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Contract

Independent Mediation and Disagreement Resolution Services

Hartlepool Borough Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-000314

Procurement identifier (OCID): ocds-h6vhtk-05ff5b

Published 5 January 2026, 1:34pm

Scope

Reference

OPEN05012026123557

Description

Contract for the independent mediation and disagreement resolution services to parents/carers of young people who originate or live in Hartlepool and are either involved in an assessment of needs, have been refused as assessment or are dissatisfied with something within their education, health and care plan (EHCP) following a review.

To enable them to take the matter to tribunal, they must first undertake some form of mediation which is a statutory requirement under the SEND code of Practice 2015. Due to significant changes in the Mediation arena, Chapel are the only remaining provider in this area willing to offer this service (one supplier withdrew in Jul 2022 and previous providers in the years prior).

To ensure we fulfil our contractual obligations we need to ensure we maintain their

services on an ongoing basis, the costs for full cases are between £250-£350, however most only require a certificate at a cost of £50 per case, so its difficult to calculate exact expenditure due to fluctuating take up of the service.

In view of the above this contract falls outside of HBCs Contract Procedure Rules

Contract 1. Independent Mediation and Disagreement Resolution Services

Supplier

- Chapel Mediation

Contract value

- £30,000 excluding VAT
- £36,000 including VAT

Below the relevant threshold

Date signed

30 June 2025

Contract dates

- 1 July 2025 to 30 June 2028

- 3 years

Main procurement category

Services

CPV classifications

- 85310000 - Social work services

Contract locations

- UKC11 - Hartlepool and Stockton-on-Tees

Procedure

Procedure type

Below threshold - without competition

Supplier

Chapel Mediation

St Clare's Chapel, Victoria Road

Barnard Castle, County Durham

DL12 8HR

United Kingdom

Email: suehall113@gmail.com

Region: UKC14 - Durham CC

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Independent Mediation and Disagreement Resolution Services

Contracting authority

Hartlepool Borough Council

- Public Procurement Organisation Number: PTCQ-5564-CHJP

Civic Centre, Victoria Road

Hartlepool

TS24 8AY

United Kingdom

Email: procurement@hartlepool.gov.uk

Region: UKC11 - Hartlepool and Stockton-on-Tees

Organisation type: Public authority - sub-central government