



## Social Impact

(Contract Details Notice:  
2025/S 000-076240)

**Contract period: 8 December 2025 to 7 December 2033**

Tender notice reference: 2026/S 000-001181 | Fully compliant with PA23 | ABI: 1%

 [eocph.nhs.uk](https://eocph.nhs.uk)  [frameworks@eocph.nhs.uk](mailto:frameworks@eocph.nhs.uk)

 [East of England NHS Collaborative  
Procurement Hub \(EOCPH\)](#)

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## CONTACT:



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# 01 ABOUT US

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# WELCOME

**The East of England NHS Collaborative Procurement Hub was originally established by the region's trusts in 2006, founded on a simple belief: collaboration makes us stronger. Since then, we have grown into a procurement and advisory partner for organisations across the NHS and wider public sector supporting members, non-members, regional systems and national programmes alike.**

As the landscape has evolved, so have we. What began as a member created organisation is now a flexible, multi-access hub offering a range of ways to work with us: through membership, service partnerships, consultancy support or direct use of our frameworks.

What has never changed is our commitment to strengthening the organisations and communities we serve. From trusts and ICSs to local authorities and emergency services, we help partners turn complex challenges into shared achievements.

Today, we're more than a procurement hub; we're a collaborative force for progress. By bringing people, insight and innovation together, we help organisations deliver value, efficiencies and expertise where they are needed most.

As the landscape continues to evolve, so will we – guided by the same belief in collaboration that has defined our journey from the very start.



This guide will help you access our frameworks confidently and efficiently, ensuring compliance and maximising value. If you need further support at any stage, our team is here to help.

[FRAMEWORKS@EOECPH.NHS.UK](mailto:FRAMEWORKS@EOECPH.NHS.UK)

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# WHY USE THIS FRAMEWORK

Every Hub framework is designed with one goal in mind: to give you a fast, compliant and high-quality route to market that helps you deliver the best outcomes for your teams, patients and communities.



By using this framework, you benefit from years of shared expertise, strong supplier relationships and the combined strength of regional and national collaboration. You can move quickly, confidently and compliantly knowing that every framework has been built to save time, reduce risk and maximise value.



Whether you're running a call off with competition or exploring a call off without competition, you'll have clear guidance, compliant processes and support grounded in our expertise in public procurement regulations. Our role is to provide robust frameworks and the assurance that your procurement activity meets the required standards every step of the way.

Choosing a Hub framework isn't about ticking a box – it's about unlocking better outcomes, faster.

- ✓ **Confidence from the start:** Fully compliant, quality assured frameworks.
- ✓ **Save time and money:** Streamlined routes to market reduce procurement costs and administrative burden.
- ✓ **Tailored to you:** Award options that fit your timelines, service requirements and organisational context.
- ✓ **Impact that matters:** Suppliers who understand the unique challenges of public and health sector organisations, delivering measurable value, efficiency and improved outcomes.

With every framework, you gain more than a contract. You gain a partner committed to strengthening your organisation and the communities you serve.

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# WHY CHOOSE THE HUB?



We offer a range of ways to work with us as a member, a framework user, a commissioning partner or through bespoke consultancy support.

## KNOWLEDGE

Extensive NHS and wider public procurement expertise supported by regional insight and national collaboration.

## SUPPORT

Hands on guidance throughout the process, offering friendly, impartial advice whether you're a member or engaging with us through another route.

## CHOICE

A wide range of pre-qualified suppliers across multiple lots and service types.

## COMPLIANCE

Fully aligned with the relevant regulations assured through robust governance.

## EASE OF USE

Templates, guidance and support that make procurement simple, smooth and efficient.

## VALUE BEYOND COST

Our frameworks and services deliver more than savings they support better planning, reduced risk, operational improvement and measurable outcomes.

## MULTIPLE WAYS TO PARTNER

Join as a member, use our frameworks, commission standalone projects or access consultancy support.

## INCLUSIVE ACCESS

Any NHS and wider public sector organisation can use our frameworks free of charge.

## MARKET INSIGHT

Enhanced understanding of supplier markets and system-wide priorities through strong national partnerships.

## TRUSTED EXPERTISE

Built from supporting both members and non-member organisations across health and public sector settings.

## A COMMITMENT TO SYSTEM WIDE IMPROVEMENT

Helping organisations deliver better outcomes together.

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# FRAMEWORK BENEFITS

## AT A GLANCE

Our frameworks are free to access for all public sector organisations.  
Membership is not required.

### FREE TO ACCESS

For NHS organisations and publicly funded entities, in whole or in part throughout the whole of the UK, including Northern Ireland, Scotland and Wales

### FLEXIBLE PROCUREMENT ROUTES

Or streamlined procurement options: call off with competition or call off without competition.

### PRACTICAL, TAILORED SUPPORT

At every stage of the procurement process.

### CUSTOMISED

End-to-end support from the Hub team

### ACCESS

To experienced, pre-qualified suppliers

### FRAMEWORK

Managed and monitored with customer feedback incorporated

### SOCIAL VALUE

Embedded in supplier selection

### INFORMED

By regional insight, aligned with national priorities and supported by strong supplier relationships.



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# FRAMEWORK OVERVIEW

**This buyer's guide and call off with competition document is intended to provide information about the Social Impact framework and to provide practical support and documentation to contracting authorities who wish to procure services under the framework.**

Please note, the guidance provided within this document applies only to this framework. Contracting authorities should ensure they refer to the specific guidance document relevant to any other framework agreement they wish to access to ensure that the right processes are being followed.

The framework has been established to support the provision of bespoke health, wellbeing, and community-based support services across a wide range of social impact outcomes. Pricing under the framework is based on an agreed maximum management uplift percentage applied to supplier charges, allowing services to be tailored and costed proportionately to the specific requirement and delivery model. Awards under this framework may be undertaken using one of the following options:

**OPTION 1:  
CALL OFF WITH COMPETITION**

**OPTION 2:  
CALL OFF WITHOUT COMPETITION**

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# FRAMEWORK OVERVIEW

## OPEN FRAMEWORK

**This Framework is being run as an open framework.** An open framework is a scheme of frameworks that provides for the award of successive framework on substantially the same terms. New suppliers can be added to the framework each time it re-opens. The number of suppliers on this open framework will not be limited.

We anticipate that this framework will be reopened every year for the first two years, on or around the anniversary of the initial ITT publication, and then every two years for the remainder of the 8-year framework term. The timeline below outlines the anticipated dates for reopening.

| ITT/Framework     | Reopening date | Framework term                |
|-------------------|----------------|-------------------------------|
| Original ITT (F1) | August 2025    | December 2025 – December 2026 |
| Reopening 1 (F2)  | May 2026       | December 2026 – December 2027 |
| Reopening 2 (F3)  | May 2027       | December 2027 – December 2029 |
| Reopening 3 (F4)  | May 2029       | December 2029 – December 2031 |
| Reopening 4 (F4)  | May 2031       | December 2031 – December 2033 |

If a framework within the scheme expires while a process to award a contract either via call off with competition or call off without competition in accordance with that framework is ongoing, the authority can continue the process and award the contract as though the framework had not expired.

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# FRAMEWORK OVERVIEW

THIS FRAMEWORKS CONSISTS OF 23 LOTS:

|               |                                                                                |
|---------------|--------------------------------------------------------------------------------|
| <b>Lot 1</b>  | <b>Voice, Influence and Representation Services</b>                            |
| <b>Lot 2</b>  | <b>VCSE System Leadership &amp; Infrastructure Representation</b>              |
| <b>Lot 3</b>  | <b>Children and Young People Services</b>                                      |
| <b>Lot 4</b>  | <b>Domestic Abuse and Violence Support Services</b>                            |
| <b>Lot 5</b>  | <b>Employment Support and Skills for People Facing Barriers</b>                |
| <b>Lot 6</b>  | <b>Green Health and Wellbeing Services</b>                                     |
| <b>Lot 7</b>  | <b>Financial and Digital Inclusion Services</b>                                |
| <b>Lot 8</b>  | <b>Food Security and Access Services</b>                                       |
| <b>Lot 9</b>  | <b>Housing Stability, Homelessness Prevention, and Crisis Support Services</b> |
| <b>Lot 10</b> | <b>Mental Health and Emotional Wellbeing Services</b>                          |

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|               |                                                                              |
|---------------|------------------------------------------------------------------------------|
| <b>Lot 11</b> | Physical Health and Wellbeing Services                                       |
| <b>Lot 12</b> | Physical Health and Wellbeing Services                                       |
| <b>Lot 13</b> | Offender Rehabilitation and Criminal Justice Support                         |
| <b>Lot 14</b> | Post-16 Special Education and Life Skills Support for Young People with SEND |
| <b>Lot 15</b> | Social and Community Cohesion Services                                       |
| <b>Lot 16</b> | Supported Living Services                                                    |
| <b>Lot 17</b> | Mobile Outreach and Community Access Services                                |
| <b>Lot 18</b> | Carer Support and Respite Services                                           |
| <b>Lot 19</b> | Learning Disability and Autism Support Services                              |
| <b>Lot 20</b> | Tobacco Dependence Prevention and Treatment Services                         |

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|               |                                                               |
|---------------|---------------------------------------------------------------|
| <b>Lot 21</b> | <b>Weight Management and Obesity Prevention Services</b>      |
| <b>Lot 22</b> | <b>Alcohol Harm Reduction Services</b>                        |
| <b>Lot 23</b> | <b>Respiratory Health Improvement and Prevention Services</b> |

The lot specifications issued to suppliers under the original framework tender documents are available in Document 4 within the framework call off with competition documents.



Access to framework documentation will be provided following receipt of a completed and signed access agreement. Access agreements can be requested from [frameworks@eoecph.nhs.uk](mailto:frameworks@eoecph.nhs.uk).

All suppliers awarded to this framework were required to provide an example of a project or service similar to the services available under the relevant Lot, demonstrating their capability and experience in delivering comparable support. Suppliers were asked to describe who benefited from the service, the outcomes achieved, and any challenges encountered during delivery, including how these were addressed. Relevant case studies and examples of previous delivery experience are available on request.

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# PROCUREMENT PROCESS

We provide flexible, compliant options to secure services from the framework:

## CALL OFF WITH COMPETITION

- ✓ Publish your service specification to all eligible suppliers in the lot.
- ✓ Evaluate responses using criteria tailored to your local needs.
- ✓ Award the contract and obtain an order **code** for call-off references

## CALL OFF WITHOUT COMPETITION

- ✓ Select the best value supplier based on:
  - framework information
  - local need
  - available intelligence
- ✓ An efficient, compliant approach using pre-evaluated suppliers.



## TIPS FOR SUCCESS:

1

### Tailor your needs

Focus on your bespoke needs rather than capability checks (suppliers are pre-qualified).

2

### Provide information

Make sure to provide sufficient information to allow accurate responses.

3

### Engage stakeholders

Engage with relevant stakeholder prior to going to out to tender (include early on in tender).

4

### Plan ahead

Allow sufficient time for a comprehensive submission.

5

### Pre-market engagement

Run pre-market engagement prior to issuing a tender.

6

### Share pricing

Share pricing with the Hub for due diligence before final award.



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# PROCUREMENT PROCESS

## IMPORTANT INFORMATION

- ✓ Terms and conditions have been issued for the framework; these should be incorporated into any call-off order contract awarded against the framework. Contracting authorities should not accept alternative terms offered by a supplier where they do not reference and accept the overarching requirements of the framework agreement.
- ✓ The call-off order provides additional information and can be found in the documentation provided. This form should be completed and signed off by both parties (the contracting authority and supplier) on award and a copy returned to [frameworks@eoecph.nhs.uk](mailto:frameworks@eoecph.nhs.uk). The Hub will issue an order code which must be included on all contractual documentation for compliance.
- ✓ The framework sets an upper limit of management fees which can be applied. The Hub will carry out due diligence on pricing offered under call off with competition on behalf of the contracting authority. Fees submitted under the framework are treated as commercially confidential and are not published to support fair competition and enable providers to offer their best prices through call off with competitions. Please submit the call off with competition's preferred bidder's prices to enable the due diligence to be carried out ahead of a supplier's award via email to [frameworks@eoecph.nhs.uk](mailto:frameworks@eoecph.nhs.uk).
- ✓ Local specifications should include the bespoke requirements and needs of a Contracting authorities but must be in-scope of the overarching framework. Technical questions should also be relevant to the service required and where appropriate, questions that are deemed as 'Conditions of Participation' can be included when call off with competition is carried out.
- ✓ Please ensure you provide sufficient information to enable the suppliers to respond to your call off with competition.
- ✓ Insurance documents and financial standing for all suppliers is checked annually. Please get in touch via email [frameworks@eoecph.nhs.uk](mailto:frameworks@eoecph.nhs.uk) to confirm when the insurance documents and financial standing was last checked. We advise doing this prior to award of your contract.

**This Hub framework is managed by the Procurement, Assurance and Compliance team. If you have any queries concerning the framework or competition requirements, please contact them via email at [frameworks@eoecph.nhs.uk](mailto:frameworks@eoecph.nhs.uk). We aim to respond to all queries within two working days of receipt.**

# PROCUREMENT PROCESS

## CALL OFF WITH COMPETITION AND CALL OFF WITHOUT COMPETITION

### ORDER CODE

Contracting authorities must obtain a unique order code after calling off from the framework. This code must be quoted on all correspondence, commercial documents and contractual paperwork issued to the supplier.

### CALL OFF WITH COMPETITION

Call off with competition is the preferred procurement route as it provides transparency and helps ensure best value for money.

#### Process:

- ✓ The contracting authority publishes a service specification for the call off with competition.
- ✓ All eligible suppliers must be invited to submit a response.
- ✓ Responses are evaluated using the criteria set out in the call off with competition documents.
- ✓ The Hub provides governance and assurance on day rates and contract costs submitted as part of the competition.
- ✓ When a contract is awarded and both parties have signed the call-off order, the contracting authority obtains an order code from their procurement support supplier or from the Hub.

Contracting authorities may tailor or refine the evaluation criteria when re-opening competition to reflect local priorities.



#### Example:

A call-off competition may include a requirement for a community-based employment support service, alongside a greater emphasis on local partnership working, engagement with target populations, and approaches to measuring social outcomes.

During evaluation, the contracting authority may choose to weigh elements related to collaboration, upskilling and assurance of business objectives and key risks to ensure maximum value from the chosen supplier.

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# PROCUREMENT PROCESS

The call off with competition documents include drafting notes “DN [TEXT ENTERED BY WAY OF INFORMATION]”. These are to be deleted as you complete the tender with your local bespoke needs and should not to be left in at the point you issue the call off with competition to suppliers.

## CALL OFF WITHOUT COMPETITION

Call off without competition without call off with competition is permissible where the contracting authority can clearly demonstrate best value for money from a single supplier.

This may be evidenced through:

- ✓ Framework information
- ✓ Alignment with outcome-focused specification
- ✓ Supplier websites
- ✓ Market intelligence
- ✓ Other credible sources of information

Call off without competition should only be used when the requirement and the market make the selection of the supplier clear and justified.

While supplier pricing remains commercial-in-confidence and is not published in framework documentation, it is available on request to support contracting decisions.

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# NOTICES FOR AWARDING CALL-OFF CONTRACTS

| Call-off with or without competition                                          |                                                                                                                                               |
|-------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| Notice                                                                        | Timeframe                                                                                                                                     |
| UK6: Contract Award Notice                                                    | At least 8 working days prior to the desired contract signature date - voluntary 8 working day standstill prior to entering into the contract |
| UK7: Contract Details Notice                                                  | Within 30 days of contract signature date                                                                                                     |
| UK12: Procurement Termination Notice (if terminating the procurement process) | As soon as possible after deciding to terminate a procurement process                                                                         |
| UK17: Payments Compliance Notice                                              | Within 30 days of the last day of a reporting period – March and September                                                                    |
| UK8: Contracts Payments Notice                                                | Within 30 days of the last day of the quarter in which the payment was made                                                                   |
| UK9: Contract Performance Notice                                              | KPI reporting – at least once every 12 months during the life of the contract and when terminating                                            |
| UK10: Contract Change Notice                                                  | Before making the contract modification – voluntary 8 working day standstill prior to entering into the change                                |
| UK11: Contract Termination Notice                                             | Within 30 days of the date the contract is terminated                                                                                         |

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# TEMPLATES

Base templates for a call off with competition under this framework are included within the document set. Please ensure all yellow highlighted drafting areas/notes are completed and deleted where necessary prior to publication.

Once the call off with competition process is complete, you should communicate your decisions to suppliers who have submitted bids.

The use of these templates is not mandatory for call off with competitions under this framework and contracting authorities are able to use their own documents.

## CALL OFF WITH COMPETITION (EVALUATION CRITERIA AND TEMPLATE DOCUMENTS)



When a contracting authority wishes to undertake a call off with competition, they have the option to review the evaluation criteria against their local needs and update certain elements as required.

The evaluation criteria can be amended at call off with competition stage and emphasis can be placed onto areas which best reflects the contracting authority's needs or business objectives. Where no special emphasis is needed, the weighting and sub-criteria can remain unchanged.

### GENERIC CALL OFF WITH COMPETITION EVALUATION HEADINGS FOR LOCAL CONTEXT:

|   |              |                                                                                                                                                                 |
|---|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Social value | 20%, or as detailed by the contracting authority                                                                                                                |
|   |              | <ul style="list-style-type: none"> <li>✓ Climate change (framework level)</li> <li>✓ Economic inequality (framework level)</li> </ul>                           |
| 2 | Quality      | 60%, or as detailed by the contracting authority                                                                                                                |
|   |              | <ul style="list-style-type: none"> <li>✓ Approach to local delivery for the contracting authority</li> <li>✓ Planning, transition and implementation</li> </ul> |
| 3 | Commercial   | 20%, or as detailed by the contracting authority                                                                                                                |
|   |              | <ul style="list-style-type: none"> <li>✓ Cost and competitiveness (day rates)</li> </ul>                                                                        |

Contracting authorities have flexibility to adjust the components and weightings under the broad evaluation headings to reflect their local requirements. For example, they may choose to focus heavily on a particular criterion, such as commercial or quality assurance. However, social value must always carry a minimum weighting of 10% in the evaluation to ensure this factor is considered in every procurement.

# TEMPLATES

## CALL-OFF ORDER CONTRACT TERM

Please ensure you use the call-off order contract template and terms and conditions provided in the document set to secure services under this framework for both call off with competition and call off without competition. As noted within the framework agreement, alternative terms and conditions may be used where both parties agree. Examples of some differing terms and conditions can be found within the framework agreement. Where different terms and conditions are utilised, these must be detailed within the order form.



### IMPORTANT NOTE:

Once a call-off contract is signed by both parties, request a unique order code from the Hub. Returning a fully signed call-off order to [frameworks@eoecph.nhs.uk](mailto:frameworks@eoecph.nhs.uk) ensures your contract is officially recognised and allows you to:

- Legally call off services under the framework
- Quote the order code on all correspondence and commercial documents
- Benefit from framework governance and support throughout the contract

## COMPLIANCE AND GOVERNANCE



- ✓ Framework fully compliant with PA 2023
- ✓ Annual verification of supplier insurance and financial standing
- ✓ Hub oversight ensures governance, compliance and protection throughout the procurement process

## FTS NOTICES / REFERENCES

| Notice type             | Reference         | Link                          |
|-------------------------|-------------------|-------------------------------|
| Contract details notice | 2025/S 000-076240 | <a href="#">Find a Tender</a> |

# ETHICAL COMMITMENTS

## MODERN SLAVERY

A modern slavery risk assessment was undertaken at framework level and the overall risk has been assessed as **Medium**.

Modern Slavery considerations for this framework were assessed against the risk characteristics set out within PPN 009. Although the auto-populated risk rating identified the framework as high risk due to the inclusion of health and social work services, a proportionate assessment concluded that a medium risk rating was more appropriate.

This reflected the expectation that the majority of providers would be UK-based VCSEs and SMEs delivering services locally through direct employment models, with limited reliance on complex international supply chains or high-risk goods. Services delivered under the framework are primarily community-based and operate within the UK's regulated health and care environment.

At framework stage, suppliers were required to confirm that they are aware of the risks of modern slavery and committed to taking proportionate steps to prevent exploitation within their organisation and supply chains. This included consideration of measures such as staff awareness, ethical sourcing, and basic internal policies proportionate to organisational size and delivery model.

In addition, all call-off contracts awarded under the framework must use NHS standard terms and conditions for services, which include provisions relating to ethical employment practices, supply chain due diligence, and modern slavery compliance.

Contracting Authorities calling off from this framework should satisfy themselves that the framework-level modern slavery risk assessment remains relevant and proportionate to their individual requirement and undertake any additional due diligence considered necessary at call-off stage. Where appropriate, additional assurance, monitoring, or mitigation measures may be applied during contract delivery, and any material changes in risk should be raised with the framework owner.

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# ETHICAL COMMITMENTS

## SOCIAL VALUE

Social Value has been embedded at framework level in line with PPN 002, with a 20% qualitative weighting applied to the overall quality score, in accordance with government policy and NHS requirements.

The following Social Value outcome was applied to this framework, reflecting the people-centred and often emotionally demanding nature of the services delivered under the framework. The selected outcome recognised the importance of supporting the physical and mental wellbeing of the workforce delivering these services, alongside promoting inclusive and supportive working practices.

### OUTCOME 8A – SUPPORT HEALTH AND WELLBEING IN THE CONTRACT WORKFORCE, INCLUDING PHYSICAL AND MENTAL HEALTH.

**Outcome 8a: Support Health and Wellbeing in the Contract Workforce** has been applied to this framework, with a focus on supporting the physical and mental wellbeing of the workforce delivering services under the framework. This reflects the people-centred and often emotionally demanding nature of the services delivered, including support for vulnerable individuals and communities across a range of health, wellbeing, and social care settings.

Suppliers were required to demonstrate how they would support workforce wellbeing through the delivery of future call-off contracts, including the types of wellbeing initiatives, occupational health support, mental health awareness activities, and inclusive working practices they could implement where relevant and proportionate. This included consideration of how commitments would be monitored, measured, and tailored to local needs, alongside how suppliers would engage with staff, supply chains, and wider stakeholders to support continuous improvement and the reduction of barriers affecting workforce wellbeing and inclusion.

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# ETHICAL COMMITMENTS

## NET ZERO AND CARBON REDUCTION COMMITMENTS

### Net Zero Commitment

Suppliers were required to confirm that their organisation is actively taking steps to reduce greenhouse gas emissions over time and is publicly committed to achieving Net Zero greenhouse gas emissions by 2050 or sooner.

As a result, all awarded suppliers demonstrated an organisational commitment to supporting carbon reduction and longer-term Net Zero objectives proportionate to the nature and scale of their organisation and services.

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- ✓ Contact information for awarded suppliers
- ✓ Contact and support

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# CONTACT INFORMATION FOR AWARDED SUPPLIERS

The contact information for awarded suppliers is available in a separate document: [view the supplier matrix by clicking here](#). Alternatively, copy-paste the below URL into your browser:

<https://eoenhscph.sharepoint.com/:x:/s/FileShare/IQBL7DB5KqmDTat65UTs-fXQAd8gO-urtQEEen0oAw3cv9s?e=XaYgPq>

## The Hub can help Partnership with Purpose

## Contact us

We're here to support you through the entire procurement journey, from guidance to award and beyond. Your goals are our priority, and our frameworks are designed to deliver peace of mind, value and real impact.



[eoecph.nhs.uk](https://eoecph.nhs.uk)



[Hub@eoecph.nhs.uk](mailto:Hub@eoecph.nhs.uk)  
*General enquiries*



[frameworks@eoecph.nhs.uk](mailto:frameworks@eoecph.nhs.uk)  
*Procurement, Assurance and Compliance team*



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