2.4) Description of the procurement

The project will offer housing related support to young people aged 16-25 which enables people to establish and/or maintain independent living. This project will provide support to young people who are homeless or threatened with homelessness or needing support to remain in their properties. Support will be flexible, and person centred, but may include things like budgeting, including accessing money advice, developing life skills, achieving safety and security, and accessing other helpful services and opportunities.

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-002610](#)

Section V. Award of contract

Lot No

1

Title

Young Persons Floating Support Project

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

28 May 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

V.2.3) Name and address of the contractor

LOCAL SOLUTIONS

2000 Vortex Court, Enterprise Way

Liverpool

L131FB

Telephone

+44 1517090990

Fax

+44 1517099326

Country

United Kingdom

NUTS code

- UKD7 - Merseyside

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

Total value of the contract/lot: £494,544

Section V. Award of contract

Lot No

2

Title

Criminal Offending Floating Support Project

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 October 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 4

Number of tenders received by electronic means: 4

V.2.3) Name and address of the contractor

Kaleidoscope

St. Mellons Business Park, Fortran Road, St. Mellons

Cardiff

CF30EY

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor is an SME

Yes

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

Total value of the contract/lot: £865,760

Section V. Award of contract

Lot No

3

Title

Older People Floating Support Project

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 June 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

V.2.3) Name and address of the contractor

AGE CONNECTS NORTH EAST WALES

Lewis House, Swan Street

Flint

CH65BP

Telephone

+44 8450549969

Country

United Kingdom

NUTS code

- UKL23 - Flintshire and Wrexham

The contractor is an SME

Yes

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

Total value of the contract/lot: £445,024

Section V. Award of contract

Lot No

4

Title

General and Complex Needs Floating Support Project

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 October 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

V.2.3) Name and address of the contractor

Kaleidoscope

St. Mellons Business Park, Fortran Road, St. Mellons

Cardiff

CF30EY

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,293,480

Section V. Award of contract

Lot No

5

Title

Early Homeless Prevention Floating Support Project

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

14 October 2025

V.2.2) Information about tenders

Number of tenders received: 5

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 5

Number of tenders received by electronic means: 5

V.2.3) Name and address of the contractor

Kaleidoscope

St. Mellons Business Park, Fortran Road, St. Mellons

Cardiff

CF30EY

Country

United Kingdom

NUTS code

- UKL22 - Cardiff and Vale of Glamorgan

The contractor is an SME

Yes

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

Total value of the contract/lot: £165,280

Section VI. Complementary information

VI.3) Additional information

(WA Ref:151549)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom