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Award

## **Carers Support Service (North East Lincolnshire)**

NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD

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

Notice identifier: 2025/S 000-079935

Procurement identifier (OCID): ocds-h6vhtk-059d9a ([view related notices](#))

Published 4 December 2025, 5:38pm

## **Scope**

## **Reference**

C387701

## **Description**

NHS Humber and North Yorkshire ICB is intending to award a Carers Support Service contract following an open procedure under The Procurement Act 2023.

The Carers' Support Service in North East Lincolnshire (NEL) is designed to promote, support and improve the mental, physical and emotional wellbeing of all carers. Its aim is to ensure carers can continue in their caring role where this is their choice, while also maintaining their own health, independence and life opportunities such as work, training, education, leisure and social interaction.

The service will be person-centred, culturally sensitive and inclusive, with carers actively involved in shaping decisions and influencing delivery. It will proactively identify carers of all ages, including hidden carers, and provide accessible support through a central hub in Grimsby and a network of local spokes in community venues. Carers will be encouraged to register with the service, with a target of at least 800 new registrations each year, and

will be able to access advice, information, signposting and referrals, including to carers' needs assessments where appropriate.

Support will be wide-ranging and responsive to individual needs. This includes casework, emotional and practical support, counselling, befriending, hospital liaison, advocacy, and specialist advice on benefits and carers' rights. Carers will also have access to training opportunities, peer support groups, holistic therapies, outings and activities to promote social interaction and wellbeing, as well as a carers' innovation fund to address unmet needs. Provision will be flexible to ensure accessibility for carers in different circumstances, such as those in work or with mobility challenges.

Young carers will be identified, offered information and advice, and referred into specialist services for proportionate assessment and ongoing support. The service will also support smooth transition from young to adult caring, with activities and resources tailored to the needs of young adult carers.

In addition, the service will help carers access or sustain education, training and employment, while working with employers and providers to increase awareness and support. It will also take a lead role in delivering the North East Lincolnshire Carers' Strategy, working in partnership with statutory, voluntary, community and independent sector organisations. This will include active participation in strategic boards and partnership groups, awareness raising with professionals and communities, and ensuring that carers' voices are heard through forums, consultations and feedback events.

Governance and accountability will be maintained through robust performance management and regular reporting, effective use of charitable funds and grants, and transparent management of local strategy delivery funds. In this way, the Carers' Support Service will provide a comprehensive and accessible offer that recognises carers' rights, responds to individual and collective needs, reduces isolation, and ensures carers are supported both in their caring role and in achieving a life of their own.

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## **Contract 1. Carers Support Service (North East Lincolnshire)**

### **Supplier**

- CARERS' SUPPORT CENTRE

### **Contract value**

- £3,261,692 including VAT

Above the relevant threshold

### **Award decision date**

4 December 2025

### **Date assessment summaries were sent to tenderers**

4 December 2025

### **Standstill period**

- End: 15 December 2025
- 8 working days

### **Earliest date the contract will be signed**

2 March 2026

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2033

- 7 years

Description of possible extension:

Contract contains an option to extend by two (2) years beyond the initial contracted duration by agreement between the Contracting Authority and the Provider.

## **Main procurement category**

Services

## **CPV classifications**

- 85300000 - Social work and related services

## **Contract locations**

- UKE13 - North and North East Lincolnshire

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## **Information about tenders**

- 5 tenders received
- 5 tenders assessed in the final stage:
  - 3 submitted by small and medium-sized enterprises (SME)
  - 2 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

## Procedure

### Procedure type

Open procedure

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## Supplier

### CARERS' SUPPORT CENTRE

- Companies House: 03540988

11 Redcombe Lane

North Lincolnshire

DN20 8AU

United Kingdom

Email: [helen.wilson@carerssupportcentre.com](mailto:helen.wilson@carerssupportcentre.com)

Website: <http://www.carerssupportcentre.com>

Region: UKE13 - North and North East Lincolnshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Carers Support Service (North East Lincolnshire)

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## Contracting authority

### **NHS HUMBER AND NORTH YORKSHIRE INTEGRATED CARE BOARD**

- NHS Organisation Data Service: QOQ
- Public Procurement Organisation Number: PBCG-3899-RLCL

Health House, Grange Park Lane, Willerby

East Riding of Yorkshire

HU10 6DT

United Kingdom

Email: [hnyicb.procurement@nhs.net](mailto:hnyicb.procurement@nhs.net)

Region: UKE12 - East Riding of Yorkshire

Organisation type: Public authority - sub-central government