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Planning

Provision of Emotional Support Line telephone line for those affected by Fitness to Practise (FtP)

Social Work England

UK3: Planned procurement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-046607

Procurement identifier (OCID): ocds-h6vhtk-0582ad

Published 6 August 2025, 3:29pm

Scope

Reference

SWE10530

Description

Social Work England is looking to Contract with an external Service Provider who can support us to deliver against our objectives and achieve our ambitions by delivering an emotional support telephone line to those affected by Fitness to Practise.

An emotional support telephone line for social workers, witnesses and complainants (those that raise Fitness to Practise concerns) affected by the Fitness to Practise process, that they can access by phone, live chat/web chat 24 hours a day, 365 days a year.

Total value (estimated)

- £333,333 excluding VAT
- £400,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 March 2026 to 28 February 2029
- Possible extension to 28 February 2031
- 5 years

Description of possible extension:

A 3+1+1 contract will be discussed with the successful bidder.

Main procurement category

Services

CPV classifications

- 85312320 - Counselling services

Contract locations

- UKE - Yorkshire and the Humber

Submission

Publication date of tender notice (estimated)

1 October 2025

Enquiry deadline

30 September 2025, 11:59pm

Submission type

Requests to participate

Deadline for requests to participate

24 October 2025, 11:59pm

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

1 December 2025

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Procedure

Procedure type

Competitive flexible procedure

Contracting authority

Social Work England

- Public Procurement Organisation Number: PZYZ-1666-HXBQ

1 North Bank, Blonk Street

Sheffield

S3 8JY

United Kingdom

Email: commercial.team@socialworkengland.org.uk

Region: UKE32 - Sheffield

Organisation type: Public authority - central government