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Award

Provision of All-age Carers Support Service

Southend-on-Sea City Council

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

Notice identifier: 2025/S 000-082637

Procurement identifier (OCID): ocds-h6vhtk-0582da ([view related notices](#))

Published 12 December 2025, 4:07pm

Scope

Reference

DN785841

Description

Southend-on-Sea City Council (SCC) intends to award an All-age Carers Support Service. The detail of which can be found below.

Overview:

The contract aims to commission a comprehensive support service for unpaid carers of all ages, providing them with timely information, advice, practical and emotional support, respite options, and advocacy. The service must be accessible, inclusive, co-produced

with carers, and responsive to their diverse and changing needs. Outcomes include improved carer wellbeing, resilience, and access to support at different points in their caring journey. Stakeholders include carers, local VCSEs, local businesses, health

partners, and Adult Social Care. Complexity includes aligning delivery across age groups

and ensuring digital and face-to-face access.

Scope of Service:

The service will require the provision of information and advice and support across various areas and the provision of a range of services for carers.

The All-age Carers Support service covers the following services:

- Early identification
- Information and advice
- Statutory carers assessments
- Personal Budget
- Peer support
- Carers breaks
- Young carers
- Transition support
- Ad hoc appointment breaks
- Advocacy for carers

Access and Delivery of Service:

The Carers Support Service will provide face-to-face support and be available a minimum of five days a week on a flexible basis. The service must be accessible to all carers, including those who work or have limited availability due to their caring responsibilities.

The provider should record how carers access the service, including face-to-face, telephone, email, online platforms, or virtual meetings.

The service will not operate from a fixed physical base but will instead deliver support from community hubs and other accessible venues across Southend-on-Sea. This outreach approach will help maximise visibility and accessibility within the community.

Where appropriate, the provider is expected to offer home visits, including to carers living in their own homes or in settings such as care homes or supported accommodation, to

ensure equitable access for those unable to travel.

Conditions of Award:

The decision to award this contract to the Preferred Bidder will be subject to the following:

- Satisfactory conclusion of the voluntary Standstill Period.
- Successful completion of the awarded bidders' compliance and certification checks at the PSQ Stage and following the provisional award of contracts to the successful bidders.
- Successful completion of Southend-on-Sea City Council's governance to award process which is set to take place in January 2026.

Local Government Reform:

The contracting authority is Southend-on-Sea City Council and any Successor Body meaning one or more entities which assumes any of the Council's functions (as applicable) as a result of Local Government Reform (LGR). Such successor body or bodies may be, without limitation, a local authority, a combined county authority, a strategic authority or any other status determined pursuant to the Devolution and LGR Legislation.

Contract 1

Supplier

- CARERS FIRST

Contract value

- £1,083,507.60 including VAT

Above the relevant threshold

Award decision date

12 December 2025

Date assessment summaries were sent to tenderers

12 December 2025

Standstill period

- End: 23 December 2025
- 8 working days

Earliest date the contract will be signed

10 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

24 months with 2 extensions available.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKH3 - Essex

Information about tenders

- 8 tenders received
- 4 tenders assessed in the final stage:
 - 4 submitted by small and medium-sized enterprises (SME)
 - 3 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

CARERS FIRST

- Companies House: 04144820
- Public Procurement Organisation Number: PWHR-7665-HXYG

Unit 4 Michael Gill Building, Tolgate Lane

Rochester

ME2 4TG

United Kingdom

Email: kate.kennard@carersfirst.org.uk

Website: <http://www.carersfirst.org.uk>

Region: UKJ41 - Medway

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Southend-on-Sea City Council

- Public Procurement Organisation Number: PJDT-6566-GZNX

Civic Centre, Victoria Avenue, Southend On Sea, Essex

Southend On Sea

ss2 6fa

United Kingdom

Email: procurementops@southend.gov.uk

Region: UKH31 - Southend-on-Sea

Organisation type: Public authority - sub-central government