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Contract

Keyworker Service

Warwickshire County Council
NHS Coventry and Warwickshire Integrated Care Board (ICB)
Coventry City Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2023/S 000-002152

Procurement identifier (OCID): ocds-h6vhtk-03782f

Published 24 January 2023, 1:26pm

Section I: Contracting authority

I.1) Name and addresses

Warwickshire County Council

Shire Hall, Market Square

WARWICK

CV344RL

Contact

Manjit Nagra

Email

manjitnagra@warwickshire.gov.uk

Telephone

+44 1926412026

Country

United Kingdom

Region code

UKG13 - Warwickshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.warwickshire.gov.uk

Buyer's address

www.warwickshire.gov.uk/procurement

I.1) Name and addresses

NHS Coventry and Warwickshire Integrated Care Board (ICB)

Westgate House Market Street

Warwick

CV34 4DE

Email

cwicb.contactus@nhs.net

Country

United Kingdom

Region code

UKG13 - Warwickshire

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.cwicb.contactus@nhs.net

I.1) Name and addresses

Coventry City Council

3 Upper Precinct

Coventry

CV1 1DE

Email

jon.reading@coventry.gov.uk

Country

United Kingdom

Region code

UKG33 - Coventry

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.coventry.gov.uk

I.2) Information about joint procurement

The contract involves joint procurement

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

Keyworker Service

Reference number

CSW - 13988

II.1.2) Main CPV code

- 85000000 - Health and social work services
 - DA28 - Social service
 - DA29 - Social work

II.1.3) Type of contract

Services

II.1.4) Short description

Warwickshire County Council (WCC) currently commissions the Keyworker service for children and young people on behalf of Coventry City Council and the Integrated Care Board.

The partners are seeking to re tender the Keyworker service for Coventry and Warwickshire residents aged 0-25 on the Dynamic Support Register (DSR). The DSR is a register of people (adults and children) who are autistic, have a learning disability, or both who have been identified as at imminent risk of admission to a mental health hospital. The Keyworker service supports young

people rated Red (at imminent risk of admission) or Amber (imminent risk of the person being admitted to hospital in the next few weeks) on the DSR. The service also supports current in-patients within the 0-25 year age range who are autistic,

have a learning disability, or both with the hospital discharge process.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,030,600

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG13 - Warwickshire

Main site or place of performance

Generally within the county council boundaries of Warwickshire County Council and Coventry City Council but also may be outside the boundaries

II.2.4) Description of the procurement

The current outcomes of the commissioned provision are:

- Increasing access to services and information for autistic people, people with a Learning Disability, or both, who are at risk of avoidable hospital admission
- Support co-ordination of services and acting as a liaison for the young person and their family.
- Improving service user and carer experience through a co-production approach and supporting them to navigate health and social care services.
- Prevent crisis thus reducing demand on specialist services
- Reduce avoidable inpatient care or other restrictive approaches and settings
- Ensure reasonable adjustments are made by services to support neurodiverse

service users

- Advocate for the customer and ensure their voice is not lost

To achieve these outcomes the commissioned provision will need to offer the following elements:

- Navigation
- Advocacy
- Support accessing services
- Reducing avoidable inpatient care or other restrictive approaches and settings
- Will ensure reasonable adjustments are made by services to support neurodiverse service users.

The service operates a soft closure process to enable easy repeat access to the service if future support is required.

II.2.14) Additional information

The contract term will be for 2 years however the Council reserves the right to extend the contract by further periods not exceeding 24 months (24 being the maximum available extension period) at the discretion of the Council based on the contract performance of the

successful applicant

Section IV. Procedure

IV.1) Description

IV.1.1) Form of procedure

Open procedure

IV.1.10) Identification of the national rules applicable to the procedure

Information about national procedures is available at:

<https://www.legislation.gov.uk/ukxi/2015/102/contents/made>

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2022/S 000-029865](#)

Section V. Award of contract

Contract No

CSW - 13988

Title

Keyworker Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

16 January 2023

V.2.2) Information about tenders

Number of tenders received: 2

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 2

V.2.3) Name and address of the contractor

Coventry and Warwickshire MIND

Wellington Gardens, Windsor Street

Coventry

CV1 3BT

Country

United Kingdom

NUTS code

- UKG33 - Coventry

Justification for not providing organisation identifier

Not on any register

Internet address

www.cwmind.org.uk/

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £2,030,600

Section VI. Complementary information

VI.3) Additional information

During the course of the contract period the range and scope of these services may be subject to modification and variation to meet the changing needs and requirements of the Council and partners, potential changes in legislation and the changing demands placed on the Council by its customers. These changes may include (but are not limited to): -

- Increases or decreases in funding - this will usually be due to reductions or additions in budget allocations as part of the Council and partners' budget setting processes, It may also

be as a consequence of additional funding streams which were unknown at the time of awarding the contract but which are provided to increase the volume of services delivered.

- Changes in legislation that may for example require the inclusion of new customer groups
- The identification of additional service recipients, not originally captured by the scope of the contract
- Opportunities offered by emerging/ new technologies
- Opportunities offered by emerging technologies