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Planning

## **Adult Advocacy service**

Borough of Telford & Wrekin

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

Notice identifier: 2026/S 000-016301

Procurement identifier (OCID): ocds-h6vhtk-065aa5

Published 24 February 2026, 8:42am

### **Scope**

### **Reference**

TWC001472

### **Description**

Telford & Wrekin Council is seeking a Provider to support the Council to fulfil its duty with regard to the provision of non-instructed advocacy. The service is for eligible people aged 16+ who have been judged to have substantial difficulty or lack the capacity to engage with processes relating to their care, health and support services, or in deprivation of liberty situations, and do not have an appropriate individual (i.e. family member) to represent them.

The ultimate goal of the service is to encourage empowerment in order that Individuals rights are secured, help them to make choices, promote the individual's well-being and ensure that their wishes are taken fully into account. In so doing, the service will promote social inclusion, equality and social justice.

The tender brings together several Independent Advocacy requirements into a single

contract to cover the following:

- Independent Mental Capacity Advocacy (IMCA), including Deprivation of Liberty Safeguards (DoLS) and Relevant Individual's Representative (RPR);
- Care Act Independent Advocacy and
- Independent Health Complaints Advocacy Service

Note: Advocacy under the Independent Mental Health Act (IMHA) is not included as this is commissioned jointly with Shropshire County Council.

The benefits of this approach include:

- A single contact point with one telephone number to enable ease of access to the service.
- Ensures a knowledgeable individual answers the telephone and deals with queries efficiently.
- A consistent service with streamlined processes.
- The opportunity to have the same advocate where more than one type of advocacy provision is required.
- To reduce duplication and improve service delivery.

A single Provider, or consortium of Providers may tender for this service but must operate a uniform and consistent service delivery process as well as offer economies of scale.

The Service Provider will be required to operate the service within an environment where new legislation, Court judgements and new processes will impact on service delivery. The Liberty Protection Safeguards (LPS) is to be introduced during the operation of this service, and the Provider will implement new working practices and workforce development as necessary to meet the requirements.

### **Total value (estimated)**

- £570,000 excluding VAT
- £570,000 including VAT

Below the relevant threshold

### **Contract dates (estimated)**

- 1 October 2026 to 30 September 2031
- Possible extension to 30 September 2032
- 6 years

### **Main procurement category**

Services

### **CPV classifications**

- 85312300 - Guidance and counselling services
- 85312310 - Guidance services
- 98000000 - Other community, social and personal services

### **Contract locations**

- UKG21 - Telford and Wrekin

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## **Engagement**

### **Engagement deadline**

1 April 2026

## **Engagement process description**

An engagement event will be held on 1 April 2026 starting at 14:30. Please follow the link to secure your ticket. Tickets are restricted to 3 per organisation.

<https://www.eventbrite.co.uk/e/adult-advocacy-market-engagement-event-tickets-1983853072945?aff=oddtcreator>

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## **Participation**

### **Particular suitability**

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

### **Publication date of tender notice (estimated)**

16 April 2026

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## **Procedure**

### **Special regime**

Light touch

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## **Contracting authority**

### **Borough of Telford & Wrekin**

- Public Procurement Organisation Number: PHHD-5776-GZNN

Darby House, Telford Town Centre, Lawn Central,

Telford, Shropshire

TF3 4JA

United Kingdom

Email: [marketsustainability@telford.gov.uk](mailto:marketsustainability@telford.gov.uk)

Website: <http://www.telford.gov.uk>

Region: UKG21 - Telford and Wrekin

Organisation type: Public authority - sub-central government