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Contract

Healthwatch and Independent Advocacy Services in North East Lincolnshire

North East Lincolnshire Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-061862

Procurement identifier (OCID): ocds-h6vhtk-0503e8 ([view related notices](#))

Published 2 October 2025, 3:51pm

Scope

Reference

96683

Description

North East Lincolnshire Council is undertaking a procurement for Healthwatch and Independent Advocacy Services in North East Lincolnshire. This procurement has been lotted as follows: Lot 1: Provision of a Local Healthwatch Service . Local authorities have a statutory duty to commission a local Healthwatch organisation. Healthwatch is an independent, local health and social care watchdog, that provides signposting and ensures the voice of the community is heard regarding health and social care services. Lot 2 - Provision of a Independent Complaints Advocacy Service. Local authorities have a statutory duty to commission an Independent Health Complaints Advocacy service which provides residents with information about the NHS complaints process and supports those who wish to make a complaint about an NHS health service.

Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service

Description

Lot 1 - Provision of a Local Healthwatch Service in North East Lincolnshire

Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service

Description

Lot 2 - Provision of an Independent Complaints Advocacy Service. Local authorities have a statutory duty to commission an Independent Health Complaints Advocacy service which provides residents with information about the NHS complaints process and supports those who wish to make a complaint about an NHS health service.

Contract 1. Lot 1 - Provision of a Local Healthwatch Service

Lots

Lot LOT-0001. Lot 1 - Provision of a Local Healthwatch Service

Supplier

- Hull Community and Voluntary Services Ltd

Contract value

- £419,718 excluding VAT
- £503,662 including VAT

Above the relevant threshold

Date signed

25 September 2025

Contract dates

- 1 October 2025 to 31 December 2026
- Possible extension to 31 December 2028
- 3 years, 3 months

Description of possible extension:

4 X 6month extensions

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 85140000 - Miscellaneous health services
- 85300000 - Social work and related services

Contract locations

- UK - United Kingdom
-

Contract 2. Lot 2 - Provision of an Independent Complaints Advocacy Service

Lots

Lot LOT-0002. Lot 2 - Provision of an Independent Complaints Advocacy Service

Supplier

- VoiceAbility

Contract value

- £176,165 excluding VAT
- £211,398 including VAT

Above the relevant threshold

Date signed

30 September 2025

Contract dates

- 1 October 2025 to 1 October 2028
- Possible extension to 1 October 2030
- 5 years, 1 day

Description of possible extension:

2 x 12 month extensions

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
- 85312310 - Guidance services

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Suppliers

Hull Community and Voluntary Services Ltd

- Public Procurement Organisation Number: PWZN-1457-GYMW

The Strand, 75 Beverley Road

Hull

HU3 1XL

United Kingdom

Telephone: +44 7480795548

Email: hgrimwood@hull-cvs.co.uk

Region: UKE11 - Kingston upon Hull, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 - Provision of a Local Healthwatch Service

VoiceAbility

- Public Procurement Organisation Number: PZVM-5429-PYVW

c/o Sayer Vincent

London

EC1Y 0TL

United Kingdom

Telephone: +44 7593525649

Email: sarah.ruby@voiceability.org

Region: UKI43 - Haringey and Islington

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2 - Provision of an Independent Complaints Advocacy Service

Contracting authority

North East Lincolnshire Council

- Public Procurement Organisation Number: PXNN-3676-XCQV

Municipal Offices, Town Hall Square

Grimsby, North East Lincolnshire

DN31 1HU

United Kingdom

Contact name: Lisa Burton

Telephone: +44 01472000000

Email: lisa.burton@nelincs.gov.uk

Website: <https://www.nelincs.gov.uk>

Region: UKE13 - North and North East Lincolnshire

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)