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Planning

SEL ICB (Bexley) Health & Wellbeing Coaching with Social Prescribing Service Specification

NHS South East London Integrated Care Board

F01: Prior information notice

Prior information only

Notice identifier: 2025/S 000-078856

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

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Section I: Contracting authority

I.1) Name and addresses

NHS South East London Integrated Care Board

160 Tooley Street

London

SE12TZ

Contact

Kiran Uppal

Email

hub.queries@nhs.net

Country

United Kingdom

Region code

UKI51 - Bexley and Greenwich

NHS Organisation Data Service

QKK

Internet address(es)

Main address

<https://www.selondonics.org/icb/>

Buyer's address

<https://www.selondonics.org/icb/>

I.3) Communication

Additional information can be obtained from the above-mentioned address

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

SEL ICB (Bexley) Health & Wellbeing Coaching with Social Prescribing Service Specification

Reference number

PRJ-2220

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

NHS South East London Integrated Care Board (SEL ICB) is seeking to commission a Health & Wellbeing Coaching with Social Prescribing Service for the London Borough of Bexley. This service is for adults with multiple long term conditions, over the age of 18, who either live in the London Borough of Bexley or are registered with a Bexley GP practice.

Following the publication of the NHS 10 Year Plan, Bexley Place is driving forward with establishing a Neighbourhood Health Service in each of its three neighbourhoods. A fundamental component of a neighbourhood health service is to support residents with the wider determinants of health which have an impact on how they are able to manage their long term conditions.

The population in Bexley is diverse, both culturally and economically. The borough is split into 3 Neighbourhoods, these are:

- Frognal (Sidcup & Bexley)
- Clocktower (Bexleyheath & Welling)
- North Bexley (Erith, Thamesmead & Abbey Wood)

There are approximately 26,000 people living in Bexley who have 3 or more long term

conditions. North Bexley is the most culturally and economically diverse part of the borough, with 15,995 residents living in the lowest 20% deprivation decile - this is 15% of the North Bexley population. In the other parts of the borough, the number of residents living in the lowest 20% deprivation decile is 2,774, which is 2% of that population. People living in the most deprived 20% of Bexley have a shorter life expectancy than those living in the least deprived 20%. For females, the gap is 2.2 years, and for males the gap is 5.2 years.

Bexley Place seeks an established provider of voluntary services based in the London Borough of Bexley, with a proven track record in currently delivering social prescribing and peer support services. The provider must be an existing key partner of the integrated neighbourhood teams' development in the London Borough of Bexley.

The provider must be able to mobilise the Health & Wellbeing Coaching with Social Prescribing Service within 3 months of the contract award. Due to different funding sources for these roles, the recruitment requirements are as follows:

3 wte Health & Wellbeing Coaches - North Bexley Neighbourhood - 3 years funding

1 wte Health & Wellbeing Coach Team Lead - 18 months funding

1 wte Health & Wellbeing Triage Administrator - 18 months funding

2 wte Health & Wellbeing Coaches - Frognal Neighbourhood - 18 months funding

3 wte Health & Wellbeing Coaches - North Bexley Neighbourhood - 18 months funding

3 wte Health & Wellbeing Coaches - Clocktower Neighbourhood - 18 months funding

There is a possibility that the provider be asked to recruit further Health & Wellbeing Coaches for Bexley in the future, however this will be dependent on further funding becoming available.

The Health & Wellbeing Coaching with Social Prescribing Service aims to:

- Identify people who would benefit from Health & Wellbeing Coaching, through primary care, the community or self referral
- To support residents to make positive health and lifestyle changes through motivational coaching and support
- To signpost and connect people to organisations that can help them, and follow up on their progress and if they require further support

- For residents to make health improvements following changes made as a result of their health and wellbeing coaching - reducing the risk of developing other conditions or exacerbating their existing conditions
- For residents to feel more able to self manage any conditions they have, with a reduced reliance on emergency care

II.1.6) Information about lots

This contract is divided into lots: No

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI51 - Bexley and Greenwich

II.2.4) Description of the procurement

The key service requirements for this contract term are:

- Provider organisation to be an established provider of voluntary services based in the London Borough of Bexley, with a proven track record in currently delivering peer support and, social prescribing, together with having strong established links with grassroot organisations
- An existing key partner in the delivery of the integrated neighbourhood teams in Bexley
- Provider to ensure Health and Wellbeing Coaches receive appropriate training prior to commencing their resident facing role
- Provider to provide strategic and operational leadership to the Health and Wellbeing team
- Health and Wellbeing Coaches to work in partnership with Bexley GP practices to identify residents who would benefit from their service
- Health and Wellbeing Coaches to be part of the core neighbourhood health team, supporting residents who are living with multiple long term conditions to make positive

changes

- Provider to have established networks with community organisations that facilitates outreach into the local community (faith groups, local organisations, voluntary and leisure etc.) to raise awareness of their service and encourage self-referral
- Provider to have established mechanisms to connect residents into volunteer-led activities taking place within their communities that may benefit the individuals physical, social or emotional wellbeing and lead to lifestyle improvements
- Meet residents in a variety of locations including community locations such as Bexley GP Practices, community pharmacy and libraries.
- To deliver motivational support and coaching to local residents with (or at risk of developing) multiple long term conditions, to make positive physical and mental health changes. This will include understanding any barriers and challenges they may be facing to make changes, and signposting/introducing them to services/organisations that may be able to help
- Empower residents to take control of their own health & wellbeing by ensuring they have access to appropriate support, are aware of relevant services, and have a clear, person-centred exit strategy in place prior to discharge
- To have strong established knowledge of local services available at a neighbourhood level, particularly those relating to weight loss, stop smoking, and improving physical/mental health.
- Act as a champion of Health & Wellbeing, and the voluntary sector, locally, regionally, and nationally
- Maintain accurate and timely records of coaching sessions and outcomes using agreed systems and tools
- To evaluate and monitor the impact of the Health and Wellbeing roles, with regards to changes in health outcomes and feedback from residents following their engagement - this will be in line with the evaluation requirements for the project
- Identify, report, and monitor any safeguarding risks and concerns.

There are approximately 26,000 people living with 3 or more long term conditions in the London Borough of Bexley. Under this contract, the provider will be expected to accept referrals from neighbourhood partners, and residents themselves, for Health & Wellbeing Coaching with Social Prescribing - for those living with multiple long term conditions. Whilst the Health & Wellbeing Coaches will have a base at the provider's premises, the

expectation is that they will work in multiple locations within the neighbourhood, to meet residents and to work with local partners.

The provider will be expected to work closely with SE London Integrated Care Board (Bexley Place) to mobilise, deliver and evaluate the service model. The Commissioner may request that the provider modifies the delivery of the service if the findings from the evaluation or resident feedback gives just reason.

The contract period for the service will be three years with the option to extend for a further two years.

The process being followed is a Most Suitable Provider Process under the Provider Selection Regime 2023.

We are not required to actively invite anyone to express interest but rather seek to notify the market of the intention.

For enquiries or to register interest, please contact hub.queries@nhs.net using reference number PRJ-2220.

The commissioner is seeking to achieve, via this procurement, a service and provider that is committed to supporting the development of neighbourhood models of healthcare.

The 10-Year Health Plan mandates neighbourhood models of healthcare and these are currently being developed across England. In Bexley, by 2026, the borough will have in place three neighbourhoods each with a new integrated neighbourhood team.

II.2.14) Additional information

The intention of the Health & Wellbeing Coaching with Social Prescribing Service is that it will bring a number of benefits, to both the population but also to the wider health and care system.

Benefits to people

Health and wellbeing coaches support people by:

- focusing on their clinical and non-clinical needs and factors that may be impacting on their health and wellbeing
- working in partnership with them to guide and support them to meet their self-identified short and long-term goals
- empowering them to understand their own strengths and unlock their potential to self-

manage their condition/situation

- supporting them to strengthen life skills, such as emotional regulation and executive function
- enabling them to sustain healthier lifestyle choices and improve health and wellbeing outcomes, sometimes while they wait to access other services
- helping them take steps to prevent long-term illness and prevent conditions from escalating.

Benefits to the health and care system

The skills and expertise of health and wellbeing coaches support the health and care system in a variety of ways. These can include:

- supporting people to develop their own knowledge, skills and confidence to self-manage their conditions, which can help to free up the time of clinical staff
- improving patient outcomes through sustained behaviour change, leading to improved blood sugar control, weight reduction, reduced blood pressure. In turn this can reduce the need for further clinical interventions, or ensure people have better outcomes from future interventions, for example surgery
- supporting people on NHS waiting lists to help them stay well, or prepare for upcoming clinical interventions
- tackling health inequalities through targeted work with specific groups identified through population health management data, for example, people with long-term conditions
- providing dedicated time, capacity and expertise to support people with behaviour change, helping to free up clinical time
- enhancing the quality of interactions between people and the health and social care system, improving satisfaction for both staff and service users.

II.3) Estimated date of publication of contract notice

30 January 2026

Section IV. Procedure

IV.1) Description

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

The procurement is covered by the Government Procurement Agreement: No

Section VI. Complementary information

VI.3) Additional information

This is a Provider Selection Regime (PSR) intended approach notice. It is NHS South East London Integrated Care Board's intention to carry out a Most Suitable Provider Process under the Provider Selection Regime 2023 to award a contract for the Health & Wellbeing Coaching with Social Prescribing Service for the London Borough of Bexley.

It is NHS South East London Integrated Care Board's view, taking into account likely providers and all relevant information available at this time, that it is likely to be able to identify the most suitable provider for this service without running a competitive procurement.

For the avoidance of doubt, the provisions of the Procurement Act 2023 do not apply to this award.

Details of the Award Decision-Makers: NHS South East London Integrated Care Board.