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Planning

Provision of Wellbeing and Support Services for Individuals Involved in Fitness to Practise and Hearings Processes

Social Care Wales

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-074548

Procurement identifier (OCID): ocds-h6vhtk-05e2cd

Published 17 November 2025, 4:56pm

Scope

Description

We are seeking a supplier to provide a comprehensive advice, support, signposting, and counselling service for individuals involved in Social Care Wales' fitness to practise and hearings processes. This includes registered workers under investigation, their families, applicants or registrants referred to case conferences or hearings, complainants, witnesses, whistleblowers, and independent panel members. The service aims to safeguard wellbeing and offer appropriate support throughout these challenging and sensitive procedures.

The Supplier will be responsible for delivering a comprehensive and flexible Wellbeing Assistance Programme to support individuals involved in Social Care Wales' fitness to practise and hearings processes.

The programme aims to:

- Provide a high-quality, accessible, and bilingual support services that promote wellbeing and resilience.

- Ensure timely and effective interventions for individuals requiring counselling, information, or guidance.
- Deliver services that comply with Welsh Government standards for equality, accessibility, and language.

The objectives of the programme are to:

- Offer a comprehensive range of support services, including counselling and information, tailored to diverse needs.
- Ensure services are fully bilingual (Welsh and English) and meet accessibility standards for all users.
- Maintain robust qualifications, accreditations, and ongoing training for staff delivering the programme.

Total value (estimated)

- £151,516 excluding VAT
- £200,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 May 2026 to 30 April 2028
- Possible extension to 30 April 2030
- 4 years

Main procurement category

Services

CPV classifications

- 85312300 - Guidance and counselling services
- 85312320 - Counselling services
- 85312500 - Rehabilitation services
- 98000000 - Other community, social and personal services

Contract locations

- UKL - Wales

Engagement

Engagement deadline

5 December 2025

Engagement process description

We will be holding a preliminary market engagement sessions via MS Teams on:

14:00, Monday 1 December 2025

The sessions will be hosted by project lead/s Elin Harris and Lowri Jones, and a member of the Procurement team.

The sessions will begin with a presentation outlining the requirements, following which an opportunity for questions and answers will follow. The sessions will be recorded and uploaded against this notice on Sell2Wales.

If you are interested in joining a preliminary market engagement session, please email procurement@socialcare.wales advising the tender title who will be joining.

Following the sessions the Sell2Wales question and answer portal will be live for a following 4 working days up until 5 December 2025.

Participation

Particular suitability

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

Submission

Publication date of tender notice (estimated)

4 February 2026

Contracting authority

Social Care Wales

- Public Procurement Organisation Number: PTTZ-7468-NYRQ

South Gate House

Cardiff

CF10 1EW

United Kingdom

Contact name: Procurement Team

Email: procurement@socialcare.wales

Website: <http://www.socialcare.wales>

Region: UKL22 - Cardiff and Vale of Glamorgan

Organisation type: Public authority - central government

Devolved regulations that apply: Wales