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Not applicable

Counselling services

HUMBER TEACHING NHS FOUNDATION TRUST

F14: Notice for changes or additional information

Notice identifier: 2026/S 000-015651

Procurement identifier (OCID): ocds-h6vhtk-065878

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Section I: Contracting authority/entity

I.1) Name and addresses

HUMBER TEACHING NHS FOUNDATION TRUST

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United Kingdom

Region code

UKE - Yorkshire and the Humber

NHS Organisation Data Service

RV9

Internet address(es)

Main address

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Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Counselling services

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The Trust is seeking to engage suitably qualified and experienced providers to deliver professional counselling services to support the wellbeing of our staff.

We are looking for practitioners who can offer timely, confidential, and high-quality support across a range of emotional and psychological needs.

Interested providers will be expected to demonstrate:

Appropriate professional qualifications and accreditation

Experience delivering counselling within healthcare or similar environments

Robust safeguarding, data protection, and confidentiality processes

The ability to provide both face-to-face and remote support options (where applicable)

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2026/S 000-015378](#)

Section VII. Changes

VII.1) Information to be changed or added

VII.2) Other additional information

Please see below the expectations, service standards, and evaluation systems required for external counselling and CBT providers supporting staff. The Occupational Health Department ("the referrer") will select providers using best value principles and the following criteria:

- Ensuring the most appropriate counsellor and location for each client.
- Considering accessibility, client sensitivity and preferences, plus the counsellor's skills and therapeutic model.
- Matching provision to client need.

PROFESSIONAL AFFILIATION

Providers must hold organisational affiliation with a recognised body such as BACP, UKCP, BABCP, or an equivalent association.

EXPERIENCE REQUIREMENTS

All counsellors, whether via an agency or independently engaged, must meet the following:

- a) Hold a Diploma level qualification or higher and be registered with BACP, UKCP, BABCP, or a comparable body. Those working toward accreditation may be accepted with Occupational Health agreement.
- b) Have substantial post-qualification practice, including a minimum of 500 supervised hours, plus experience working with employees.
- c) Agencies must obtain a CV, references, evidence of supervision, and annual CPD. Independently contracted counsellors must supply this directly to Occupational Health.
- d) Counsellors must deliver short-term counselling suitable for NHS staff using recognised modalities (e.g. integrative, humanistic, psychodynamic, CBT). Any non-standard approach must be agreed with the Occupational Health Manager.
- e) Providers must ensure safe practice, appropriate support, and clear communication between counsellors, the agency, the referrer, and Occupational Health while upholding

confidentiality.

CHOICE AND ACCESSIBILITY

Agencies must offer counsellors of both genders and multiple accessible locations across the Humber Teaching NHS Foundation Trust area, including Hull and East Riding. Independent counsellors will be selected based on specialist skills, client request, or location.

INSURANCE / INDEMNITY

Providers must hold appropriate Professional Indemnity Insurance and, where applicable, Public Liability Insurance.

REFERRAL PROCESS

The "1 + 5 model" applies:

- One assessment session plus up to five counselling sessions.

Sessions must be flexible to accommodate working patterns. Additional sessions require approval from the referrer.

Referrals will be made by email or telephone, and each client will receive a code for billing and evaluation.

Feedback is normally limited to attendance and evaluation. Session content remains confidential unless the client consents, a Court Order is received, or exceptional circumstances apply.

TIMESCALES

Providers must contact the client within 3 working days of referral and begin counselling within 15 working days, subject to availability.

CONFIDENTIALITY

Confidentiality must be maintained at all times. Information may only be shared where required for counselling delivery, supervision, or essential administration.

Exceptions include risk of harm, safeguarding, fitness to practice concerns, or statutory disclosure. If unclear, anonymous consultation with Occupational Health is advised.

RECORD KEEPING

Records should preferably be handwritten and must comply with professional standards and UK GDPR, ensuring lawful, secure, minimal data processing. Records must be accurate, stored securely, retained only as necessary, and destroyed seven years after counselling ends.

Clients may access their records; third-party access requires consent or legal obligation.

EVALUATION SYSTEMS

Providers must use the CORE questionnaire at assessment and final session. Clients will receive a Staff Counselling Evaluation Form, with anonymous data returned to Occupational Health.

Concerns raised through feedback will be reviewed by the Occupational Health Manager. Providers must also supply presenting issue data or any requested information relevant to service monitoring.

MONITORING AND REVIEW

The Occupational Health Manager will continuously monitor service quality and manage liaison with providers.

COMPLAINTS

Counsellors must respond to client concerns. Unresolved issues will be escalated to the Occupational Health Manager. Mediation may be arranged to resolve matters within 28 days.

If unresolved, Trust complaints procedures and professional codes apply. The Trust may discontinue use of providers if service quality falls below expected standards.

APPOINTMENT CANCELLATIONS

The Trust will not pay for cancelled sessions unless at least 24 hours' notice is given.

For "no-show" appointments, the first missed session will be paid, but no further appointments should be arranged until the client makes contact.

A second consecutive non-attendance without notice will result in discharge as an "unplanned ending". Further counselling must be re-referred through Occupational Health.