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Award

Extra Care Housing

Plymouth City Council

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

Notice identifier: 2025/S 000-083999

Procurement identifier (OCID): ocds-h6vhtk-04fc41 ([view related notices](#))

Published 17 December 2025, 4:00pm

Scope

Description

The Council's intention is to commission community-based services which will promote people's wellbeing and independence in their own home to prevent, delay and reduce Service Users' need for care and support.

The main objectives are to:

- Ensure a good quality service;
- Enable / sustain the Service Users' capacity to live independently within the community;
- Reduce the number of people entering residential or nursing care;
- Reduce the number of emergency admissions to hospital;
- Reduce the number of delayed transfers of care;
- Reduce isolation and loneliness by providing a positive environment for people to improve social networks and participate in community activities;
- Support wellbeing and promote independence;

- Improve digital inclusion.

The Providers must deliver all hours in a flexible and responsive way and outside of the traditional 'Domiciliary care model' of time and task. The Council expects the Providers to work closely and innovatively with the scheme landlords (Housing Providers) to enable a seamless service.

The Providers shall deliver a fully integrated, on-site, flexible care and support service to Service Users 24 hours a day, 365 (366) days a year. The Service will normally be delivered in the Service Users' own homes but may also be required in the communal areas of the Scheme(s), and on occasion in the local community. The Providers shall deliver a responsive, customer-focused service that satisfied the principles of Extra Care, and appropriately manages risk.

Lot PEO24141. Extra Care Housing North Locality

Description

Lot 1 Extra Care Housing ECH

ECH is delivered within 7 schemes across Plymouth where people the majority aged 55 and over have their own self contained homes as part of a larger complex, have a legal right to occupy the

property and have the provision of on site care and support.

The service supports people to achieve the following, but not limited to, outcomes

People are supported to continue to live independently

People are supported individually so that they can lead as natural and independent a life as possible behind the privacy of their own door

People with complex needs associated with dementia and physical and mental disability

receive skilled services that help them maintain and enjoy an active life

A more independent lifestyle may be facilitated for some, whereas the provision of a continually supportive environment will be a key factor for others

People are supported to achieve their desired level of involvement with their local Community

People are supported to maintain or gain independent living skills following periods of illness and so prevent hospital admission or readmission

People are supported to evaluate and manage their own risk and to establish their preferred priorities

People passing through the Pathways flats where applicable will receive individualised care and support with the aim of achieving a positive outcome for continued independent living

The service focuses on two key areas of delivery

The Core service for the seven schemes ensures care and support cover 24 hours a day. This is a fixed arrangement, available to all and delivered through a block payment non chargeable to clients. This core service will also provide planned support to those residents who have not been assessed as requiring an Adult Social Care assessed package of care and support but who require low level support to maintain independence, continue to enjoy health and well being and remain socially engaged.

The provision of one to one care and support that a significant number of Extra Care Housing Residents require and which has been assessed as being eligible within Adult Social Care Fair Access to Care Assessment.

People will have the choice of either selecting the core organisation to deliver this one to one care and support as assessed as eligible by Adult Social Care or may wish to select a different provider for this purpose.

For further information please go to www.supplyingthesouthwest.org.uk and search for Extra Care Housing.

Lot PEO24142. Extra Care Housing East Locality

Description

Lot 2 Extra Care Housing ECH

ECH is delivered within 7 schemes across Plymouth where people the majority aged 55 and over have their own self contained homes as part of a larger complex, have a legal right to occupy the

property and have the provision of on site care and support.

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People are supported to continue to live independently

People are supported individually so that they can lead as natural and independent a life as possible behind the privacy of their own door

People with complex needs associated with dementia and physical and mental disability receive skilled services that help them maintain and enjoy an active life

A more independent lifestyle may be facilitated for some, whereas the provision of a continually supportive environment will be a key factor for others

People are supported to achieve their desired level of involvement with their local Community

People are supported to maintain or gain independent living skills following periods of illness and so prevent hospital admission or readmission

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People passing through the Pathways flats where applicable will receive individualised care and support with the aim of achieving a positive outcome for continued independent living

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People will have the choice of either selecting the core organisation to deliver this one to one care and support as assessed as eligible by Adult Social Care or may wish to select a different provider for this purpose.

For further information please go to www.supplyingthesouthwest.org.uk and search for Extra Care Housing.

Lot PEO24143. Extra Care Housing South Locality

Description

Lot 3 Extra Care Housing ECH

ECH is delivered within 7 schemes across Plymouth where people the majority aged 55 and over have their own self contained homes as part of a larger complex, have a legal right to occupy the

property and have the provision of on site care and support.

The service supports people to achieve the following, but not limited to, outcomes

People are supported to continue to live independently

People are supported individually so that they can lead as natural and independent a life as possible behind the privacy of their own door

People with complex needs associated with dementia and physical and mental disability receive skilled services that help them maintain and enjoy an active life

A more independent lifestyle may be facilitated for some, whereas the provision of a continually supportive environment will be a key factor for others

People are supported to achieve their desired level of involvement with their local Community

People are supported to maintain or gain independent living skills following periods of illness and so prevent hospital admission or readmission

People are supported to evaluate and manage their own risk and to establish their preferred priorities

People passing through the Pathways flats where applicable will receive individualised care and support with the aim of achieving a positive outcome for continued independent living

The service focuses on two key areas of delivery

The Core service for the seven schemes ensures care and support cover 24 hours a day. This is a fixed arrangement, available to all and delivered through a block payment non chargeable to clients. This core service will also provide planned support to those residents who have not been assessed as requiring an Adult Social Care assessed package of care and support but who require low level support to maintain independence, continue to enjoy health and well being and remain socially engaged.

The provision of one to one care and support that a significant number of Extra Care Housing Residents require and which has been assessed as being eligible within Adult Social Care Fair Access to Care Assessment.

People will have the choice of either selecting the core organisation to deliver this one to one care and support as assessed as eligible by Adult Social Care or may wish to select a different provider for this purpose.

For further information please go to www.supplyingthesouthwest.org.uk and search for Extra Care Housing.

Lot PEO24144. Extra Care Housing West Locality

Description

Lot 4 Extra Care Housing ECH

ECH is delivered within 7 schemes across Plymouth where people the majority aged 55 and over have their own self contained homes as part of a larger complex, have a legal right to occupy the

property and have the provision of on site care and support.

The service supports people to achieve the following, but not limited to, outcomes

People are supported to continue to live independently

People are supported individually so that they can lead as natural and independent a life as possible behind the privacy of their own door

People with complex needs associated with dementia and physical and mental disability receive skilled services that help them maintain and enjoy an active life

A more independent lifestyle may be facilitated for some, whereas the provision of a continually supportive environment will be a key factor for others

People are supported to achieve their desired level of involvement with their local Community

People are supported to maintain or gain independent living skills following periods of illness and so prevent hospital admission or readmission

People are supported to evaluate and manage their own risk and to establish their preferred priorities

People passing through the Pathways flats where applicable will receive individualised care and support with the aim of achieving a positive outcome for continued independent living

The service focuses on two key areas of delivery

The Core service for the seven schemes ensures care and support cover 24 hours a day. This is a fixed arrangement, available to all and delivered through a block payment non chargeable to clients. This core service will also provide planned support to those residents who have not been assessed as requiring an Adult Social Care assessed package of care and support but who require low level support to maintain independence, continue to enjoy health and well being and remain socially engaged.

The provision of one to one care and support that a significant number of Extra Care Housing Residents require and which has been assessed as being eligible within Adult Social Care Fair Access to Care Assessment.

People will have the choice of either selecting the core organisation to deliver this one to one care and support as assessed as eligible by Adult Social Care or may wish to select a different provider for this purpose.

For further information please go to www.supplyingthesouthwest.org.uk and search for Extra Care Housing.

Contract 1

Lots

Lot PEO24141. Extra Care Housing North Locality

Supplier

- G P HOMECARE LIMITED

Contract value

- £4,000,000 excluding VAT
- £4,000,000 including VAT

Above the relevant threshold

Award decision date

17 December 2025

Date assessment summaries were sent to tenderers

17 December 2025

Standstill period

- End: 2 January 2026
- 9 working days

Earliest date the contract will be signed

26 January 2026

Contract dates (estimated)

- 1 May 2026 to 30 April 2030
- Possible extension to 15 February 2034
- 7 years, 9 months, 15 days

Description of possible extension:

The anticipated duration of the contract (Lots 1-4) is for 4 years with possible extensions of 2 years plus 2 years.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKK41 - Plymouth

Contract 2

Lots

Lot PEO24142. Extra Care Housing East Locality

Supplier

- G P HOMECARE LIMITED

Contract value

- £4,600,000 excluding VAT
- £4,600,000 including VAT

Above the relevant threshold

Award decision date

17 December 2025

Date assessment summaries were sent to tenderers

17 December 2025

Standstill period

- End: 2 January 2026
- 9 working days

Earliest date the contract will be signed

26 January 2026

Contract dates (estimated)

- 1 May 2026 to 30 April 2030
- Possible extension to 30 April 2034
- 8 years

Description of possible extension:

The anticipated duration of the contract (Lots 1-4) is for 4 years with possible extensions of 2 years plus 2 years.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKK41 - Plymouth

Contract 3

Lots

Lot PEO24143. Extra Care Housing South Locality

Supplier

- SAGE CARE LIMITED

Contract value

- £10,000,000 excluding VAT
- £10,000,000 including VAT

Above the relevant threshold

Award decision date

17 December 2025

Date assessment summaries were sent to tenderers

17 December 2025

Standstill period

- End: 2 January 2026

- 9 working days

Earliest date the contract will be signed

26 January 2026

Contract dates (estimated)

- 1 May 2026 to 30 April 2030
- Possible extension to 30 April 2034
- 8 years

Description of possible extension:

The anticipated duration of the contract (Lots 1-4) is for 4 years with possible extensions of 2 years plus 2 years.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKK41 - Plymouth

Contract 4

Lots

Lot PEO24144. Extra Care Housing West Locality

Supplier

- SAGE CARE LIMITED

Contract value

- £13,000,000 excluding VAT
- £13,000,000 including VAT

Above the relevant threshold

Award decision date

17 December 2025

Date assessment summaries were sent to tenderers

17 December 2025

Standstill period

- End: 2 January 2026
- 9 working days

Earliest date the contract will be signed

26 January 2026

Contract dates (estimated)

- 1 May 2026 to 30 April 2030
- Possible extension to 30 April 2034
- 8 years

Description of possible extension:

The anticipated duration of the contract (Lots 1-4) is for 4 years with possible extensions of 2 years plus 2 years.

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKK41 - Plymouth

Information about tenders

Lot PEO24141. Extra Care Housing North Locality

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

Lot PEO24142. Extra Care Housing East Locality

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

Lot PEO24143. Extra Care Housing South Locality

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

Unsuccessful suppliers

- [AGINCARE UK LIMITED](#)
- [CARE OUTLOOK LTD](#)
- [HELPERS HOMECARE LIMITED](#)
- [DISTRICT HEALTH HOMECARE LIMITED](#)
- [DILIGENT CARE SERVICES LTD](#)
- [HAVENCARE HOMES AND SUPPORT LIMITED](#)
- [NETWORK HEALTHCARE PROFESSIONALS LIMITED](#)
- [The Durnford Society Ltd](#)

Lot PEO24144. Extra Care Housing West Locality

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

Unsuccessful suppliers

- [AGINCARE UK LIMITED](#)
- [CARE OUTLOOK LTD](#)
- [HELPERS HOMECARE LIMITED](#)
- [DISTRICT HEALTH HOMECARE LIMITED](#)

- [The Durnford Society Ltd](#)
- [ICARE LIVING LIMITED](#)

Procedure

Procedure type

Open procedure

Special regime

Light touch

Suppliers

AGINCARE UK LIMITED

- Companies House: 06099679
- Public Procurement Organisation Number: PJCT-4732-XNCR

Agincare House Admiralty Buildings

Portland

DT5 1BB

United Kingdom

Website: <https://www.agincare.com/>

Region: UKK25 - Dorset

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

CARE OUTLOOK LTD

- Companies House: 05302971
- Public Procurement Organisation Number: PYYZ-1731-YZNR

168 Church Road

Hove

BN3 2DL

United Kingdom

Website: <http://www.careoutlook.co.uk>

Region: UKJ21 - Brighton and Hove

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

DILIGENT CARE SERVICES LTD

- Companies House: 06297907
- Public Procurement Organisation Number: PZVG-5393-RJZJ

102 Green Lane

Morden

SM4 6SS

United Kingdom

Website: <http://www.diligentcareservices.co.uk>

Region: UKI63 - Merton, Kingston upon Thames and Sutton

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

DISTRICT HEALTH HOMECARE LIMITED

- Companies House: 09453315
- Public Procurement Organisation Number: PJQD-3636-ZXLG

C/O Francis Clark Lip 23 Melville Building East

Plymouth

PL1 3GW

United Kingdom

Website: <https://www.districthealth.care/>

Region: UKK41 - Plymouth

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

G P HOMECARE LIMITED

- Companies House: 03587165
- Public Procurement Organisation Number: PWCT-9345-CWVQ

Mercia House

Tamworth

B77 4AS

United Kingdom

Email: contracts@radis.co.uk

Website: <http://www.radis.co.uk>

Region: UKG24 - Staffordshire CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contract 2

HAVENCARE HOMES AND SUPPORT LIMITED

- Companies House: 02198233
- Charity Commission (England and Wales): 299901

10-12 Union Street

Plymouth

PL1 2SR

United Kingdom

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

Region: UKK41 - Plymouth

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

HELPERS HOMECARE LIMITED

- Companies House: 03756668
- Public Procurement Organisation Number: PZTZ-3718-GBXV

Unit 7, The Village, Maisies Way

South Normanton, Alfreton

De55 2DS

United Kingdom

Website: <https://caresante.co.uk/helpers-home-care/>

Region: UKF12 - East Derbyshire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

ICARE LIVING LIMITED

- Companies House: 08906351
- Public Procurement Organisation Number: PXRP-8468-GGCJ

11 Harrington Croft

West Bromwich

B71 3RJ

United Kingdom

Website: <http://www.icareliving.co.uk>

Region: UKG37 - Sandwell

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

NETWORK HEALTHCARE PROFESSIONALS LIMITED

- Companies House: 04079081
- Public Procurement Organisation Number: PMWM-7311-NGRY

Meriden Hall

Meriden

CV7 7PT

United Kingdom

Website: <http://www.networkhsc.co.uk>

Region: UKG32 - Solihull

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

SAGE CARE LIMITED

- Companies House: 03288501
- Public Procurement Organisation Number: PZJV-3882-DQNJ

Cardinal House Abbeyfield Court

Nottingham

NG7 2SZ

United Kingdom

Email: contracts@sage-care.co.uk

Website: <https://sage-care.co.uk>

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 3

Contract 4

The Durnford Society Ltd

- Public Procurement Organisation Number: PCNT-1137-GJXV

31 Parkstone Lane

Plymouth

PL7 4DX

United Kingdom

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

Region: UKK41 - Plymouth

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contracting authority

Plymouth City Council

- Public Procurement Organisation Number: PBQP-8499-TLMP

Ballard House, West Hoe Road

Plymouth

PL1 3BJ

United Kingdom

Email: JointCommissioning@plymouth.gov.uk

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

Region: UKK41 - Plymouth

Organisation type: Public authority - sub-central government