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Award

Navigation Services

NHS North Central London Integrated Care Board

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Notice identifier: 2025/S 000-012522

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

Published 2 April 2025, 1:56pm

Scope

Reference

C337314

Description

Community based integrated navigation service supporting resident with complex, and multiple health or care needs, alongside traditional statutory health and social care services to help promote, provide practical options and support people to make positive choices to enabling good health and emotional well-being. These preventative interventions put in place help provide support to residents earlier, helping to reduce the risk of or delay the need for costly health and care interventions. The Service will support the ICB in meeting the objectives set out in its Operating Plan and supporting strategies: Provide a proactive, innovative prevention and early intervention offer that aims to prevent the likelihood of, or delay service users needing to access more specialist, longer term care and support Recognise and respond to the diverse nature and needs of the various communities within Islington Promote good quality of life and active participation within the community, keeping people independent in the community for as long as possible. Improve access to information about the broader offers across Islington. Ensuring a patient/service user centred approach to planned care, in particular the development of

integrated approaches to management of long term conditions, supporting service users to access appropriate health and care support. Promoting and improving patients/service users' self-management both in the primary and secondary care interface and supporting personalisation. Supporting locality health and social care teams including hospital, primary, community, mental health and social care services to inform them about what local services are available. Promoting the uptake of Personal Health Budgets. The Service will also support the ICB in supporting the following statements set out for integrated care in the Government's white paper: 'Caring for our Future: Personalisation is achieved when a person has real choice and control over the care and support they need to achieve their goals, to live a fulfilling life, and to be connected with society. The skills, resources and networks in every community are harnessed and strengthened to support people to live well, and to contribute to their communities where they can and wish to. Carers are recognised for their contribution to society as vital partners in care, and are supported to reach their full potential and lead the lives they want. A caring, skilled and valued workforce delivers quality care and support in partnership with individuals, families and communities. The Service must be aligned to Islington's Health and Wellbeing strategy and support the key outcomes: •Supporting the delivery of care closer to home. •Preventing and managing long term conditions to enhance both length and quality of life and reduce health inequalities. •Improving mental health and wellbeing. High level outcomes The Service will contribute to the delivery of the ICB's aims and objectives by achieving the following high level outcomes for targeted patients/service users who are resident within Islington: •Increased patient/service user activation •Improved quality of life for patients/service users •Maintenance of patients/service users' independence and delay the requirement for greater involvement with health and social care services. The Service will achieve the high-level outcomes by: •The provision of personalised support to patients/service users based on the assessment of each individual's needs. •Providing case management of appropriate patients/service users, including promotion of personal health budgets (subject to review due to potential capacity concerns if PHBs increase to high levels) •Giving patients/service users as much choice as possible over the nature of this support. •The development of clear pathways into statutory services, community services and a wide range of non-traditional provider organisations, to guide service users into and through the service. •Providing a 'menu' of support options which service users can access as part of their support plan or goals. •The coordination of referrals to non-traditional provider services, volunteer networks, community groups and other community services. •Building good communications with carers and families •Ensuring an integrated approach by reducing fragmentation of support services •Equality of access for all patients ensuring that any specific communication needs are addressed. The contract will be for the period from 01/04/2025 to 31/03/2026

Contract 1. Navigation Services

Supplier

- [AGE UK Islington](#)

Contract value

- £434,582 excluding VAT
- £434,582 including VAT

Above the relevant threshold

Earliest date the contract will be signed

2 April 2025

Contract dates (estimated)

- 3 April 2025 to 31 March 2026
- 11 months, 29 days

Main procurement category

Services

CPV classifications

- 85312310 - Guidance services

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Single supplier - technical reasons

The Service will support the ICB in meeting the objectives set out in its Operating Plan and supporting strategies: Provide a proactive, innovative prevention and early intervention offer that aims to prevent the likelihood of, or delay service users needing to access more specialist, longer term care and support. Recognise and respond to the diverse nature and needs of the various communities within Islington. Promote good quality of life and active participation within the community, keeping people independent in the community for as long as possible. Improve access to information about the broader offers across Islington. Ensuring a patient/service user centred approach to planned care, in particular the development of integrated approaches to management of long term conditions, supporting service users to access appropriate health and care support. Promoting and improving patients/service users' self-management both in the primary and secondary care interface and supporting personalisation. Supporting locality health and social care teams including hospital, primary, community, mental health and social care services to inform them about what local services are available. Promoting the uptake of Personal Health Budgets. The Service will also support the ICB in supporting the following statements set out for integrated care in the Government's white paper: 'Caring for our Future: Personalisation is achieved when a person has real choice and control over the care and support they need to achieve their goals, to live a fulfilling life, and to be connected with society. The skills, resources and networks in every community are harnessed and strengthened to support people to live well, and to contribute to their communities where they can and wish to. Carers are recognised for their contribution to society as vital partners in care, and are supported to reach their full potential and lead the lives they want. A caring, skilled and valued workforce delivers quality care and support in partnership with individuals, families and communities. The Service must be aligned to Islington's Health and Wellbeing strategy and support the key outcomes:

- Supporting the delivery of care closer to home.
- Preventing and managing long term conditions to enhance both length and quality of life and reduce health inequalities.
- Improving mental health and wellbeing.

High level outcomes The Service will contribute to the delivery of the ICB's aims and objectives by achieving the following high level outcomes for targeted patients/service users who are resident within Islington:

- Increased patient/service user activation
- Improved quality of life for patients/service users
- Maintenance of patients/service users' independence and delay the requirement for greater involvement with health and social care services.

The Service will achieve the high-level outcomes by:

- The provision of personalised support to patients/service users based on the assessment of each individual's needs.
- Providing case management of appropriate patients/service users, including promotion of personal health budgets (subject to review due to potential capacity concerns if PHBs increase to high levels)
- Giving patients/service users as much choice as possible over the nature of this support.
- The development of clear pathways into statutory services, community services and a wide range of non-traditional provider organisations, to guide service users into and

through the service. •Providing a 'menu' of support options which service users can access as part of their support plan or goals. •The coordination of referrals to non-traditional provider services, volunteer networks, community groups and other community services. •Building good communications with carers and families •Ensuring an integrated approach by reducing fragmentation of support services •Equality of access for all patients ensuring that any specific communication needs are addressed. The contract will be for the period from 01/04/2025 to 31/03/2026

Supplier

AGE UK Islington

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- Public Procurement Organisation Number: PHQB-5852-GWZT

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Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Navigation Services

Contracting authority

NHS North Central London Integrated Care Board

- Public Procurement Organisation Number: PWBK-7811-DGVX

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<https://www.nclhealthandcare.org.uk/icb/north-central-london-integrated-care-board>

Region: UKI43 - Haringey and Islington

Organisation type: Public authority - central government