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Contract

Provision of an Asylum Seekers Health Access Service to support Cardiff and Vale Health Inclusion Service

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

F03: Contract award notice

Notice identifier: 2025/S 000-008846

Procurement identifier (OCID): ocds-h6vhtk-04b195

Published 11 March 2025, 5:03pm

Section I: Contracting authority

I.1) Name and addresses

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

4-5 Charnwood Court,, Heol Billingsley, Parc Nantgarw

Cardiff

CF15 7QZ

Contact

Ben Evans

Email

ben.evans4@wales.nhs.uk

Telephone

+44 1443848585

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

<http://nwssp.nhs.wales/ourservices/procurement-services/>

Buyer's address

https://www.sell2wales.gov.wales/search/Search_AuthProfile.aspx?ID=AA0221

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Health

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Provision of an Asylum Seekers Health Access Service to support Cardiff and Vale Health Inclusion Service

II.1.2) Main CPV code

- 85121100 - General-practitioner services

II.1.3) Type of contract

Services

II.1.4) Short description

The Cardiff and Vale Health Inclusion Service (CAVHIS) is a University Health Board (UHB) commissioned service for inclusion health groups that face significant challenges when attempting to access health and social care services. It is situated in the Cardiff Royal Infirmary and is managed by the Primary, Community, and Intermediate Care Clinical Board.

The service currently provides:

- Public Health screening for people seeking asylum and refugees (via Welsh Government resettlement schemes).
- GP registration and access to medical, health visiting and midwifery for asylum seekers arriving via irregular routes under section 98 of the Home Office 1996 Immigration Act. This care is provided for up to 3-4 months whilst individuals are supported to transition into traditional primary care services. Permanent registration may be required for those who are not stable enough, or are too vulnerable, to navigate traditional GMS care (this may include destitute asylum seekers, individuals with No Recourse to Public Funds (NRPF) and vulnerable refugees).
- Level of specialist nursing to work with people experiencing homelessness in and around Cardiff Council's high need hostels.
- GP outreach clinics into agreed Cardiff Council's high needs homeless hostels.
- Health inclusion nurses based in the Emergency Unit to support the management and timely turnaround of health inclusion groups who do not require admission.
- An Alternative Treatment Service for individuals who have been de-registered from GP Practices due to risk of verbal/physical abuse.

To widen the remit of the current CAVHIS service to serve all inclusion health groups the service is under development. In 24/25 the service aims to:

- Introduce drop in health clinics run by GP/nurse at probation sites.
- Provision of street based medicine to those unable to attend drop in clinics (e.g., mobile Gypsy Roma Travellers who have stopped for short periods).
- Expand current resource in the Emergency Unit to provide 7 day coverage and a specialist multi-agency team to attend the wards 3 days a week to support with discharge of complex patients.

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: £300,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85323000 - Community health services

II.2.3) Place of performance

NUTS codes

- UKL22 - Cardiff and Vale of Glamorgan

II.2.4) Description of the procurement

Although CAVHIS provides care to a range of inclusion health groups, this project focuses specifically on asylum seekers, destitute asylum seekers, individuals with No Recourse to Public Funds (NRPF) and vulnerable refugees.

People seeking asylum often arrive in Cardiff having experienced traumatic events in their home countries and on their journey to the United Kingdom. However, despite often having complex, unmet health needs access to and use of healthcare services is a significant challenge for this client group. Key barriers to healthcare include:

- Lack of understanding of how the UK healthcare system operates
- Language barriers
- Cultural factors
- Insufficient information in appropriate languages
- Associated costs (i.e., mobile phone credit to make appointments or public transport to attend appointments).
- Lack of tailored services
- Negative experiences when attempting to access health and care services

These barriers, accompanied with risk factors for poor health, result in significantly poorer

health outcomes, putting those affected beyond the extreme end of the gradient of health inequalities.

Therefore, the successful contract holder for commissioned service must be very experienced in meeting the needs of asylum seekers and refugees from both a legislative requirement perspective and possessing the ability to work proactively with individuals whose first language is not English and whose staff are trained/experienced in working with individuals who have experienced trauma, who have access to linked services that are relevant to Health Inclusion Groups.

Given the issues outlined above, a level of core UHB funding has been secured to deliver a specialist asylum seeker health access project to support CAVHIS. The project will also be required to provide a level of support to identified GP Practices in the Vale of Glamorgan who are providing care to a growing number of asylum seekers/refugees. This aspect of the service is under development and will need to be agreed between CAVHIS, Vale GP Practices and the provider. Due to this the need for an existing strong working at the interface across

CAVHIS, GP practice and clusters is essential

II.2.5) Award criteria

Price

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

The successful contract holder for commissioned service must be very experienced in meeting the needs of asylum seekers and refugees from both a legislative requirement perspective and possessing the ability to work proactively with individuals whose first language is not English and whose staff are trained/experienced in working with individuals who have experienced trauma, who have access to linked services that are relevant to Health Inclusion Groups.

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

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-039537](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

18 February 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

British Red Cross

Unit 12 Anthony Way, Cillefwr Industrial Estate

Johnstown, Carmarthen

SA313RB

Country

United Kingdom

NUTS code

- UKG2 - Shropshire and Staffordshire

The contractor is an SME

No

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

Total value of the contract/lot: £300,000

Section VI. Complementary information

VI.3) Additional information

(WA Ref:148957)

VI.4) Procedures for review

VI.4.1) Review body

High Court

Royal Courts of Justice, The Strand

London

WC2A 2LL

Telephone

+44 2079477501

Country

United Kingdom