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Award

Mental Wellbeing Support Helpline 2026

Torbay Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-015208

Procurement identifier (OCID): ocds-h6vhtk-065817

Published 19 February 2026, 12:52pm

Scope

Reference

PUB24028

Description

An Expression of Interest process preceded this opportunity. The EOI was advertised via a UK2 Preliminary Market Engagement Notice. As advised within the EOI, only those Applicants who completed and submitted an Expression of Interest document were invited to take part in this opportunity.

The Council is seeking a supplier who can provide timely, needs-based, person-centred, and trauma-informed mental wellbeing support to Torbay residents, who seek help via the Torbay Community Helpline from 31 July 2026 to 30 July 2028. This is not a new service and therefore any provider must have the capability and capacity to transfer both the functions and the staff (via TUPE transfer) for the 01 April 2026 should this be required. This procurement follows on from the recent Expression of Interest process, and includes only those Providers who expressed their interest and completed and submitted an Expression of Interest document, during October 2025.

Contract 1

Supplier

- AGE UK TORBAY

Contract value

- £654,732 excluding VAT
- £785,679 including VAT

Below the relevant threshold

Award decision date

18 February 2026

Earliest date the contract will be signed

12 March 2026

Contract dates (estimated)

- 31 July 2026 to 30 July 2028
- Possible extension to 30 July 2030

- 4 years

Description of possible extension:

The Contract may be extended for a period of up to two (2) further year(s), subject to termination clauses within Terms and Conditions of Contract

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKK42 - Torbay

Information about tenders

- 2 tenders received
- 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 1 supplier unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Below threshold - limited competition

Special regime

Light touch

Supplier

AGE UK TORBAY

- Companies House: 04046684
- Public Procurement Organisation Number: PNYR-4177-QRBM

12 Dendy Road

Paignton

TQ4 5DB

United Kingdom

Email: helen@ageuktorbay.org.uk

Website: <http://www.ageuktorbay.org.uk>

Region: UKK42 - Torbay

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Torbay Council

- Public Procurement Organisation Number: PXLG-3144-TYMJ

Town Hall

Torquay

TQ1 3DR

United Kingdom

Contact name: Commercial Services

Telephone: +441803201201

Email: commercial.services@torbay.gov.uk

Region: UKK42 - Torbay

Organisation type: Public authority - sub-central government