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Award

## **Healthwatch and Independent Advocacy Services in North East Lincolnshire**

North East Lincolnshire Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-042622

Procurement identifier (OCID): ocds-h6vhtk-0503e8 ([view related notices](#))

Published 24 July 2025, 10:26am

### **Scope**

### **Reference**

96683

### **Description**

North East Lincolnshire Council is undertaking a procurement for Healthwatch and Independent Advocacy Services in North East Lincolnshire. This procurement has been lotted as follows: Lot 1: Provision of a Local Healthwatch Service . Local authorities have a statutory duty to commission a local Healthwatch organisation. Healthwatch is an independent, local health and social care watchdog, that provides signposting and ensures the voice of the community is heard regarding health and social care services. Lot 2 - Provision of a Independent Complaints Advocacy Service. Local authorities have a statutory duty to commission an Independent Health Complaints Advocacy service which provides residents with information about the NHS complaints process and supports those who wish to make a complaint about an NHS health service.

## **Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service**

### **Description**

Lot 1 - Provision of a Local Healthwatch Service in North East Lincolnshire

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## **Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service**

### **Description**

Lot 2 - Provision of an Independent Complaints Advocacy Service. Local authorities have a statutory duty to commission an Independent Health Complaints Advocacy service which provides residents with information about the NHS complaints process and supports those who wish to make a complaint about an NHS health service.

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## **Contract 1. Provision of a Local Healthwatch Service**

### **Lots**

Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service

## **Supplier**

- [MNH Meeting New Horizons CIC](#)

## **Contract value**

- £325,000 excluding VAT
- £390,000 including VAT

Above the relevant threshold

## **Award decision date**

24 July 2025

## **Date assessment summaries were sent to tenderers**

24 July 2025

## **Standstill period**

- End: 5 August 2025
- 8 working days

## **Earliest date the contract will be signed**

16 August 2025

## **Contract dates (estimated)**

- 1 September 2025 to 1 September 2027

- Possible extension to 29 February 2028
- 2 years, 6 months

Description of possible extension:

1 x 6month extension

## **Main procurement category**

Services

## **CPV classifications**

- 85000000 - Health and social work services
- 85140000 - Miscellaneous health services
- 85300000 - Social work and related services
- 85312310 - Guidance services

## **Contract locations**

- UK - United Kingdom
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## **Contract 2. Lot 2 - Provision of an Independent Complaints Advocacy Service**

### **Lots**

Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service

## **Supplier**

- [Voiceability Advocacy](#)

## **Contract value**

- £275,000 excluding VAT
- £330,000 including VAT

Above the relevant threshold

## **Award decision date**

24 July 2025

## **Date assessment summaries were sent to tenderers**

24 July 2025

## **Standstill period**

- End: 5 August 2025
- 8 working days

## **Earliest date the contract will be signed**

16 August 2025

## **Contract dates (estimated)**

- 1 October 2025 to 1 October 2028
- Possible extension to 1 October 2030
- 5 years, 1 day

Description of possible extension:

2 x 12 month extensions

## **Main procurement category**

Services

## **CPV classifications**

- 85000000 - Health and social work services
- 85140000 - Miscellaneous health services
- 85300000 - Social work and related services
- 85312310 - Guidance services

## **Contract locations**

- UK - United Kingdom

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## **Information about tenders**

**Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service**

- 1 tender received
  - 1 tender assessed in the final stage:
    - 1 submitted by small and medium-sized enterprises (SME)
    - 1 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 0 suppliers unsuccessful (details included for contracts over £5 million)
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## **Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service**

- 3 tenders received
  - 3 tenders assessed in the final stage:
    - 3 submitted by small and medium-sized enterprises (SME)
    - 1 submitted by voluntary, community and social enterprises (VCSE)
  - 1 supplier awarded contracts
  - 2 suppliers unsuccessful (details included for contracts over £5 million)
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## **Procedure**

### **Procedure type**

Open procedure

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## **Suppliers**

## **MNH Meeting New Horizons CIC**

- Public Procurement Organisation Number: PWZN-1457-GYMW

The Strand

Hull

HU3 1XL

United Kingdom

Email: [Hgrimwood@meetingnewhorizons.co.uk](mailto:Hgrimwood@meetingnewhorizons.co.uk)

Region: UKE11 - Kingston upon Hull, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Provision of a Local Healthwatch Service

## **Voiceability Advocacy**

- Public Procurement Organisation Number: PZVM-5429-PYVW

c/o Sayer Vincent

London

EC1Y 0TG

United Kingdom



Email: [stela.plamenova@msat.education](mailto:stela.plamenova@msat.education)

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2 - Provision of an Independent Complaints Advocacy Service

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## Contracting authority

### North East Lincolnshire Council

- Public Procurement Organisation Number: PXNN-3676-XCQV

Municipal Offices, Town Hall Square

Grimsby, North East Lincolnshire

DN31 1HU

United Kingdom

Contact name: Lisa Burton

Telephone: +44 01472000000

Email: [lisa.burton@nelincs.gov.uk](mailto:lisa.burton@nelincs.gov.uk)

Website: <https://www.nelincs.gov.uk>

Region: UKE13 - North and North East Lincolnshire

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)