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Contract

All Age Advocacy Services

Milton Keynes City Council

F03: Contract award notice

Notice identifier: 2025/S 000-057556

Procurement identifier (OCID): ocds-h6vhtk-04d0a5

Published 18 September 2025, 9:10am

Section I: Contracting authority

I.1) Name and addresses

Milton Keynes City Council

Civic Office, 1 Saxon Gate East

Milton Keynes

MK9 3EJ

Email

corporateprocurement@milton-keynes.gov.uk

Country

United Kingdom

NUTS code

UKJ12 - Milton Keynes

Internet address(es)

Main address

<https://in-tendhost.co.uk/milton-keynes>

Buyer's address

<https://www.milton-keynes.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

All Age Advocacy Services

Reference number

2024-145

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Milton Keynes City Council are currently out to tender for the provision of All Age Advocacy Services. Advocacy services provide support which enables an individual, usually a vulnerable person, to understand and communicate their choice or express their views on issues and participate in making decisions which affect them. The procurement will be split into 3 separate lots:- Lot 1 – Advocacy Services for Children- Lot 2 – Advocacy Services for Adults- Lot 3 – Both Lot 1 and Lot 2 Combined Bidders may bid for any one or two or all three lots. This procurement is being run via Open FTS under the Light

Regime. The Council proposes to enter into a contract that will be for an initial term of 3 years with an option for the Council to extend for 2 years with the successful tenderer (Service Provider).

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £2,050,000

II.2) Description

II.2.1) Title

Advocacy Services for Children

Lot No

1

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85310000 - Social work services
- 85312000 - Social work services without accommodation
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

Advocacy services provide the support which enables an individual, usually a vulnerable person, to understand and communicate their choice or express their views on issues and participate in making decisions which affect them. Under the Children Act 1989, Care Act 2014 and National Health Service Act 2006, Milton Keynes has a statutory duty to ensure that some form of independently led support is available for cohorts of children, young people and Care experienced young people aged 18-25 years old. The Provider will be required to work jointly with Milton Keynes City Council in the delivery of the support

provided to eligible service users across Milton Keynes. This will include ensuring that the support is accessible and meets the young person's needs. Milton Keynes' aim is for all children and young people to have access to appropriate support and representation to ensure their rights are protected and their wishes and feelings are listened to and taken into account. To support this aim, Milton Keynes has a requirement for the provision of independent advocacy services for children and young people. Services are expected to be delivered in line with the National Standards for The Provision of Children's Advocacy and will include:

- Independent Visiting Service for children and young people in care
- Independent Social Care Advocacy for children and young people who make a complaint /are intending to make a representation or complaint about a service
- Independent Return Home Conversations following missing episode(s) for children and young people in care
- Child Protection Advocacy Service

The overarching service objectives of this service are:

- For the Local Authority to meet their statutory obligations in relation to advocacy, independent visiting, and independent return from home conversations.
- For suitable support to be provided within appropriate statutory timescales to ensure the child's voice, their welfare, safety, wishes, and feelings are represented
- Ensure that the rights of children and young people are effectively communicated
- Advocacy services contribute effectively to high quality care planning and support for children and young people who are eligible for an advocacy service
- IV services enable children and young people to feel supported and reduce risk of isolation
- Ensure that all children and young people who go missing are offered a return home conversation and that return conversations are completed in accordance with local protocols and statutory guidance
- Return conversation services contribute to reduction in missing episodes and to strategic planning around missing children
- Empower children and young people to identify coping strategies to keep them safe in all circumstances.

The overarching objectives for children and young people are:

- To guarantee that children are first, and their voice is at the centre of all key decisions in their lives, prioritising their best interests while focusing on their individual needs, rights and potential, and ensuring all work is trauma informed in line with the Child first approach. To empower them to understand their rights, statutory processes and when/how they can challenge decisions made about their lives
- Improved social skills - i.e. building and sustaining relationships, positive self-identity, and esteem
- Improved communication skills and effective relationships with trusted adults
- To ensure that children are safeguarded and have independent avenues to be able to express worries, concerns, and challenges.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2) Description

II.2.1) Title

Advocacy Services for Adults

Lot No

2

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services
- 85310000 - Social work services
- 85312000 - Social work services without accommodation
- 85300000 - Social work and related services

II.2.3) Place of performance

NUTS codes

- UKJ12 - Milton Keynes

II.2.4) Description of the procurement

The Adults Advocacy Service will deliver statutory advocacy services, ensuring that the right support is provided at the right time, in the right place, to each individual using the full range of advocacy provision. The Council has a statutory duty under the Care Act 2014 to ensure that some form of independently led support is available for adults. Advocacy Services include: • Independent Mental Capacity Advocacy Service including Deprivation of Liberty Safeguards (IMCA & IMCA DoLS) • Relevant Person's Paid Representative Service (RPPR) • Rule 1.2 (Court of Protection DoLS) • Independent Mental Health Advocacy Service (IMHA) – within hospital, secure hospital and community if under a Community Treatment Order (CTO) • NHS Independent Complaints Advocacy Service • Independent Care Act Advocacy Service (ICAA) The Provider will deliver specialist IMCA and IMCA DoLS, Relevant Person's Paid Representative (RPPR) and Rule 1.2 services to those eligible under the Mental Health Act 2005 (Independent Mental Capacity Advocates) (General) Regulations 2006, the Mental Capacity Act 2005 (Independent Mental Capacity Advocates) (Expansion of Role) Regulations 2006: and

Deprivation of Liberty Safeguards. The Mental Capacity Act 2005 makes it a legal requirement for people who lack mental capacity for certain decisions to have access to an independent advocate when there are no known relatives, or close friends appropriate to consult on their behalf. IMCA/IMCA DoLS services in Milton Keynes form an integral part of overall services provided to those who lack capacity and who are without an appropriate relative or friend to consult with. The Provider is required to deliver the following:

- A fully accessible range of adult advocacy services that deliver consistent high-quality advocacy support to individuals no matter what type of advocacy they are being referred for.
- Support that increases independence or recovery and promotes choice and control.
- A service that reflects the principles, expert practice and quality standards as recommended by the Advocacy Charter and Code of Practice. [Code-of-Practice-1.pdf \(qualityadvocacy.org.uk\)](http://qualityadvocacy.org.uk)
- A service that is physically accessible to all users, and where possible with an accessible office base.
- A service that is flexibly delivered to ensure accessibility, which may include advocates visiting people in their home, if they are unable to access the service at an office.
- A service that is delivered locally to where people reside as far as possible.
- Evidence based outcomes which demonstrate the positive impact of the advocacy service received by the individual.
- Co-productive approaches and engagement activities to include the involvement of staff, carers, and individuals in the delivery of outcomes and service design.
- Appropriate tools that capture outcomes for individuals and their progress. This may mean more than one tool to cover different needs of the people accessing the adult advocacy services.
- The Provider will be expected to report the number of referrals and issues based advocacy referrals have been received on a quarterly basis in arrears.
- The Provider will be expected to report the number of referrals and issues received that have been carried over to the next quarter, on a quarterly basis in arrears
- The Provider will be expected to report the number of referrals and issues based advocacy referrals declined, on a quarterly basis in arrears and the reason why the referral was declined.
- The Provider will also be expected to report the number of referrals and issues, received within each advocacy field on a quarterly basis, in arrears.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 60

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-007466](#)

Section V. Award of contract

Contract No

2024-145

Lot No

1

Title

Advocacy Services for Children

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 September 2025

V.2.2) Information about tenders

Number of tenders received: 4

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 4

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Reconstruct (Children and Adult Services) Limited

Hobart House Oakwater Avenue,

Cheadle

SK8 3SR

Country

United Kingdom

NUTS code

- UKD3 - Greater Manchester

National registration number

14262108

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £750,000

Total value of the contract/lot: £749,500

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Value excluding VAT: £122,500

Short description of the part of the contract to be subcontracted

Part of the contract will be sub contracted to Volunteering Matters to deliver the Youth Mentoring Service.

Section V. Award of contract

Contract No

2024-145

Lot No

2

Title

Advocacy Services for Adults

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 September 2025

V.2.2) Information about tenders

Number of tenders received: 6

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 6

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

The Advocacy People

Rock House, 49-51 Cambridge Road,

Hastings

TN34 1DT

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

National registration number

03963421

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £1,300,000

Total value of the contract/lot: £1,243,750

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court Royal Court of Justice

London

WC24 2LL

Country

United Kingdom