

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/000587-2024>

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): ocds-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

#### **Contact**

Mrs Angela Pavey

#### **Email**

[angela.pavey@dorsetcouncil.gov.uk](mailto:angela.pavey@dorsetcouncil.gov.uk)

#### **Telephone**

+44 1305221280

**Country**

United Kingdom

**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

Civic Centre, Bourne Avenue

Bournemouth

BH2 6DY

**Contact**

Nicky Mitchell

**Email**

[nicky.mitchell@bcpcouncil.gov.uk](mailto:nicky.mitchell@bcpcouncil.gov.uk)

**Telephone**

+44 1202128738

**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

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 May 2024 for an initial period of 3 years to 30 April 2027 and may be subsequently extended by a further 2 years to 30 April 2029 subject to satisfactory performance.