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Planning

## Hillingdon Retreat Crisis House

Central and North West London NHS Foundation Trust

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

Notice identifier: 2025/S 000-084236

Procurement identifier (OCID): ocds-h6vhtk-05f8c7

Published 18 December 2025, 11:11am

## Scope

## Reference

C407368

## Description

Central and North West London NHS Foundation Trust (CNWL) is carrying out a preliminary market engagement exercise in preparation for a formal procurement of the Hillingdon Crisis House.

The Trust seeks to engage with suppliers capable of providing a six bedded Crisis House within the London Borough of Hillingdon. This will provide up to 5 days respite for up to 6 people at any one time, who are experiencing a mental health crisis but do not require in-patient admission or detention under S136 or any other section of the Mental Health Act 1983. It will be a flexible, responsive, person-centred support for individuals aged 18 and over from the boroughs of Hillingdon, Harrow and Brent. It will be open 24 hours a day, 365 days a year.

The Hillingdon Crisis House will accept guests who are in crisis who require a level of

support to reduce risk/crisis in a non-medical setting. The Hillingdon Crisis House will support guests in crisis to better self-manage their symptoms and distress in a safe and appropriate environment, in order to reduce activity in Emergency Departments and the wider system including mental health inpatient setting.

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

- 1 October 2026 to 30 September 2029
- Possible extension to 30 September 2030
- 4 years

### **Main procurement category**

Services

### **CPV classifications**

- 85144000 - Residential health facilities services

### **Contract locations**

- UKI74 - Harrow and Hillingdon

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## **Engagement**

### **Engagement deadline**

23 January 2026

## Engagement process description

Central and North West London NHS Foundation Trust (CNWL) invite interested providers to register their interest and respond to the brief questionnaire in advance of publication of a procurement for Hillingdon Crisis House.

Please note, the main objectives of the market engagement are to:

- Gauge and generate interest around the opportunity.
- Measure whether the requirements are achievable within the financial envelope available.
- Obtain feedback on the requirement as currently defined.
- Provide an opportunity for providers to make suggestions on potential improvements and efficiencies.

**IMPORTANT:** Suppliers wishing to participate in this market engagement exercise and express an interest in this requirement should respond to the questionnaire via the online form on the Health Family Single eCommercial System Portal (Atamis) by 17:00 on 23 January 2026

<https://health-family.force.com/s/Welcome>

Please search for C407368

The purpose of this market engagement notice is to maximise transparency and competition for the upcoming tender and to ensure as wide an audience as possible are aware and informed of the Authority's intentions. It is not a formal invitation to tender. You will need to respond to the subsequent tender notices to be considered.

This Market Engagement will also help to form the tender process as currently the route to market is not defined.

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## Participation

## Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

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## Submission

### Publication date of tender notice (estimated)

16 February 2026

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## Contracting authority

### Central and North West London NHS Foundation Trust

- Public Procurement Organisation Number: PQNQ-2236-WRPR

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London

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United Kingdom

Email: [emma.taylor199@nhs.net](mailto:emma.taylor199@nhs.net)

Website: <https://www.cnwl.nhs.uk>

Region: UKI31 - Camden and City of London

Organisation type: Public authority - central government