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Planning

Llety â Chymorth 24 Awr i Bobl ag Anghenion Cymhleth / 24 hour Supported Accommodation for People with complex needs

Merthyr Tydfil County Borough Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-071827

Procurement identifier (OCID): ocds-h6vhtk-05dc47 ([view related notices](#))

Published 7 November 2025, 8:15am

Scope

Description

Hysbysiad ymgysylltu cyn y farchnad ar gyfer darparu llety â chymorth 24 awr i bobl ag anghenion cymhleth / Pre-market engagement notice for delivery of 24-hour supported accommodation for people with complex needs

Total value (estimated)

- £500,000 excluding VAT
- £599,999 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 September 2026 to 31 August 2029
- 3 years

Main procurement category

Services

CPV classifications

- 85312000 - Social work services without accommodation
- 85320000 - Social services

Contract locations

- UKL15 - Central Valleys

Engagement

Engagement deadline

21 November 2025

Engagement process description

Noder, oherwydd cyfyngiadau geiriau, nad ydym yn gallu atgynhyrchu'r Broses Ymgysylltu yn y Gymraeg. Gall unrhyw ddarparwr sydd angen cyfieithiad Cymraeg ofyn am un drwy procurement@merthyr.gov.uk

Introduction

In line with the Welsh Government's strategy for ending homelessness, it is evident that the current housing and homelessness services in Merthyr Tydfil are under significant pressure. Legislative changes, including the Renting Homes (Wales) Act 2016 and recent amendments to the Homelessness Orders, have further strained an already overburdened system.

This, combined with the increasing socio-economic challenges and rising demand for affordable and supported housing, has led to an unprecedented need for additional supported accommodation.

Approximately 39% of homeless individuals in Merthyr Tydfil require high or intensive support, which necessitates a suitable development which offers tailored services to help them transition to independent living. Without such accommodation, many are at risk of remaining marginalised, prolonging their stay in inappropriate settings such as B&Bs.

Outline: Building and Support

The proposed 19 unit development will cater to individuals experiencing homelessness who meet specific eligibility criteria, including those with complex support needs related to mental health or substance misuse. Residents will be assessed by the local housing team, ensuring they are matched with the appropriate accommodation and support services to maximise positive outcomes. In instances where no immediate vacancies are available, alternative arrangements will be made.

Support Offered to Residents

The proposed accommodation will offer comprehensive housing-related support for up to 19 individuals with high or intensive needs. The development aims to provide not only emergency shelter but also a pathway to independence. An in-house support provider will manage day-to-day operations, offering residents 24/7 housing support.

Tailored support will be provided in areas such as mental health, substance misuse reduction, and the development of essential life skills. Additionally, the project will collaborate with local institutions to offer training programs, empowering residents to become self-sufficient and equipped for sustained independent living.

Facilities and Living Conditions

The refurbished building located at CF47 8RF will include;

- 19 x self-contained en-suite rooms across the main building and external walk-up units

- A communal/training kitchen for practical learning and shared experiences,
- A communal dining area to foster a sense of community,
- A communal lounge/activity room to encourage social interaction,
- Upgraded room facilities with kitchenettes, promoting autonomy,
- On-site laundry facilities, and
- 24/7 on-site staff to support residents in real-time.

These facilities are designed to create a safe, supportive, and nurturing environment for residents, providing them with the stability they need to rebuild their lives.

Duration of Stay

The typical stay in the supported accommodation will be up to two years, though this may be extended on a case-by-case basis, depending on individual needs and the availability of suitable move-on accommodation.

Anti-Social Behaviour Management

The successful support provider will manage any instances of anti-social behaviour through a structured approach, beginning with non-legal solutions such as advising residents when their behaviour is unacceptable. Should these measures prove ineffective, formal notifications and, ultimately, eviction may be considered if residents fail to adhere to agreed-upon behaviour standards.

Summary

This supported accommodation development is a critical step in addressing the urgent housing and support needs in Merthyr Tydfil. The project will not only provide immediate shelter but also empower individuals with the skills necessary for long-term independence. The planned facilities and comprehensive support services will enable residents to thrive in a safe, structured, and supportive environment.

Provider Response

Based on the information provided, potential providers are requested to:

- Provide an estimate (to the nearest £10k) of likely cost of delivering the service outlined, ensuring that the figure includes a minimum of 2 overnight waking staff

- Add any other comments on the service provision that are relevant to the proposed service

Responses should be sent to procurement@merthyr.gov.uk to arrive by 4.30pm on Friday 21st November 2025

Please note the following general conditions:

- Responses to this Notice will help the Authority refine the requirement and conduct market research.
- The Authority reserves the right not to proceed with this procurement. Nothing shall constitute a commitment to commencing a formal procurement process.
- Information contained within this document is confidential and must not be revealed to any third party without prior written consent from us.
- No selection of Potential Providers will take place as a consequence of any responses or interactions relating to this Notice.
- We expect that all responses to this Notice will be provided by Potential Providers in good faith to the best of their ability in the light of information available at the time of their response.
- No information provided by a Potential Provider in response to this Notice will be carried forward, used or acknowledged in any way for the purpose of evaluating the Potential Provider, in any subsequent formal procurement process that may take place.
- Should a Potential Provider choose not to respond to the questions in this Notice, it will not affect any possible future procurement for this type of service.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Publication date of tender notice (estimated)

16 January 2026

Procedure

Special regime

Light touch

Contracting authority

Merthyr Tydfil County Borough Council

- Public Procurement Organisation Number: PPMD-1137-QDJJ

Civic Centre

Merthyr Tydfil

CF47 8AN

United Kingdom

Email: procurement@merthyr.gov.uk

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

Region: UKL15 - Central Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales