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Award

Oliver McGowan Training (Tier 2 and Tier 1 part 2)

NHS North East London Integrated Care Board

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-064050

Procurement identifier (OCID): ocds-h6vhtk-05ac77

Published 10 October 2025, 10:31am

Scope

Reference

PRJ 1406

Description

The service will cover the geographic boundaries of the North East London Health and Care Partnership (Barking and Dagenham, City of London, Hackney, Havering, Newham, Redbridge, Tower Hamlets, and Waltham Forest).

The service aims to support providers of health and social care services in North East London to increase the knowledge and skills of their staff in supporting people with Learning Disabilities and Autism and to ensure compliance with relevant legislation. It will:

- Deliver 300 Tier 2 Oliver McGowan training sessions over an 18 month period
- Deliver 100 Tier 1 part 2 Oliver McGowan training sessions over an 18 month period
- Ensure that all training delivery is compliant with the Oliver McGowan code of practice

- Collaborate with NEL's in-house training hub for Oliver McGowan training
- Increase the capacity across NEL of trainers with lived experience to deliver Oliver McGowan training sessions
- Support individuals with lived experience to maintain paid work in delivering Oliver McGowan training sessions

Service description

Following the introduction of a statutory requirement for training on learning disability and autism in the 2022 Health and Care Act, providers of Health and Social Care have a duty to upskill their staff. The gold standard of this training is Oliver McGowan Training and this service will increase the number of Tier 1 and Tier 2 trained staff across North East London.

The service will meet a gap by training 3000 staff in Tier 1 part 2 training and helping North East London to introduce Tier 2 training, with an expected 9000 staff completing the training across the length of the contract. It is expected that at least 30% of sessions will be delivered between September 2025 and March 2026, with the remaining sessions profiled across the 2026-27 financial year.

The service will collaboratively support delivery of Oliver McGowan Training internally through our selected hub. This will support the sustainability of training delivery across North East London, with best practice shared between delivery partners.

The service will predominantly deliver training across the boroughs of Waltham Forest, Havering, Barking and Dagenham and Redbridge, though coverage of the entire geography of North East London should be available where required.

To ensure adequate capacity of the training across North East London, this service should work with partners to recruit, train and retain experts with lived experience to deliver the training sessions. This will provide paid employment opportunities to individuals with Learning Disabilities and Autism and support our tackling of health inequalities. This may include working with voluntary sector organisations and local authorities to ensure that individuals are supported appropriately, and an expectation to provide pastoral support to experts with lived experience is inherent in the service.

Performance and Outcome Measures - Reported Monthly and Annual Summary

Targets and KPIs:

- Tier 1 Training Delivery & Participation: Total number of Tier 1 sessions delivered and corresponding attendance rates.

- Tier 2 Training Delivery & Participation: Total number of Tier 2 sessions delivered and corresponding attendance rates.
- Percentage of staff demonstrating increased knowledge of Learning Disabilities and Autism (LD&A) following Oliver McGowan Training: Measured by the improvement in pre- and post-training assessment scores
- New trainers with lived experience recruited: Number of newly recruited trainers with lived experience in the last quarter.
- Cumulative trainers with lived experience: Total number of trainers with lived experience recruited since the start of the contract.
- Active trainers with lived experience: Number of unique trainers with lived experience who delivered training in the last quarter.

Data reporting

Reporting to NHS North East London ICB (monthly on the 10th of the month or nearest working day)

- Number of attendees to Tier 1 Part 2 training by employer
 - Total number of attendees of Tier 1 Part 2 training
 - Fill rate of Tier 1 Part 2 sessions (session capacity, session booking rate, session attendance rate)
 - Number of attendees to Tier 1 Part 2 training by employer
 - Total number of attendees of Tier 1 Part 2 training
 - Fill rate of Tier 1 Part 2 sessions (session capacity, session booking rate, session attendance rate)
 - Recruitment and retention data for experts with lived experience
 - Feedback on training sessions, split by Tiers 1 and 2
- * Service provider will be expected to attend quarterly contractual meetings with the contract manager/commissioner to present and discuss data and reports.

Reporting to individual employers (weekly on a Monday)

- Attendees of training sessions for individual employer only by date
- Non-attendees for individual employer only

Evaluation

- The Provider will be expected to produce an annual evaluation report by no later than month 12 of each financial year of the contract.
- The commissioner will liaise with the provider as to any relevant criteria and measures to be incorporated in the report.

A voluntary eight (8) working days standstill period is now in force pursuant to Section 51 of the Procurement Act; this period will end at midnight on 22/10/2025. The Authority will not enter into the proposed contract before 23/10/2025. Following this standstill period, the proposed contract will be awarded to First Response Training and Consultancy Services Limited.

For the avoid of doubt the value is £424,000 excluding VAT.

Contract 1

Supplier

- First Response Training and Consultancy Services Limited

Contract value

- £424,000 excluding VAT
- £424,000 including VAT

Below the relevant threshold

Award decision date

26 September 2025

Earliest date the contract will be signed

23 October 2025

Contract dates (estimated)

- 24 October 2025 to 23 October 2026
- 1 year

Main procurement category

Services

CPV classifications

- 80000000 - Education and training services

Contract locations

- UKI - London

Information about tenders

- 5 tenders received
- 5 tenders assessed in the final stage:
 - 5 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 4 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Below threshold - limited competition

Special regime

Light touch

Supplier

First Response Training and Consultancy Services Limited

Bank House, 5 High Street

Pershore, Worcestershire

WR10 1AA

United Kingdom

Email: contracts@firstresponsetraining.com

Website: <http://www.firstresponsetraining.com>

Region: UKG12 - Worcestershire

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

NHS North East London Integrated Care Board

- NHS Organisation Data Service: QMF
- Public Procurement Organisation Number: PMLZ-8385-VMTM

9th Floor, 20 Churchill Place

London

E14 5HJ

United Kingdom

Email: hub.queries@nhs.net

Region: UKI42 - Tower Hamlets

Organisation type: Public authority - sub-central government