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Planning

Healthwatch Wakefield and Independent Health Complaints Advocacy Service.

WAKEFIELD COUNCIL

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-001621

Procurement identifier (OCID): ocids-h6vhtk-04d3fc

Published 17 January 2025, 10:21am

Section I: Contracting authority

I.1) Name and addresses

WAKEFIELD COUNCIL

Wakefield One

WAKEFIELD

WF12EB

Contact

Cloe Cunniff

Email

ccunniff@wakefield.gov.uk

Telephone

+44 7919300411

Country

United Kingdom

Region code

UKE45 - Wakefield

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

I.3) Communication

The procurement documents are available for unrestricted and full direct access, free of charge, at

<https://vortender.eu-supply.com/login.asp?timeout=1&target=/insidemain.asp>

Additional information can be obtained from the above-mentioned address

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Healthwatch Wakefield and Independent Health Complaints Advocacy Service.

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Healthwatch Wakefield is a statutory service which influences and shapes the improvement of Health and Social Care services in Wakefield district or accessed by Wakefield district residents. It follows national standards set by Healthwatch England and is designed to empower local people to influence services. It promotes greater patient and public involvement by actively encouraging participation from residents, particularly seldom heard and under-represented groups such as young people and those facing health inequalities, to ensure diverse voices are represented. Additionally, it strengthens the role of the public in the commissioning, delivery, and scrutiny of local services.

The service will also provide a Wakefield Independent Health Complaints Advocacy Service; a free, independent, and impartial service. The core purpose of the Independent Health Complaints Advocacy Service is to ensure that people who use local NHS services have access to the support they need to clarify and articulate their concerns, to navigate the complaints process and to pursue a resolution to the satisfaction of the people using services or the exhaustion of the process. The Service will play no role in relation to matters where a complainant determines to resort to direct legal action other than appropriate signposting.

It is expected the Contract will be for a period of 3 years with an option to extend up to a further 7 years (10 years in total), with an expected commencement date of 1st October 2025. The Contract is proposed to be a single lot with a lead provider.

Contract value in the region of £295,000 per annum

II.1.5) Estimated total value

Value excluding VAT: £2,950,000

II.1.6) Information about lots

This contract is divided into lots: Yes

Maximum number of lots that may be awarded to one tenderer: 2

II.2) Description

II.2.1) Title

Healthwatch Wakefield

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKE45 - Wakefield

II.2.4) Description of the procurement

Open LTR Procurement Procedure

II.2) Description

II.2.1) Title

NHS Complaints Advocacy Service

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKE45 - Wakefield

II.2.4) Description of the procurement

Open LTR Procurement Procedure

II.3) Estimated date of publication of contract notice

17 February 2025

Section IV. Procedure

IV.1) Description

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No