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Award

Family Gateway Worker

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-049464

Procurement identifier (OCID): ocds-h6vhtk-0589b3

Published 18 August 2025, 12:39pm

Scope

Description

Cardiff and Vale University Health Board (CAVUHB) intend to award a contract for a Family Gateway Worker to assist with the operational needs of Primary, Community, and Intermediate Care. (PCIC). They will operate in the Cardiff South-West Cluster, which represents 9 GP practices across Ely, Caerau, Canton, Pontcanna, and Riverside communities.

The worker attends weekly Multidisciplinary Team (MDT) meetings, manage the social prescribing platform, Elemental, the Care Hub shared inbox and Family Gateway referrals. They provide triage, advice, signposting, and arrange referrals to services for both physical and emotional needs.

The Family Gateway worker has been in post with CAVUHB since May 2024 and the need for their services is ongoing. Due to the ongoing need for the service and the current workers familiarity and proficiency within the role, it would not be economically or operationally viable to award to a new supplier. It would take multiple months for a new worker to become competent with the processes and systems required for the role. Due to increased operational demands CAVUHB are experiencing in relation to the Family Gateway worker, awarding to a new supplier would have a detrimental impact on the services CAVUHB can provide for the community.

Contract 1. Family Gateway Worker

Supplier

- Cardiff Council

Contract value

- £69,387.50 excluding VAT
- £83,265 including VAT

Below the relevant threshold

Earliest date the contract will be signed

4 September 2025

Contract dates (estimated)

- 5 September 2025 to 30 April 2026
- Possible extension to 30 April 2027
- 1 year, 7 months, 26 days

Description of possible extension:

There is a one year extension available, however this is to be taken at the sole discretion of the Cardiff and Vale University Health Board.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKL22 - Cardiff and Vale of Glamorgan

Procedure

Procedure type

Below threshold - without competition

Supplier

Cardiff Council

- Public Procurement Organisation Number: PVHP-5769-YHRQ

Cardiff Council, County Hall, Atlantic Wharf

Cardiff

CF10 4UW

United Kingdom

Email: c2c@cardiff.gov.uk

Region: UKL22 - Cardiff and Vale of Glamorgan

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 1. Family Gateway Worker

Contracting authority

NHS Wales Shared Services Partnership-Procurement Services (hosted by Velindre University NHS Trust)

- Public Procurement Organisation Number: PXWV-6492-CGMN

Woodland House, Maes-Y-Coed Road

Cardiff

CF14 4HH

United Kingdom

Contact name: Harry Davies

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Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales