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Contract

Healthwatch Staffordshire

Staffordshire County Council

F20: Modification notice

Notice identifier: 2026/S 000-003625

Procurement identifier (OCID): ocds-h6vhtk-02bb1f

Published 15 January 2026, 4:13pm

Section I: Contracting authority/entity

I.1) Name and addresses

Staffordshire County Council

1 Staffordshire Place, Tipping Street,

Stafford

ST162DH

Contact

Lisa Dobric

Email

lisa.dobric@staffordshire.gov.uk

Telephone

+44 1785278192

Country

United Kingdom

Region code

UKG24 - Staffordshire CC

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.staffordshire.gov.uk

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Healthwatch Staffordshire

Reference number

IA2415

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKG24 - Staffordshire CC

Main site or place of performance

Staffordshire

II.2.4) Description of the procurement at the time of conclusion of the contract:

This Service will support and shape the Staffordshire and Stoke-on-Trent Integrated Care System (ICS), the Health and Wellbeing Board and wider health and care commissioning priorities by ensuring plans reflect the patient and user voice. In

doing this their role is to closely work with partners to improve the overall quality of health and social care outcomes across Staffordshire.

The Health and Social Care Act 2012 set out duties for all local authorities with social services responsibility to commission and establish a Local Healthwatch.

Local Healthwatch has a seat on the statutory Health and Wellbeing Boards, ensuring that the views and experiences of patients, carers and other service users are taken into account. In addition the Act states local authorities are to provide an

Independent NHS Complaints Advocacy service (ICAS) to people who wish to make a complaint about their experience of a local NHS service.

Healthwatch is not required to be a statutory organisation; however the range of statutory functions that it must deliver include:

- Gather views and experiences of service users and residents and ensure the community voice is strengthened and heard by those who commission, deliver and regulate health and care services.
- Monitor the standard of service provision, including authority to undertake Enter and View visits to health and care providers and report any concerns and/or acknowledge good service practice.
- Provide information and signposting to help people find the right health and care service.
- Work in partnership with the Care Quality Commission (CQC), Healthwatch England and other bodies on national issues.

This will require a provider who can:-

- Deliver 'core' priority functions of community engagement and representation, as well as influencing commissioners and decision makers to improve services, including utilising the statutory Staffordshire Health and Wellbeing Board seat.

- Prepare a focussed delivery plan shaped by the public, alongside Council and ICS strategic priorities .
- Take a collaborative approach with key partners, stakeholders and volunteers to applaud, challenge, question and review in the pursuit of best practice in health and social care, informed by the public's opinion.

Suppliers should register on the Proactis e-tendering system:

<https://supplierlive.proactisp2p.com> and then select this tender opportunity to view and return tender documents.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

48

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2021/S 000-032400](#)

Section V. Award of contract/concession

Contract No

1

Title

Healthwatch Staffordshire

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

15 December 2021

V.2.2) Information about tenders

The contract/concession has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor/concessionaire

Support Staffordshire

Stafford

Country

United Kingdom

NUTS code

- UKG24 - Staffordshire CC

Companies House

08967045

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £609,454.31

Section VI. Complementary information

VI.3) Additional information

The contract end date as been extended by up to 12 months (to end 31st March 2027). The funding level, nature of the contract and the Terms & Conditions wil all remain as they are currently.

An unexpected and unforeseen national change in Central Government direction as been announced. This will change the statutory requirements for the County Council's commissioning of the contract, however the legislative changes to enact this are delayed and timescales will go beyond the current existing end contract date of 31 March 2026.

VI.4) Procedures for review

VI.4.1) Review body

Staffordshire County Council

Stafford

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85000000 - Health and social work services

VII.1.3) Place of performance

NUTS code

- UKG24 - Staffordshire CC

VII.1.4) Description of the procurement:

The Council has commissioned a Healthwatch Staffordshire Service.

The Provider will ensure there is an independent consumer champion for health and social care services in Staffordshire, engaging with residents and influencing

commissioning, with the aim of improving the overall quality of health and social care provision.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

12

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£205,000

VII.1.7) Name and address of the contractor/concessionaire

Support Staffordshire

Stafford

Country

United Kingdom

NUTS code

- UKG24 - Staffordshire CC

Companies House

08967045

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Extension of contract period and value.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

Modification - extension of the contract end date by up to 12 months to end 31st March 2027. The funding level, nature of the contract and the Terms & Conditions will all remain as they are currently.

Justification- An unexpected and unforeseen national change in Central Government direction was announced. This will change the statutory requirements for the County Council's commissioning of the contract, however the legislative changes to enact this are delayed and timescales will go beyond the current existing end contract date of 31 March 2026.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £820,000

Total contract value after the modifications

Value excluding VAT: £1,025,000