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Contract

Specialist Mental Health Advisory Service - South West Surrey (Guildford)

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-061116

Procurement identifier (OCID): ocids-h6vhtk-05a56c

Published 1 October 2025, 8:22am

Section I: Contracting authority

I.1) Name and addresses

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

Dukes Court, Duke Street

Woking

GU215BH

Contact

Maggie Czapiewska

Email

maggie.czapiewska1@nhs.net

Country

United Kingdom

Region code

UKJ2 - Surrey, East and West Sussex

NHS Organisation Data Service

QXU

Internet address(es)

Main address

<https://www.surreyheartlands.org/nhs-surrey-heartlands-board>

I.4) Type of the contracting authority

Body governed by public law

I.5) Main activity

Health

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Specialist Mental Health Advisory Service - South West Surrey (Guildford)

Reference number

Specialist Mental Health Advisory Service 24/26 Citizens Advice South West Surrey (Guildford)

II.1.2) Main CPV code

- 85312500 - Rehabilitation services

II.1.3) Type of contract

Services

II.1.4) Short description

Citizens Advice Bureau South West Surrey provide a specialist advisory service directly to people admitted as an inpatient within a mental health setting and deliver a service to clients with mental health problems in the community predominantly those under the care of secondary care mental health services, that are unable to be supported by more generic community services, namely the Citizens advice. This service covers Guildford & Waverley.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £56,000

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ25 - West Surrey

II.2.4) Description of the procurement

Citizens Advice Bureau South West Surrey provide a specialist advisory service directly to people admitted as an inpatient within a mental health setting and deliver a service to clients with mental health problems in the community predominantly those under the care of secondary care mental health services, that are unable to be supported by more generic community services, namely the Citizens advice. This service covers Guildford & Waverley.

NHS Surrey Heartlands ICB intends to award Citizens Advice Bureau South West Surrey, an existing provider, a contract following direct award process C.

The approximate lifetime value of the contract will be £56,000 (£28,000 per annum) over the two year term, from 1st April 2024 until 31st March 2026.

This procurement has been carried out by NHS South, Central and West Commissioning Support Unit (SCW) on behalf of the Commissioners.

II.2.5) Award criteria

Quality criterion - Name: The existing provider is satisfying the original contract and will likely satisfy the proposed contract to a sufficient standard / Weighting: 100

Price - Weighting: 0

II.2.11) Information about options

Options: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Award of a contract without prior publication of a call for competition in the cases listed below

- The procurement falls outside the scope of application of the regulations

Explanation:

This is a Provider Selection Regime (PSR) contract award notice. The awarding of this contract is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Public Contracts Regulations 2015 and the Procurement Act 2023 do not apply to this award.

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

The procurement is covered by the Government Procurement Agreement: No

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2024

V.2.2) Information about tenders

Number of tenders received: 1

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

V.2.3) Name and address of the contractor

Citizens Advice Bureau South West Surrey

36 Bridge Street

Godalming

GU7 1HP

Country

United Kingdom

NUTS code

- UKJ25 - West Surrey

Companies House

03258272

The contractor is an SME

Yes

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

Total value of the contract/lot: £56,000

Section VI. Complementary information

VI.3) Additional information

Against the Provider Selection Regime (PSR) Key Criteria, the provider has demonstrated expertise and is anticipated to continue doing so. Evidence of current service delivery against the PSR Key Criteria and the breakdown of Key Criteria weighting in relation to this service for the purposes of awarding a further contract under Direct Award C is detailed below:

Quality and innovation 30%

- CAB South West Surrey has consistently delivered a Mental Health Outreach service across Guildford Town and the Waverley District.
- The team provides services to people with severe and enduring mental health problems, such as schizophrenia, bipolar disorder, severe depression, and anxiety, who are in crisis or facing imminent crisis and require advice and representation.
- The provider has effectively supported complex patients and demonstrated adaptability

in response to evolving system needs and pressures, reinforcing confidence in continued delivery under this contract.

Integration, collaboration and service sustainability 20%

- CAB South West Surrey continues to foster effective partnerships with local statutory and voluntary agencies (e.g., NHS, council services, food banks); evidence of multi-agency working to deliver joined-up services.

Improving access, reducing health inequalities and facilitating choice 20%

- The service is proactive with engagement to underserved communities; use of data to identify gaps and impact the social determinants of health.
- The provider has demonstrated exceptional ability to reduce health and social inequalities through targeted outreach and inclusive access models, ensuring that residents across Guildford Town and the Waverley District - particularly those facing multiple disadvantages - can access timely, effective advice services.
- CABs play a key role in early intervention on issues (debt, housing, benefits) that impact physical and mental health outcomes.
- The service's focus on facilitating informed client choice, combined with strong collaboration with local NHS and voluntary sector partners, supports the strategic aims of the council and integrated care system.

Value 20%

- Citizens Advice South West Surrey offers strong value through a cost-effective delivery model that leverages trained volunteers, draws down additional funding, and reduces pressure on statutory services such as housing, health, and welfare teams. The service also delivers significant social value through local employment, skills development, and improved individual well-being

Social value 10%

- Citizens Advice South West Surrey delivers strong social value through its extensive volunteer programme, supporting residents annually to develop skills and confidence.
- The service also contributes to reducing health inequalities by working directly with marginalised groups, improving financial resilience and access to healthcare. These benefits align with the ICS priorities under the Social Value Act and offer significant added value beyond the core service.

Governance and Decision-Making Approval:

NHS Surrey Heartlands ICB Commissioning, Commercial and Contracting Board.

NHS Surrey Heartlands ICB Executive Team

Conflicts of Interest:

There are no identified conflicts of interest..

Standstill Period and Regulatory Context:

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Any written representations should be sent to robert.kitt1@nhs.net.

VI.4) Procedures for review

VI.4.1) Review body

NHS Surrey Heartlands ICB

Woking

Country

United Kingdom

VI.4.2) Body responsible for mediation procedures

NHSE

Skipton House, 80 London Road

London

SE1 6LH

Country

United Kingdom

