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Not applicable

Enhanced Recovery Worker Service

NHS NORFOLK AND WAVENEY INTEGRATED CARE BOARD

F14: Notice for changes or additional information

Notice identifier: 2025/S 000-085659

Procurement identifier (OCID): ocds-h6vhtk-05453b

Published 23 December 2025, 9:36am

Section I: Contracting authority/entity

I.1) Name and addresses

NHS NORFOLK AND WAVENEY INTEGRATED CARE BOARD

8th Floor, County Hall, Martineau Lane

Norwich

NR12DH

Email

nwicb.contractsandprocurement@nhs.net

Country

United Kingdom

Region code

UKH15 - Norwich and East Norfolk

NHS Organisation Data Service

26A

Internet address(es)

Main address

<https://improvinglivesnw.org.uk/>

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Enhanced Recovery Worker Service

Reference number

2526-089

II.1.2) Main CPV code

- 85100000 - Health services

II.1.3) Type of contract

Services

II.1.4) Short description

The service was originally awarded following an Expression of Interest. The Recovery Workers are first contact practitioners and referral is made from care navigators within the PCN. An initial face to face meeting with the service user establishes their goals regarding support and establishes the recovery journey for each individual, following the biopsychosocial model. The service operates during standard PCN network operating hours and also supports family and carers by providing advice.

Section VI. Complementary information

VI.6) Original notice reference

Notice number: [2025/S 000-030919](https://improvinglivesnw.org.uk/)

Section VII. Changes

VII.1.2) Text to be corrected in the original notice

Section number

VI.3

Instead of

Text

This is a Provider Selection Regime (PSR) intention to award notice. This award is subject to the Health Care Services (Provider Selection Regime) Regulations 2023. For the avoidance of doubt, the provisions of the Procurement Act Regulations 2015 do not apply to this award. The publication of this notice marks the start of the standstill period. Representations by providers must be made to decision makers by 19/06/2025.

This contract has not yet formally been awarded; this notice serves as an intention to award under the PSR.

Written representations should be sent to this email address:

nwicb.contractsandprocurement@nhs.net

This Direct Award C decision was agreed by the Norfolk & Waveney ICB Executive Management Team on 14/03/2025 and formally approved by ICB Executive Director of Finance on 09/06/2025.

All individuals involved in the review and assessment of this award were required to complete declarations of interest. These declarations were thoroughly reviewed to ensure transparency and compliance with regulatory requirements.

No material conflicts of interest were identified during this process.

Key Criteria were weighted as follows:

Quality and innovation - 30%

Value - 20%

Integration, collaboration and service sustainability - 15%

Improving access, reducing health inequalities and facilitating choice - 30%

Social Value - 5%

Read

Text

This contract has now been formally awarded under the PSR Direct Award Process C and was signed by Norfolk & Waveney ICB & provider on 19/12/2025.