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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): ocds-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](mailto: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](mailto: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

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## **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

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## 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](#)

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## 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

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## **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

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## **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