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Tender

Community and Statutory Advocacy Service

London Borough of Havering

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-060373

Procurement identifier (OCID): ocds-h6vhtk-055120 ([view related notices](#))

Published 29 September 2025, 9:51am

Scope

Description

The Community & Statutory Advocacy Service is designed to provide comprehensive, person-centred advocacy to individuals across Havering who experience substantial difficulty in engaging with health, social care, or community services. This includes those entitled to statutory advocacy under the Care Act 2014, Mental Capacity Act 2005, Mental Health Act 2007, and the NHS Complaints Regulations, as well as community support for individuals who do not meet the criteria for statutory support but still require assistance in navigating complex systems. By bridging the gap between individuals and the services they need, the advocacy service promotes choice, control, and independence in care and support planning and ensures residents receive fair and unbiased support or representation.

The contract for the Community & Statutory Advocacy Service will commence on 1st April 2026 and, subject to satisfactory performance, will continue until 31st March 2031, with the option to extend until 31st March 2033. Bidders should be aware that the service must be accessible to all eligible individuals and positively support the diverse and varied needs of those who access it. The provider is expected to collaborate closely with Havering social care practitioners, voluntary sector providers, and health partners to ensure the concept of advocacy is understood and effectively implemented. Additionally, the service will operate using both face-to-face and digital methods, including dedicated referral systems, proactive outreach, and a preventative approach that empowers individuals to

understand their rights, make informed choices, and participate fully in decisions affecting their lives.

Total value (estimated)

- £1,976,915 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2031
- Possible extension to 31 March 2033
- 7 years

Description of possible extension:

+1 year +1 year extension available

Main procurement category

Services

CPV classifications

- 85100000 - Health services
- 85300000 - Social work and related services

Contract locations

- UKI52 - Barking & Dagenham and Havering

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

16 October 2025, 11:59pm

Tender submission deadline

29 October 2025, 12:00pm

Submission address and any special instructions

Supplier portal operated by Atamis:

<https://lbhavering.my.site.com/s/Welcome>

Atamis tender reference: C0343

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

12 December 2025

Award criteria

Name	Description	Type	Weighting
Price	Quality 25% Social Value 5%	Price	70%
Quality and Social Value	Quality 25% Social Value 5%	Quality	30%

Other information**Applicable trade agreements**

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

London Borough of Havering

- Public Procurement Organisation Number: PCZG-5314-HWNM

Havering Town Hall

Romford

RM1 4GR

United Kingdom

Email: procurement.support@haverling.gov.uk

Region: UKI52 - Barking & Dagenham and Havering

Organisation type: Public authority - sub-central government

