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Planning

Healthwatch

Cheshire West and Chester Council
Cheshire East Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-015529

Procurement identifier (OCID): ocids-h6vhtk-0503f4

Published 16 April 2025, 12:25pm

Scope

Reference

DN771812

Description

Cheshire West & Chester Council and Cheshire East Council are reviewing its current jointly commissioned Healthwatch Cheshire service and NHS Independent Complaints Advocacy Services (ICAS) which has a contract end date of 31 March 2026.

Accordingly, we would like to hear from the market as an initial step to help improve our market knowledge and to gauge the appetite of providers for delivering such services going forward. Any useful information you can provide will be appreciated and treated in confidence.

We are seeking initial feedback from organisations who are interested in delivering the Healthwatch Cheshire service across Cheshire West & Chester and Cheshire East Councils.

We have attached a questionnaire for completion.

Interested organisations are therefore invited to complete the attached questionnaire by no later than midday 9 May 2025.

Information about Healthwatch Cheshire:

The national vision for local Healthwatch is that it will be the independent consumer voice for health and social care. It will benefit the population including members of the public, carers, patients, service user by helping people to get the best out of health and social care services, helping services to be more responsive to what people need and want, and improving outcomes.

The local vision for the service is that it will build and have a reputation for being a visible, robust, and credible player in the local health and social care economy by demonstrating that it has the appropriate level of skills, experience and competencies required to deliver its statutory functions to the highest possible level. Healthwatch Cheshire will gain the trust of the general public as well as other health and social care stakeholder groups by being responsive and acting on positive and negative feedback, making sure local voices are heard.

The primary purpose of the Healthwatch Cheshire service is to act as an independent champion and voice for residents to help monitor and shape local health and social care services. This is achieved by actively gathering the opinions and experiences of local people in using these services and producing valuable and timely feedback for the NHS and local authority service commissioners. The information would then be used to influence the delivery and design of local health and social care services.

Local authorities also have a duty to commission an Independent Complaints Advocacy service (ICAS). This service will be delivered as part of the recommissioning of Healthwatch Cheshire.

The delivery and purpose of the Independent Complaints Advocacy Service (ICAS) which will be delivered and provided across the local authority geographical areas of Cheshire West and Chester and Cheshire East - is to provide help and support to individuals to understand their rights and to make an informed decision, to access information and independent advocacy and understand what their options are if they need help to complain about NHS services. The service will support residents with a complaint or grievance related to any aspect of healthcare as described in the Health and Social Care Act 2012. This includes that which falls under the jurisdiction of the Health Service Ombudsman, such as complaints about poor treatment or service provided through the NHS in England supporting the individual through the NHS Complaints process to ensure they get the best possible resolution.

Healthwatch England and local Healthwatch organisations work together, sharing expertise, information, and learning to improve health and social care services.

A local Healthwatch has legal powers which are clearly set out and described by Healthwatch England. These include an annual report, enter and view powers, representation at the local Health and Wellbeing Board and overview and scrutiny of services.

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKD6 - Cheshire

Engagement

Engagement deadline

9 May 2025

Engagement process description

Please refer to the Chest, www.the-chest.org.uk for details on how to apply and link to the questionnaire. Follow up meetings may be held with companies who complete the questionnaire. These would be on TEAMs if required and dates and times will be confirmed.

Participation

Particular suitability

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

Procedure

Special regime

Light touch

Contracting authorities

Cheshire West and Chester Council

- Public Procurement Organisation Number: PCJB-2814-BHZIP

The Portal, Wellington Road

Ellesmere Port

CH65 0BA

United Kingdom

Email: centralprocurement@cheshirewestandchester.gov.uk

Region: UKD63 - Cheshire West and Chester

Organisation type: Public authority - sub-central government

Cheshire East Council

- Public Procurement Organisation Number: PTWR-7124-XZXQ

Delamere House, Delamere Street

Crewe

CW12JZ

United Kingdom

Email: procurementeast@cheshireeast.gov.uk

Region: UKD62 - Cheshire East

Organisation type: Public authority - sub-central government

Contact organisation

Contact [Cheshire West and Chester Council](#) for any enquiries.