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Contract

Local Healthwatch Service and Independent Complaints Advocacy (NHS Services)

Dorset Council
Bournemouth, Christchurch and Poole Council (BCP)

F03: Contract award notice

Notice identifier: 2024/S 000-011460

Procurement identifier (OCID): ocids-h6vhtk-042928

Published 9 April 2024, 2:09pm

Section I: Contracting authority

I.1) Name and addresses

Dorset Council

Dorset Council, County Hall, Colliton Park

Dorchester

DT1 1XJ

Contact

Mr Greg Jackson

Email

gregory.jackson@dorsetcouncil.gov.uk

Telephone

+44 1305225093

Country

United Kingdom

Region code

UKK25 - Dorset

Internet address(es)

Main address

<https://www.dorsetcouncil.gov.uk>

I.1) Name and addresses

Bournemouth, Christchurch and Poole Council (BCP)

Town Hall, Bourne Avenue

Bournemouth

BH2 6DY

Contact

Nicky Mitchell

Email

nicky.mitchell@bcpcouncil.gov.uk

Telephone

+44 1202128738

Country

United Kingdom

Region code

UKK24 - Bournemouth, Christchurch and Poole

Internet address(es)

Main address

<https://www.bcpCouncil.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

Local Healthwatch Service and Independent Complaints Advocacy (NHS Services)

Reference number

DN696659

II.1.2) Main CPV code

- 85312000 - Social work services without accommodation

II.1.3) Type of contract

Services

II.1.4) Short description

This tender is being published under the Light Touch Regime of the Public Contract Regulations 2015.

The Social Care and Health Act 2012 makes provision for a consumer champion for health and social care called Healthwatch. The Local Healthwatch is funded through the Department of Health Community Voices grant which is channelled through each Local Authority.

The Act also makes provision for local authorities to make arrangements for the delivery of an Independent Complaints Advocacy Service (ICAS) in relation to their area for complaints relating to the provision of NHS health services. This service is also funded from the Department of Health's Community Voices grant.

ICAS may be provided by the same provider as Local Healthwatch or by a different provider. In either situation Local Healthwatch will have to support individuals in accessing information and independent advocacy if they need to complain about NHS services.

Bournemouth, Christchurch and Poole (BCP) Council and Dorset Council have pooled their funding, and are jointly tendering to commission the Local Healthwatch contract and the ICAS contract. It is expected that the contracts will commence on 01 April 2024 for an initial period of 3 years to 31 March 2027 and may be subsequently extended by a further 2 years to 31 March 2029 subject to satisfactory performance.

II.1.6) Information about lots

This contract is divided into lots: Yes

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

Value excluding VAT: £1,548,880

II.2) Description

II.2.1) Title

Local Healthwatch Service

Lot No

1

II.2.2) Additional CPV code(s)

- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKK24 - Bournemouth, Christchurch and Poole
- UKK25 - Dorset

II.2.4) Description of the procurement

Local Healthwatch is an organisation giving a stronger voice to people in influencing the health and wellbeing agenda and local service provision; providing signposting, supporting individuals with information and advice about access to services and NHS complaints advocacy. Local Healthwatch has to be provided at all times by an organisation that is a social enterprise.

The Vision for the Dorset Local Healthwatch is to be the “voice of the people” coordinating and bringing people’s views and experiences to improve health and social care and to be:

- A well led, high quality organisation that is effectively managed and organised with clear and transparent priorities.

- Well known, independent, trusted and accessible to everyone.
- Operating seamlessly across the two areas.
- Influential and respected by decision makers and service providers.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 95

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 0

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

II.2) Description

II.2.1) Title

Independent Complaints Advocacy (NHS Services)

Lot No

2

II.2.2) Additional CPV code(s)

- 85312000 - Social work services without accommodation

II.2.3) Place of performance

NUTS codes

- UKK24 - Bournemouth, Christchurch and Poole
- UKK25 - Dorset

II.2.4) Description of the procurement

The Independent Complaints Advocacy Service (NHS Services) will ensure that independent advocacy skills are used to provide practical support and direction to people to assist them finding a resolution to their complaint about NHS services in the local authority areas of Bournemouth, Christchurch and Poole Council and Dorset Council. The service must be fully compliant with all relevant regulations of the Health and Social Care Act 2012.

The service provider for this contract needs to have at least two years' experience of the provision of advocacy including experience of working with children and young people, people with mental health problems, learning disabilities, challenging behaviours, sensory disabilities, little or no English, differing cultural backgrounds, bereavement issues and those in distress. It is recognised that many advocacy groups do not work with both adults and children and young people and therefore would welcome a consortium or other types of multi-agency bid, as well as bids from single organisations with the relevant experience.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 95

Quality criterion - Name: Social Value / Weighting: 5

Price - Weighting: 0

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

Open procedure

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: [2023/S 000-037664](#)

Section V. Award of contract

Contract No

DN696659

Lot No

1

Title

Local Healthwatch Service

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 April 2024

V.2.2) Information about tenders

Number of tenders received: 3

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

V.2.3) Name and address of the contractor

Evolving Communities CIC

Unit 2 Hampton Park West Melksham

Wiltshire

SN12 6LH

Country

United Kingdom

NUTS code

- UKK25 - Dorset

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,009,640

Section V. Award of contract

Contract No

DN696659

Lot No

2

Title

Independent Complaints Advocacy (NHS Services)

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 April 2024

V.2.2) Information about tenders

Number of tenders received: 2

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

V.2.3) Name and address of the contractor

The Advocacy People

Unit 2, 3rd Floor Rock House 49-51 Cambridge Road Hastings

East Sussex

TN34 1DT

Country

United Kingdom

NUTS code

- UKK25 - Dorset

The contractor is an SME

Yes

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

Total value of the contract/lot: £539,240

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Dorset Council

County Hall, Colliton Park

Dorchester

DT1 1XJ

Country

United Kingdom