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Contract

## **Adult Advocacy Services**

Warwickshire County Council

Coventry City Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2025/S 000-003220

Procurement identifier (OCID): ocds-h6vhtk-04a44d

Published 31 January 2025, 10:22am

## **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](mailto: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](http://www.warwickshire.gov.uk)

Buyer's address

[www.warwickshire.gov.uk/procurement](http://www.warwickshire.gov.uk/procurement)

**I.1) Name and addresses**

Coventry City Council

Earl Street

Coventry

CV1 5RR

**Email**

[paula.stanley@coventry.gov.uk](mailto:paula.stanley@coventry.gov.uk)

**Country**

United Kingdom

**Region code**

UKG13 - Warwickshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

[www.coventry.gov.uk](http://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

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

Adult Advocacy Services

Reference number

CSW - 19170

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

Warwickshire County Council and Coventry City Council are jointly commissioning a service for a single provider to deliver a suite of advocacy services that helps people to be safe, healthy and independent, with the most vulnerable members of their communities able to access support when they need it.

#### **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: £7,326,660

### **II.2) Description**

#### **II.2.2) Additional CPV code(s)**

- 85000000 - Health and social work services

#### **II.2.3) Place of performance**

NUTS codes

- UKG13 - Warwickshire
- UKG33 - Coventry

Main site or place of performance

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

## **II.2.4) Description of the procurement**

The Adult Advocacy Service aims to deliver a suite of advocacy services that support vulnerable members of the community to be safe, healthy, and independent. The services outlined within this specification are one way we strive to achieve this aim and vision.

Independent NHS Complaints Advocacy Service - (Warwickshire Only): - To deliver statutory client centered advocacy services to individuals who meet the eligibility criteria that are designed to empower those who wish to resolve a complaint about healthcare commissioned and/or provided by the NHS in England.

Independent Mental Health Advocacy IMHA - Consisting of:

Statutory IMHA: - Cases will concern people who are qualifying patients within the Mental Health Acts 1983 and 2007 and IMHA regulations 2008, either formally detained in hospital, or people on a Community Treatment Order, or under guardianship. Statutory IMHA patients will therefore be people treated both in hospital and / or in community settings.

Informal in-patient IMHA: - Services will be offered to inpatients within mental health hospitals, who are not under legal detention under the Mental Health Acts, but who are inpatients receiving or being considered for treatments and are requiring safeguards

Community IMHA

Community IMHA (non-statutory) will support clients who are undergoing specialist mental health treatment within the community, and who require support and safeguards in order to remain as independent as possible.

General Health Advocacy Service (Warwickshire Only):

To deliver time limited NHS advocacy services for individuals who meet the eligibility criteria, to empower and enable individuals to maintain their independence and quality of life and

seek to de-escalate potential crisis through early intervention and prevention approaches.

Care Act Advocacy duties for Section 67 and Section 68:

To deliver an advocacy service for individuals who meet the eligibility criteria and require advocacy support to enable them to fully participate in their Assessment, Care and Support Planning, Adult Safeguarding and Reviewing enquiry process.

IMCA (Mental Capacity Act 2005): - To deliver a service to individuals who meet the eligibility criteria, that lack the capacity to make specific important decisions, including making decisions about where they live and about serious medical treatment options.

Hospital Advocacy (Warwickshire Only):

To deliver services to individuals within Warwickshire hospitals to support effective and timely discharge and ensure involvement is in line with people's rights

## **II.2.14) Additional information**

The contract will be for 3 years with the option to extend for a minimum of 3 years up to a maximum of 84 months at the discretion of the Council based on the contract performance of the successful applicant. The maximum end date with extensions will be 31st March 2035

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.1) Form of procedure**

Open procedure

### **IV.2) Administrative information**

#### **IV.2.1) Previous publication concerning this procedure**

Notice number: [2024/S 000-031245](#)

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## **Section V. Award of contract**

### **Contract No**

CSW - 19170

### **Title**

Adult Advocacy Services

A contract/lot is awarded: Yes

### **V.2) Award of contract**

#### **V.2.1) Date of conclusion of the contract**

20 January 2025

#### **V.2.2) Information about tenders**

Number of tenders received: 7

Number of tenders received by electronic means: 7

#### **V.2.3) Name and address of the contractor**

VoiceAbility Advocacy

110 Golden Lane

London

EC1Y 0YG

Country

United Kingdom

NUTS code

- UKI - London

Justification for not providing organisation identifier

Not on any register

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

Total value of the contract/lot: £7,326,660

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## **Section VI. Complementary information**

### **VI.3) Additional information**

The contract will be for 3 years with the option to extend for a minimum of 3 years up to a maximum of 84 months at the discretion of the Council based on the contract performance of the successful applicant. The maximum end date with extensions will be 31st March 2035.