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Award

Integrated Mediation and Disagreement Resolution For Young People and Parents and Carers of Children with Special Educational Needs and/or Disabilities

Norfolk County Council

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

Notice identifier: 2025/S 000-034792

Procurement identifier (OCID): ocds-h6vhtk-0503a6 ([view related notices](#))

Published 24 June 2025, 3:23pm

Scope

Reference

NCCT43111

Description

Norfolk County council is looking to award a contract for the provision of SEND Mediation and Disagreement Resolution. The Children and Families Act 2014 requires Mediation and Disagreement Resolution (MDR) services to be put in place by Local Authorities and health commissioners.

Disagreement Resolution and Mediation is a voluntary, private and confidential process. The aim is to bring people together in a facilitated way to find solutions to their disagreements.

It can save time and pressure for all involved and it can help re-build relationships that have broken down. Early resolution of disagreements benefits children, young people,

parents, carers, institutions, and professionals' party to the disagreement.

- Mediation focuses on elements of an Education Health and Care Plan (EHCP) in education, social care, or health. It is used at various stages of the process and is specifically linked to decisions about EHCP needs assessments and plans.

- Disagreement Resolution focuses on any element of SEND provision, not just those who are being assessed for (or have) an EHCP.

All those who bids were assessed have been issued with assessment summaries as per the Procurement Act 2023 section 50(3). These were issued on 24 June 2025.

Contract 1. Integrated Mediation and Disagreement Resolution For Young People and Parents and Carers of Children with Special Educational Needs and/or Disabilities

Supplier

- Anglia Care Trust

Contract value

- £600,000 excluding VAT
- £720,000 including VAT

Above the relevant threshold

Award decision date

24 June 2025

Date assessment summaries were sent to tenderers

24 June 2025

Standstill period

- End: 4 July 2025
- 9 working days

Earliest date the contract will be signed

7 July 2025

Contract dates (estimated)

- 1 September 2025 to 31 August 2028
- 3 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKH15 - Norwich and East Norfolk
 - UKH16 - North and West Norfolk
 - UKH17 - Breckland and South Norfolk
-

Information about tenders

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

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Anglia Care Trust

- Companies House: 2223103
- Charity Commission (England and Wales): 299049

8 The Square Martlesham Heath

Ipswich

IP5 3SL

United Kingdom

Email: admin@angliacaretrust.org.uk

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

Region: UKH14 - Suffolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Integrated Mediation and Disagreement Resolution For Young People and Parents and Carers of Children with Special Educational Needs and/or Disabilities

Contracting authority

Norfolk County Council

- Public Procurement Organisation Number: PDYH-3246-XWTR

County Hall, Martineau Lane

Norwich

NR1 2DH

United Kingdom

Email: sourcingteam@norfolk.gov.uk

Region: UKH15 - Norwich and East Norfolk

Organisation type: Public authority - sub-central government