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Contract

Healthwatch Norfolk

Norfolk County Council

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

Notice identifier: 2025/S 000-050808

Procurement identifier (OCID): ocds-h6vhtk-054dc3 ([view related notices](#))

Published 22 August 2025, 11:17am

Scope

Reference

NCCT43080

Description

The Council has purchased healthwatch services that will place particular emphasis on reaching out to marginalised and vulnerable groups who might face additional challenges in accessing health and social care services. The provider will work with Local Authority to engage with a wide range of communities, including those who are often marginalised or vulnerable. To do this effectively, develop targeted engagement strategies that are tailored to the specific needs and characteristics of different groups.

Contract 1. Healthwatch Norfolk

Supplier

- HEALTHWATCH NORFOLK

Contract value

- £2,220,000 including VAT

Above the relevant threshold

Date signed

20 August 2025

Contract dates

- 1 October 2025 to 30 September 2027
- Possible extension to 30 September 2031
- 6 years

Description of possible extension:

The Contract may be extended by up to 60 months (36 + 24) at the Council's discretion.

Main procurement category

Services

CPV classifications

- 85323000 - Community health services

Contract locations

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

Key performance indicators

Name	Reporting frequency
Engagement, Involvement and Reach	3 months
Leadership and Decision Making	3 months
Influence and Impact	3 months
General	3 months
Collaboration	3 months
People	3 months

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Supplier

HEALTHWATCH NORFOLK

- Companies House: 08366440
- Public Procurement Organisation Number: PQYP-4165-CXNR

Suite 6 The Old Dairy Elm Farm

Wymondham

NR18 0SW

United Kingdom

Email: enquiries@healthwatchnorfolk.co.uk

Website: <https://healthwatchnorfolk.co.uk/>

Region: UKH17 - Breckland and South Norfolk

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Healthwatch Norfolk

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