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Not applicable

Local Healthwatch Service and Independent Complaints Advocacy (NHS Services)

Dorset Council

Bournemouth, Christchurch and Poole (BCP) Council

F14: Notice for changes or additional information

Notice identifier: 2024/S 000-000587

Procurement identifier (OCID): ocids-h6vhtk-042928

Published 9 January 2024, 8:29am

Section I: Contracting authority/entity

I.1) Name and addresses

Dorset Council

Dorset Council, County Hall, Colliton Park

Dorchester

DT1 1XJ

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Telephone

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Country

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Region code

UKK25 - Dorset

Internet address(es)

Main address

<https://www.dorsetcouncil.gov.uk>

Buyer's address

<https://www.dorsetcouncil.gov.uk>

I.1) Name and addresses

Bournemouth, Christchurch and Poole (BCP) Council

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Bournemouth

BH2 6DY

Contact

Nicky Mitchell

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Country

United Kingdom

Region code

UKK24 - Bournemouth, Christchurch and Poole

Internet address(es)

Main address

<https://www.bcpccouncil.gov.uk/>

Buyer's address

<https://www.bcpccouncil.gov.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Local Healthwatch Service and Independent Complaints Advocacy (NHS Services)

Reference number

DN696659

II.1.2) Main CPV code

- 85312000 - Social work services without accommodation

II.1.3) Type of contract

Services

II.1.4) Short description

The Social Care and Health Act 2012 makes provision for a consumer champion for health and social care called Healthwatch. The Local Healthwatch is funded through the Department of Health Community Voices grant which is channelled through each Local Authority.

The Social Care and Health Act 2012 also makes provision for an Independent Complaints Advocacy Service in relation to complaints relating to NHS Services. This service is also funded from the Department of Health's Community Voices grant.

Bournemouth, Christchurch and Poole (BCP) Council and Dorset Council agreed to pool

their funding, and now wish to jointly commission new contracts for these two services.

The service may be provided by the same provider as Local Healthwatch or by a different provider. In either situation Local Healthwatch will have to support individuals in accessing information and independent advocacy if they need to complain about NHS services.

The tender is being published with two Lots:

- Lot 1 - Local Healthwatch Service
- Lot 2 – Independent Complaints Advocacy (NHS Services)

Tenderers may bid for one or both Lots.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2023/S 000-037664](#)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

II.1.4

Place of text to be modified

Short Description

Instead of

Text

This tender is being published under the Light Touch Regime of the Public Contract Regulations 2015.

The Social Care and Health Act 2012 makes provision for a consumer champion for health

and social care called Healthwatch. The Local Healthwatch is funded through the Department of Health Community Voices grant which is channelled through each Local Authority.

The Act also makes provision for local authorities to make arrangements for the delivery of

an Independent Complaints Advocacy Service (ICAS) in relation to their area for complaints

relating to the provision of NHS health services. This service is also funded from the Department of Health's Community Voices grant.

ICAS may be provided by the same provider as Local Healthwatch or by a different provider.

In either situation Local Healthwatch will have to support individuals in accessing information and independent advocacy if they need to complain about NHS services.

Bournemouth, Christchurch and Poole (BCP) Council and Dorset Council have pooled their

funding, and are jointly tendering to commission the Local Healthwatch contract and the ICAS contract. It is expected that the contracts will commence on 01 April 2024 for an initial

period of 3 years to 31 March 2027 and may be subsequently extended by a further 2 years

to 31 March 2029 subject to satisfactory performance.

Read

Text

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