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Contract

Independent Mediation Service for Education Health and Care Assessments and Reviews and Disagreement Resolution Service for SEND.

Durham County Council

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

Notice identifier: 2025/S 000-066948

Procurement identifier (OCID): ocds-h6vhtk-059447 ([view related notices](#))

Published 21 October 2025, 9:09am

Scope

Reference

002499

Description

This contract is for Independent Mediation Service for Education, Health and Care Assessments and Reviews and Disagreement Resolution Service for Special Education Needs and/or Disabilities (SEND). Durham County Council is looking for a single provider to deliver this service.

It is a requirement of the Special Educational Needs and Disabilities (SEND) Code of Practice: 0 to 25 years that all local authorities must have in place a mediation information and advice service which is independent of the local authority. This service will offer independent mediation to families and will provide an opportunity to resolve issues linked to requests for an Education, Health and Care Assessment and the outcome of

Education, Health and Care (EHC) Plan Assessments / Reviews prior to families lodging an appeal with a Tribunal.

Contract 1

Supplier

- WHY MEDIATE LIMITED

Contract value

- £250,000 excluding VAT
- £300,000 including VAT

Below the relevant threshold

Date signed

17 October 2025

Contract dates

- 20 October 2025 to 19 October 2027
- Possible extension to 19 October 2030
- 5 years

Description of possible extension:

The options to extend for up to three periods of up to twelve months each from the contract end date.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The contract has a potential to be increased due to demand.

Any consequences of the White paper that is due to be released in Autumn 2025 that may have impact.

CPV classifications

- 80000000 - Education and training services
- 85000000 - Health and social work services

Contract locations

- UKC14 - Durham CC

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Supplier

WHY MEDIATE LIMITED

- Companies House: 09148466
- Public Procurement Organisation Number: PXDC-1269-PQCL

Enterprise House The Courtyard

Bromborough

CH62 4UE

United Kingdom

Email: help@mediatelegal.co.uk

Website: <http://www.mediatelegal.co.uk>

Region: UKD74 - Wirral

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: corporate.procurement@durham.gov.uk

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

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government