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Contract

## **Welfare Advice Service**

Bath and North East Somerset Council

F21: Social and other specific services – public contracts

Contract award notice

Notice identifier: 2023/S 000-009889

Procurement identifier (OCID): ocids-h6vhtk-03bca2

Published 5 April 2023, 9:52am

## **Section I: Contracting authority**

### **I.1) Name and addresses**

Bath and North East Somerset Council

Guildhall, High Street

Bath

BA1 5AW

#### **Contact**

Mr Damien Peake

#### **Email**

[damien\\_peake@bathnes.gov.uk](mailto:damien_peake@bathnes.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

**Internet address(es)**

Main address

<http://www.bathnes.gov.uk>

Buyer's address

<http://www.bathnes.gov.uk>

**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**

Welfare Advice Service

Reference number

DN631495

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

- 85000000 - Health and social work services

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

Services

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

Welfare advice services for residents of Bath and North East Somerset.

#### **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: £1,500,000

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

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

NUTS codes

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

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

The Welfare Advice Service will cover four main areas of work.

1. Financial Support

As a Unitary Authority the council has responsibility for Local Welfare Provision (LWP) for its residents and this contract will form part of that offer, alongside a LWP service which provides an additional £190K per year in financial support to residents. The LWP service is run by the council's Welfare Support Team and the £190K budget is controlled by that team. Residents may apply direct for financial support, or through third party support organisations such as Developing Health and Independence/Reach, to access this funding. The provider will provide a key role in mediating with applications to this fund, as well as other funding streams available locally and nationally.

## 2. Welfare Advice

Residents of Bath and North East Somerset require an advice and information service which is highly accurate, responsive and covers the following areas:

- Energy costs
- Debt
- Welfare benefits and tax credits
- Immigration
- Relationship advice
- Social Care Financial Assessments
- Discrimination advice

## 3. Specialist Support

Some of our residents require more support than others, particularly where they have complicated problems or lack the skills and abilities to effectively manage their affairs. The provider will need to provide a comprehensive case management service to help with complex cases. This will include the following:

- Welfare benefit, tax credit and Child Maintenance appeals and representation
- Liaising and mediating with the council where there are disputes
- Providing access to legal advice
- Applying for Disability benefits
- Support for completion of Social Care Financial Assessments

- Basic legal advice on rent and tenancy matters.

#### 4. Wellbeing Support

This service is intended to support the statutory services for provision of advice on Housing and Care and Support, and to provide access to welfare funding for residents. The thread linking these elements together is supporting the wellbeing of council residents. This will support the council's key objective of Improving People's Lives, and the Focus On Prevention. The provider will undertake action to provide wellbeing advice to residents who have low level mental health problems, with the aim that these cases will not escalate to the extent that they require intervention from specialist council or NHS services. This support will cover the following areas.

- Mental health
- Access to services for disabled people
- Advice on healthy eating
- Access to affordable healthy food
- Access to community inclusion
- Access to education
- Access to employment

#### **II.2.6) Estimated value**

Value excluding VAT: £1,500,000

#### **II.2.13) Information about European Union Funds**

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

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## **Section IV. Procedure**

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

#### **IV.2.9) Information about termination of call for competition in the form of a prior information notice**

The contracting authority will not award any further contracts based on the above prior information notice

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

A contract/lot is awarded: Yes

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

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

Number of tenders received: 3

Number of tenders received from SMEs: 3

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: 3

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

Bath and District Citizens Advice Bureau

Bath

Country

United Kingdom

NUTS code

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,500,000