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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

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.

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
-

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

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

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

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

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

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

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

Region: UKE13 - North and North East Lincolnshire

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