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Contract

## **Mental Wellbeing Support Helpline 2026**

Torbay Council

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

Notice identifier: 2026/S 000-021221

Procurement identifier (OCID): ocds-h6vhtk-065817 ([view related notices](#))

Published 10 March 2026, 10:39am

### **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.

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## **Contract 1. Mental Wellbeing Support Helpline 2026**

### **Supplier**

- AGE UK TORBAY

### **Contract value**

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

Below the relevant threshold

### **Date signed**

10 March 2026

### **Contract dates**

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

Description of possible extension:

Possible extension to 30 July 2030.

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

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## **Procedure**

### **Procedure type**

Below threshold - limited competition

### **Special regime**

Light touch

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## Supplier

### **AGE UK TORBAY**

- Public Procurement Organisation Number: PNYR-4177-QRBM

12 Dendy Road

Paignton

TQ4 5DB

United Kingdom

Telephone: +441803 555181

Email: [helen@ageuktorbay.org.uk](mailto:helen@ageuktorbay.org.uk)

Region: UKK42 - Torbay

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Mental Wellbeing Support Helpline 2026

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## Contracting authority

**Torbay Council**

- Public Procurement Organisation Number: PXLG-3144-TYMJ

Torbay Council Town Hall

Torquay

TQ1 3DR

United Kingdom

Contact name: Commercial Services

Telephone: +44 1803201201

Email: [commercial.services@torbay.gov.uk](mailto:commercial.services@torbay.gov.uk)

Website: <http://www.torbay.gov.uk/>

Region: UKK42 - Torbay

Organisation type: Public authority - sub-central government