

Important

This procurement was [cancelled](#) before the tender submission deadline.

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Tender

Provision of Night Support Services to CKH Hostels

Cross Keys Homes

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-084834

Procurement identifier (OCID): ocds-h6vhtk-05fa32 ([view related notices](#))

Published 19 December 2025, 11:57am

This is an old version of this notice. [View the latest version.](#)

Scope

Reference

C25-1005

Description

In addition to providing 13,260 homes in 12 local authority areas, the Supported Accommodation Team at Cross Keys Homes provide homeless relief to circa 350 applicants per annum, via utilising 156 units over four sites specifically in Peterborough; this is provided via a mix of hostel and self-contained accommodation. In addition to this, the Supported Accommodation Team will be providing accommodation via a further 8 units over 2 sites, specifically aimed at supporting Care Leavers bridge the gap between formalised care settings and independent accommodation.

The team provide onsite support between the hours of 0900-1700, Monday - Friday, providing a strength based, person centred and trauma informed approach to residents supporting individual aims around:

- Encouraging positive relationships and positive engagement with the wider community
- Aiding economic development
- Promotion of life skills
- Promotion of employment, training and education opportunities
- Promotion for health and wellbeing aims
- Accessing and working jointly with other relevant services
- Building skills, knowledge and information residents require to be able to live as independently as possible and sustain accommodation now and in the future.

The team ensure a strong focus on providing secure and safe accommodation for all residents and all times, which includes relevant good safeguarding approaches.

To meet the overall aims of this project, the objectives are:

- To provide adequate staffing resource between the hours of 1800 - 0300 Monday to Friday and 1200 - 0300 Saturdays, Sundays and Bank Holidays.

- Staff will be responsible for:

- o Visiting each of the sites routinely throughout the hours.

- o Responding to demand; this could be

? at the request of Supported Accommodation staff should there be potential predicted

concerns at a site or at the request of residents, in response to concerns raised directly by them

? booking individuals into accommodation out of hours, at the request of the Local Authority; this to include ensuring the licence is signed, risk assessment completed and personal details gathered.

? Visiting site at the request of emergency services to support with access and/or dealing with incidences

o Utilising communication channels with Cross Keys Homes appropriately, recording noteworthy activity during each shift, or call out by using appropriate communication methods inclusive of:

- Any resident liaison work
- Any action related to aversion of crime and anti-social behaviour
- Any drug or alcohol issues
- Any housing matters
- Any health and safety concerns
- Any incidences of rough sleeping and/or unknown visitors on site

o Raising urgent and emergency situations with the Resident Support Service Manager which require immediate advice

o Use of and monitoring CCTV

o Appropriately enforcing conditions of the licence as and when required.

- To ensure staff have relevant equipment and training to exercise responsibilities with due skill, care and attention.

Total value (estimated)

- £625,000 excluding VAT
- £750,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 10 February 2026 to 9 February 2029
- Possible extension to 9 February 2031
- 5 years

Description of possible extension:

12 months + 12 months

Main procurement category

Services

CPV classifications

- 79710000 - Security services

Contract locations

- UKH - East of England

Participation

This procurement is reserved for

- UK suppliers
- Small and medium-sized enterprises (SMEs) and voluntary, community and social enterprises (VCSEs)

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

6 January 2026, 11:59pm

Tender submission deadline

13 January 2026, 12:00pm

Submission address and any special instructions

procurement@crosskeyshomes.co.uk

Tenders may be submitted electronically

No

Award criteria

| Name | Type | Weighting |
|---------|---------|-----------|
| Quality | Quality | 60% |
| Cost | Cost | 40% |

Procedure

Procedure type

Below threshold - open competition

Contracting authority

Cross Keys Homes

- Mutuals Public Register: 7643
- Public Procurement Organisation Number: PDHG-6361-YQXW

Shrewsbury Avenue

Peterborough

PE2 7BZ

United Kingdom

Email: Procurement@crosskeyshomes.co.uk

Region: UKH11 - Peterborough

Organisation type: Public authority - sub-central government