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Award

NELFT - Waltham Forest Crisis Alternative Services

North East London NHS Foundation Trust

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

Notice identifier: 2025/S 000-076668

Procurement identifier (OCID): ocids-h6vhtk-0590a8 ([view related notices](#))

Published 24 November 2025, 7:04pm

Scope

Description

The Place Based Partnership within North East London (NEL) has identified key priority areas to enhance local mental health acute pathways. This initiative aims to develop effective community alternatives to hospital admission for residents experiencing a mental health crisis. The North East London Joint Forward Plan emphasises prevention, leveraging community assets, and providing person-centered, integrated care. The goal is to support more individuals in appropriate settings outside of hospitals, ensuring that those in crisis receive timely and suitable support.

A significant focus is placed on improving mental health crisis management and offering alternatives to hospital admission. This ensures that high-quality inpatient care is available for those who truly need it, aligning with the principle of delivering the right support at the right time and place. The scope of services varies across localities, and a procurement process via Lots has been established to cater to the specific needs of each Local Borough and its demographics. This approach also fosters collaboration with Voluntary, Community, and Social Enterprise (VCSE) partners, enhancing the overall benefit to service users.

VCSE (Voluntary, Community, and Social Enterprise) partners will play a crucial role in the Place Based Partnership within NELFT. Their involvement will include:

Service Delivery: VCSE organisations will provide community-based services that offer alternatives to hospital admission. These services might include crisis intervention, counselling, peer support, and other mental health support programs tailored to local needs.

Collaboration and Integration: VCSE partners will work closely with NELFT and other healthcare providers to ensure a seamless integration of services. This collaboration aims to create a cohesive support network that can respond effectively to mental health crises.

Community Engagement: VCSE organisations often have strong ties to the local community and can engage residents in mental health initiatives. They can help raise awareness, reduce stigma, and encourage individuals to seek help early.

Tailored Support: By understanding the unique demographics and needs of each locality, VCSE partners can offer personalised support that aligns with the specific challenges faced by different communities.

Innovation and Flexibility: VCSE organisations can bring innovative approaches to mental health care, offering flexible and responsive services that can adapt to changing needs and circumstances.

Overall, the involvement of VCSE partners is essential for building a comprehensive, community-centered approach to mental health care that prioritises prevention, early intervention, and support outside of hospital settings.

Contract 1

Supplier

- HESTIA HOUSING AND SUPPORT

Contract value

- £991,904 excluding VAT
- £991,904 including VAT

Above the relevant threshold

Award decision date

24 November 2025

Date assessment summaries were sent to tenderers

24 November 2025

Standstill period

- End: 4 December 2025
- 8 working days

Earliest date the contract will be signed

12 December 2025

Contract dates (estimated)

- 5 January 2026 to 4 January 2028
- Possible extension to 4 January 2030
- 4 years

Description of possible extension:

The initial contract term shall be two (2) years with the potential for two (2) twelve (12) months in Contract extension periods by election of the Contracting Authority, on such notice and for such periods as is specified by the Contract and if funding is available.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The initial contract term shall be two (2) years with the potential for two (2) twelve (12) months in Contract extension periods by election of the Contracting Authority, on such notice and for such periods as is specified by the Contract and if funding is available.

CPV classifications

- 75200000 - Provision of services to the community

Contract locations

- UKI53 - Redbridge and Waltham Forest

Information about tenders

- 4 tenders received
- 4 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)

- 4 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 3 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Supplier

HESTIA HOUSING AND SUPPORT

- Companies House: 02020165
- Charity Commission (England and Wales): 294555

Beaufort House 4th Floor, 15 St. Botolph Street

London

EC3A 7DT

United Kingdom

Email: businessdevelopment@hestia.org

Website: <https://www.hestia.org/>

Region: UKI31 - Camden and City of London

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

North East London NHS Foundation Trust

- NHS Organisation Data Service: RAT
- Public Procurement Organisation Number: PHHT-9556-BWJJ

CEME Centre - West Wing, Marsh Way

Essex

RM13 8GQ

United Kingdom

Contact name: Dola Kolawole

Email: procurement@nelft.nhs.uk

Website: <http://www.nelft.nhs.uk/>

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - central government