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Planning

## Statutory Healthwatch Service

London Borough of Havering

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

Notice identifier: 2025/S 000-022719

Procurement identifier (OCID): ocids-h6vhtk-0516d6

Published 19 May 2025, 2:51pm

### Changes to notice

This notice has been edited. The [previous version](#) is still available.

We are pleased to announce our intention to develop a Statutory Healthwatch Service aimed at providing comprehensive support to individuals requiring assistance with healthcare-related issues. These services will cater to those who seek personalized guidance, advocacy, and practical advice to navigate the healthcare system effectively. The objective is to empower individuals with the resources and knowledge necessary to access quality healthcare, improve their overall health, and enhance their quality of life. We are considering various service models that demonstrate the capability to deliver high-quality, evidence-based Healthwatch solutions. This initiative aims to foster healthier communities through tailored programs that support individuals in their healthcare journey.

## Scope

### Description

We are pleased to announce our intention to develop a Statutory Healthwatch Service aimed at providing comprehensive support to individuals requiring assistance with healthcare-related issues. These services will cater to those who seek personalized guidance, advocacy, and practical advice to navigate the healthcare system effectively. The objective is to empower individuals with the resources and knowledge necessary to access quality healthcare, improve their overall health, and enhance their quality of life. We are considering various service models that demonstrate the capability to deliver high-quality, evidence-based Healthwatch solutions. This initiative aims to foster healthier communities through tailored programs that support individuals in their healthcare journey.

### Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2033
- 7 years

### Main procurement category

Services

### CPV classifications

- 85000000 - Health and social work services

## **Contract locations**

- UKI52 - Barking & Dagenham and Havering

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## **Engagement**

### **Engagement deadline**

26 September 2025

### **Engagement process description**

Interested parties are invited to provide Expression of interest to this opportunity. Please contact [laura.wheatley@haverling.gov.uk](mailto:laura.wheatley@haverling.gov.uk) by the deadline date of Wednesday 2nd July 2025 and reference: PME - Statutory Healthwatch Service

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## **Participation**

### **Particular suitability**

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

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## **Procedure**

## Special regime

Light touch

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## Contracting authority

### London Borough of Havering

- Public Procurement Organisation Number: PCZG-5314-HWNM

Havering Town Hall

Romford

RM1 4GR

United Kingdom

Email: [procurement.support@haverling.gov.uk](mailto:procurement.support@haverling.gov.uk)

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - sub-central government