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Contract

Specialist Mental Health Advisory Service - North West Surrey

NHS SURREY HEARTLANDS INTEGRATED CARE BOARD

F03: Contract award notice

Notice identifier: 2025/S 000-061118

Procurement identifier (OCID): ocds-h6vhtk-05a56d

Published 1 October 2025, 8:26am

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 - North West Surrey

Reference number

Specialist Mental Health Advisory Service 24/26 - Citizens Advice Bureau Runnymede and Spelthorne

II.1.2) Main CPV code

- 85312500 - Rehabilitation services

II.1.3) Type of contract

Services

II.1.4) Short description

Citizens Advice Bureau Runnymede and Spelthorne 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 North West Surrey.

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: £94,836

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKJ25 - West Surrey

II.2.4) Description of the procurement

Citizens Advice Bureau Runnymede and Spelthorne provides a specialist advisory service directly to people admitted as an adult mental health inpatient. It also delivers a service to clients with mental health problems in the community, predominantly those under the care of secondary care mental health services, who are unable to be supported by more generic community services, namely the Citizens Advice. This service covers North West Surrey.

NHS Surrey Heartlands ICB intends to award Citizens Advice Bureau Runnymede and Spelthorne, an existing provider, a contract following a Direct Award C process.

Citizens Advice is a charity offering free, confidential, practical advice to residents with mental health problems on a wide range of everyday issues to support their wellbeing. They provide support for the following :

- Money and debt concerns
- Benefits and welfare rights
- Housing and homelessness
- Employment and workplace issues

- Blue badge applications
- And more based on individual needs and circumstances

This contract is awarded under the Direct Award C process, in accordance with the Health Care Services (Provider Selection Regime) Regulations 2023 (PSR) two-year term, from 1st April 2024 until 31st March 2026.

The approximate lifetime value of the contract will be £94,836 (£47,418 per annum) over the two-year term, from 1st April 2024 until 31st March 2026.

CAB is funded by a variety of stakeholders (ICB, Councils, local trust, charity funding) due to the breadth of work they provide to society.

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

Runnymede and Spelthorne Citizens Advice Bureau

The Old Library, Church Road

Addlestone

KT15 1RW

Country

United Kingdom

NUTS code

- UKJ25 - West Surrey

Companies House

06754766

The contractor is an SME

Yes

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

Total value of the contract/lot: £94,836

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 Runnymede and Spelthorne have consistently delivered Mental Health Outreach service across Addlestone, Chertsey, Egham, Englefield Green, Staines-upon-Thames, Ashford, Sunbury, Shepperton.
- 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 Runnymede and Spelthorne continue 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, impact on 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 Runnymede and Spelthorne - 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 Runnymede and Spelthorne 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 Runnymede and Spelthorne 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:

This is a Provider Selection Regime (PSR) 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.

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