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Contract

Local Healthwatch Service in Hillingdon

London Borough of Hillingdon

F03: Contract award notice

Notice identifier: 2025/S 000-049905

Procurement identifier (OCID): ocds-h6vhtk-04deb1

Published 19 August 2025, 3:36pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Hillingdon

Civic Centre

Uxbridge

UB8 1UW

Email

rverma@hillington.gov.uk

Country

United Kingdom

Region code

UK174 - Harrow and Hillingdon

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

www.hillingdon.gov.uk

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Local Healthwatch Service in Hillingdon

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Hillingdon awards a contract with a Service Provider who will deliver the statutory functions of a local Healthwatch. The contract is intended to deliver the Council's statutory obligation to ensure that there continues to be a local Healthwatch in the borough.

As set out in Hillingdon's statutory 2022 - 2025 Joint Health and Wellbeing Strategy, the Council and its health and care partners seeks to improve the health and wellbeing of all our residents and to reduce disparities in health and care across our communities.

The Healthwatch Service has a vital role to assist local health and social care

commissioners and providers, and community stakeholders, by providing feedback, research and information about the views and experiences of local residents of using health and social care services to raise standards of service provision.

The local Healthwatch contract will be for a period of five years with the option to extend for up to three further years, i.e., a maximum of eight years.

The Council is seeking a Service Provider who will undertake the role of an independent consumer champion for the wider public and people using health and social care services, or who may use these services, including unpaid carers.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £992,970

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI74 - Harrow and Hillingdon

II.2.4) Description of the procurement

The London Borough of Hillingdon awards a contract with a Service Provider who will deliver the statutory functions of a local Healthwatch. The contract is intended to deliver the Council's statutory obligation to ensure that there continues to be a local Healthwatch in the borough.

As set out in Hillingdon's statutory 2022 - 2025 Joint Health and Wellbeing Strategy, the Council and its health and care partners seeks to improve the health and wellbeing of all our residents and to reduce disparities in health and care across our communities.

The Healthwatch Service has a vital role to assist local health and social care commissioners and providers, and community stakeholders, by providing feedback, research and information about the views and experiences of local residents of using health and social care services to raise standards of service provision.

The local Healthwatch contract will be for a period of five years with the option to extend for up to three further years, i.e., a maximum of eight years.

The Council is seeking a Service Provider who will undertake the role of an independent consumer champion for the wider public and people using health and social care services, or who may use these services, including unpaid carers.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 80

Price - Weighting: 20

II.2.11) Information about options

Options: Yes

Description of options

Three year extension

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-004946](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

9 July 2025

V.2.2) Information about tenders

Number of tenders received: 5

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

V.2.3) Name and address of the contractor

Your Voice in Health & Social Care

London

Country

United Kingdom

NUTS code

- UKI74 - Harrow and Hillingdon

Companies House

1154672

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £992,970

Section VI. Complementary information

VI.3) Additional information

The total value of the contract £992,970 (8 years) is for 5 years the initial length of the contract and 3 years of the optional extension period.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom