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Contract

Home Improvement Agency

Bristol City Council

Bath & North East Somerset Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-086236

Procurement identifier (OCID): ocds-h6vhtk-04eda3 ([view related notices](#))

Published 29 December 2025, 10:53am

Scope

Reference

DN772241

Description

Bristol City Council (BCC) and Bath and North East Somerset (B&NES) council (the Customer) are commissioning this Home Improvement Agency (HIA) service.

The overall aim of the HIA service is to enable mainly older adults and disabled people throughout Bristol and B&NES to continue to live as independently as possible, for as long as possible, in their own homes.

There are four key elements to this service:

- Outcome focused aids, housing maintenance and adaptation services to enable people to live independently at home

- Hospital Discharge services to enable people to be discharged from hospital
- Information, advice and signposting services
- Hoarding support services (Bristol only)

Contract 1. Home Improvement Agency

Supplier

- WE Care & Repair Limited

Contract value

- £4,609,430 excluding VAT
- £5,531,316 including VAT

Above the relevant threshold

Date signed

5 December 2025

Contract dates

- 5 December 2025 to 30 November 2028
- Possible extension to 30 November 2030

- 4 years, 11 months, 27 days

Description of possible extension:

Extensions to be let on a 1+1 basis, from 2028 - 2030

Main procurement category

Services

CPV classifications

- 50000000 - Repair and maintenance services
- 85100000 - Health services
- 98513310 - Home-help services

Contract locations

- UK - United Kingdom

Key performance indicators

Name	Description	Reporting frequency
Number of Information and Advice responses resolved	Defined as a completed resolution to a query for Information and Advice from the initial point of contact through to full successful recorded resolution. Does not include web hits.	1 months

Name	Description	Reporting frequency
Number of Hoarding Support Service Information and Advice responses resolved	Defined as a completed resolution to a query related to the Hoarding Support service from the initial point of contact through to full successful recorded resolution. Does not include web hits.	1 months
Number of Handyperson Enquiries resolved	Defined as a completed resolution to a query related to a Handyperson job from the initial point of contact through to full successful recorded resolution. Does not include web hits.	1 months
Number of Independent Living Handyperson Jobs completed	Defined as providing a completed handyperson independent living job to a service user. This may include but is not limited to installing grab rails, supplying and fitting a keysafes, minor household repairs, hanging doors and repairing window handles, gutter clearing, assembling flat-pack furniture.	1 months
Number of Integrated Casework and technical support cases completed	Defined as completed casework job in relation to the following: 1. LA grant funded work including Disabled Facilities Grants (DFG) 2. Lendology CIC loan funded work 3. Fully client funded work	1 months
Number of Project Managed Home Improvement Cases completed	Defined as completed casework job in relation to the following, but not limited to: Lendology Home Loan drawdown, essential repairs or improvement grants and DAA cases. Agency fees can be charged on Lendology Loans.	1 months

Name	Description	Reporting frequency
Number of Home from Hospital Discharge related	Defined as providing a completed Home from Hospital	1 months
Handyperson Jobs completed	Handyperson job to a service user. Such as, but not limited to installation of grab rails, mop-stick handrails to stairs, key safes installation, external knee clamp rails, furniture moves, installing OT supplied equipment, installing furniture raisers, removing trip hazards. It is not expected that the provider will charge clients for Hospital related Handyperson	
Number of Home from Hospital Cases completed	Defined as providing a completed Home from Hospital Casework job to a service user, to support safe discharge from hospital. This will predominantly include the deep cleaning of homes, decluttering of homes, and clearance cases, and in some cases the eradication of pests, to ensure people can return home from hospital into a safe and hygienic environment that will support recovery.	1 months

Name	Description	Reporting frequency
Number of Hoarding Support Cases completed	Defined as providing a completed Hoarding Support service for a service user. Providing person centred 1-2-1 support for motivated homeowners and private tenants who need practical and emotional support for help with hoarding, empowering people to clear their possessions. This will include visiting clients in their homes to deliver practical and therapeutic support, suggesting methods for organising and disposing of possessions where agreed, with some decluttering support.	1 months

Signed contract documents

[HIA Final 001 redacted.pdf](#)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

WE Care & Repair Limited

- Mutuals Public Register: 25479R
- Public Procurement Organisation Number: PDQW-2947-VHTY

5 Hide Market, Waterloo West Street, St. Philips

Bristol

BS2 0PL

United Kingdom

Email: info@wecr.org.uk

Website: <http://wecr.org.uk>

Region: UKK11 - Bristol, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Home Improvement Agency

Contracting authorities

Bristol City Council

- Public Procurement Organisation Number: PWXH-3837-PDTD

City Hall, College Green

Bristol

BS1 5TR

United Kingdom

Email: procurement.support@bristol.gov.uk

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

Region: UKK11 - Bristol, City of

Organisation type: Public authority - sub-central government

Bath & North East Somerset Council

- Public Procurement Organisation Number: PLVH-3287-JWJV

The Guildhall

Bath

BA1 5AW

United Kingdom

Email: procurement@bathnes.gov.uk

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - sub-central government

Contact organisation

Contact Bristol City Council for any enquiries.