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Contract

Mental Health Outreach Support for Complex Needs Housing - Multidisciplinary Team

Hertfordshire County Council

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

Notice identifier: 2025/S 000-071601

Procurement identifier (OCID): ocds-h6vhtk-05dbc1

Published 6 November 2025, 12:28pm

Scope

Reference

HCC2517119

Description

The Service will be free at the point of use and will support single adults aged 18 and over experiencing homelessness and multiple disadvantage.

This preventative service will provide a range of individually tailored interventions, centring upon a case management model achieved through an assertive community outreach approach.

The service will be countywide across the area of Hertfordshire primarily delivered in a 'dual district' model, with outreach staff aligned to the following areas in the following format:-

- Broxbourne / East Hertfordshire

- Dacorum / Hertsmere
- North Hertfordshire / Stevenage
- St Albans / Welwyn Hatfield
- Three Rivers / Watford

It is expected support will be delivered in some of the following ways:

- Outreach in community settings, including individuals' homes.
- Advice and information
- Peer support groups
- Community hubs
- Telephone, email and other virtual/digital support
- Supporting other services/ support groups

The support will be tailored to the needs of the individual but will include:

- Emotional and practical support for individuals
- Support to solve real-life problems including housing and debt
- Help to improve health and wellbeing
- Onward referrals to other services and support to access other services
- Support to access advice and information on education and careers
- Help to reduce episodes of crisis and support recovery
- Support to access existing community-based services and agencies
- Help to build confidence, self-esteem and life skills
- Support to create and build new social networks Flexible and person-centred Service, building skills and strengths of the Service User to enable them to better manage their needs.

Contract 1. Mental Health Outreach Support for Complex Needs Housing - Multidisciplinary Team

Supplier

- Herts Mind Network

Contract value

- £521,000 including VAT

Below the relevant threshold

Date signed

19 September 2025

Contract dates

- 22 September 2025 to 31 March 2026
- Possible extension to 30 March 2027
- 1 year, 6 months, 9 days

Description of possible extension:

Possible 1 year extension.

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation

Contract locations

- UKH23 - Hertfordshire

Procedure

Procedure type

Below threshold - without competition

Special regime

Light touch

Supplier

Herts Mind Network

- Companies House: 5532977
- Public Procurement Organisation Number: PXBW-7468-BWGT

501 St Albans Road

Watford

WD24 7RZ

United Kingdom

Email: finance@hertsmindnetwork.org

Website: <http://www.hertsmindnetwork.org>

Region: UKH23 - Hertfordshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 1. Mental Health Outreach Support for Complex Needs Housing -
Multidisciplinary Team

Contracting authority

Hertfordshire County Council

- Public Procurement Organisation Number: PWJT-5264-WYMY

Robertson House, Six Hills Way

Stevenage

SG1 2FQ

United Kingdom

Email: strategic.procurement@hertfordshire.gov.uk

Website: <http://www.hertfordshire.gov.uk>

Region: UKH23 - Hertfordshire

Organisation type: Public authority - sub-central government