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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): ocids-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

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

Coventry City Council

Earl Street

Coventry

CV1 5RR

Email

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

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

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

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](#)

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

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.