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Contract

Independent Advocacy Service for Adults with Health and Social Care Needs

Westmorland and Furness Council

F03: Contract award notice

Notice identifier: 2024/S 000-019006

Procurement identifier (OCID): ocids-h6vhtk-042e79

Published 20 June 2024, 11:06am

Section I: Contracting authority

I.1) Name and addresses

Westmorland and Furness Council

South Lakeland House, Lowther Street

Kendal

LA9 4DQ

Contact

Mrs Alyson Delin

Email

Alyson.Delin@westmorlandandfurness.gov.uk

Telephone

+44 7423749646

Country

United Kingdom

Region code

UKD1 - Cumbria

Internet address(es)

Main address

<https://www.westmorlandandfurness.gov.uk/>

Buyer's address

<https://www.westmorlandandfurness.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Independent Advocacy Service for Adults with Health and Social Care Needs

Reference number

DN707694

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Westmorland and Furness Council came into being on 1st April 2023. It is England's third largest unitary authority by geographical area, and it's more sparsely populated this presents challenges in terms of sustaining and delivering services and requires innovating approaches and continuous improvement.

The Council cares and believes everyone matters and will strive to ensure that citizens can gain access to the right service, in the right place at the right time.

Local authorities have a responsibility to ensure the provision of professional independent advocacy under the terms of:

- The Care Act 2014 and the Care and Support Statutory Guidance for

independent advocates for people using social care services.

- The Mental Capacity Act 2005 and its Code of Practice for independent mental capacity act advocates.

- Mental Health Act 1983 and its Code of Practice for independent mental capacity act advocates.

Best practice guidance (NICE 2022) states that advocacy providers should aim to support continuity by offering people the same advocate for different types of Advocacy. If this is not possible, they should ensure that systems for handover are in place that are not reliant on a new referral.

Local authorities must make appropriate arrangements for independent advocacy services to provide assistance to people making or intending to make complaints as described in the Health and Social Care Act 2012.

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: £1,430,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKD1 - Cumbria

II.2.4) Description of the procurement

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II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 70

Cost criterion - Name: Finance / Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

2 x 12 month optional extensions

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: 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: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-001911](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

13 May 2024

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

N-COMPASS TOWARDS A BRIGHTER FUTURE LIMITED

1 Edward Vii Quay Navigation Way

Preston

Country

United Kingdom

NUTS code

- UKD - North West (England)

The contractor is an SME

Yes

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

Total value of the contract/lot: £1,430,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

HM Courts Service

London

Country

United Kingdom