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Contract

(AWARD)Review of work-based violence, harassment and abuse in the NHS and impact of the safety and wellbeing of our people - on behalf of NHS England / NHS Improvement

SALISBURY NHS FOUNDATION TRUST

F03: Contract award notice

Notice identifier: 2022/S 000-017134

Procurement identifier (OCID): ocids-h6vhtk-032034

Published 23 June 2022, 9:50am

Section I: Contracting authority

I.1) Name and addresses

SALISBURY NHS FOUNDATION TRUST

Salisbury Managed Procurement Services

Salisbury

SP2 8BJ

Contact

Simon Dennis

Email

simon.dennis@nhs.net

Telephone

+44 1722336262

Country

United Kingdom

NUTS code

UK - United Kingdom

Internet address(es)

Main address

https://nhs.bravosolution.co.uk/nhs_collaborative/web/login.html

I.2) Information about joint procurement

The contract is awarded by a central purchasing body

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

(AWARD) Review of work-based violence, harassment and abuse in the NHS and impact of the safety and wellbeing of our people - on behalf of NHS England / NHS Improvement

Reference number

C1546.385

II.1.2) Main CPV code

- 73000000 - Research and development services and related consultancy services

II.1.3) Type of contract

Services

II.1.4) Short description

Background

The NHS People Plan 2020/21 was published in July, with a strong emphasis on 'Looking after our People' - including 23 commitments related to health and wellbeing. One of the NHS People Plan Promise's is that all our people feel supported, safe and secure at work.

"The safety and health of our people is paramount. Leaders across the NHS have a statutory duty of care to prevent and control violence in the workplace - in line with existing legislation - so that people never feel fearful or apprehensive about coming to work."

There is overwhelming evidence regarding the impact that violence, harassment and abuse can have on people's health and wellbeing, affecting mental and physical health. In the most tragic cases, this can result in loss of life or life-changing injuries and psychological issues. For others, it can lead to increased stress and anxiety levels, reduced confidence and resilience, and an impact on their families.

Research shows that staff who experience violence and aggression at work are four times more likely to take sick leave and are more inclined to leave the NHS. The pandemic has arguably compounded the risks of traumatisation for many people, including health care leaders and their teams. There is also an increasing body of evidence highlighting the impact

violence and abuse has on patient care.

Since NHS Protect was disbanded in 2016 there has been no national NHS wide data collection of incidents relating to violence, harassment and abuse against our NHS colleagues. The only sector that has continued to collect and report on an annual basis is the ambulance service.

Incident data is, however, still collected individually by Trusts but there is no mechanism currently to view and assess the data at a regional or national level to inform future planning, commissioning, and future interventions. A small scale incident data collection exercise conducted in 2021 examining local data held by a number of Trusts highlighted many inconsistencies and gaps around recording and naming conventions in relation to the reporting of incidents of violence, harassment and abuse in the workplace and potential causation factors.

The COVID pandemic has further heightened concerns around violence, harassment and abuse to staff in the workplace and a number of professional representative groups, associations and unions have been undertaking their own surveys and analysis to inform organisational responses. To date the findings from all these studies have not been brought together to be reviewed and assessed to understand the impact, nature and causation, where known, of violence, harassment and abuse against our colleagues.

2. Aim and Objectives of the review 2.1 Aim

The aim of the project is to better understand the nature, extent and impact of work-based violence, harassment and abuse to NHS staff across all healthcare settings, while identifying good practice in preventative approaches and responses that can inform future interventions.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £250,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UK - United Kingdom

II.2.4) Description of the procurement

Background

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II.2.5) Award criteria

Quality criterion - Name: Described in procurement documents / Weighting: 95

Cost criterion - Name: Described in procurement documents / Weighting: 5

II.2.11) Information about options

Options: No

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: [2022/S 000-006554](#)

Section V. Award of contract

Contract No

32486-001

Title

Review of work-based violence, harassment and abuse in the NHS and impact of the safety and wellbeing of our people - on behalf of NHS England / NHS Improvement

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

23 June 2022

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 2

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Liverpool John Moores University

Liverpool

Country

United Kingdom

NUTS code

- UKD - North West (England)

The contractor is an SME

No

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £250,000

Total value of the contract/lot: £250,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

The High Court, England & Wales

London

Country

United Kingdom