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Award

Local Healthwatch Services for East Berkshire

Slough Borough Council
The Royal Borough of Windsor and Maidenhead
Bracknell Forest Council

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

Notice identifier: 2025/S 000-071607

Procurement identifier (OCID): ocids-h6vhtk-0545af ([view related notices](#))

Published 6 November 2025, 12:41pm

Scope

Reference

SBC 038472

Description

Slough Borough Council, Royal Borough of Windsor and Maidenhead and Bracknell Forest Council (East Berkshire) are tendering for a provision of a Local Healthwatch Service for East Berkshire.

The service will cover all three local authority areas under a partnership arrangement with Slough Borough Council being the lead contracting authority. Local authorities have a statutory duty to commission a local Healthwatch service (LHW), under the Health and Social Care Act 2012, the statutory activities are: to undertake, such as gathering local views and making these known to providers and commissioners, monitoring and scrutinising the quality of provision of local services, and a seat on the local health and wellbeing board. The requirement for local authorities who commission Adult Social Care services to commission a local Healthwatch that is independent of the Local Authority.

This service will be carrying out the statutory duties that a Healthwatch services provides. Local Healthwatch Service (LHW) is the independent consumer champion for health and social care on the local level. It:

- Represents the collective voice of residents, patients, carers and the public (including children and young people) to commissioners, service providers and local politicians
- Acts as a focal point for the local community to have a voice in the commissioning and provision of health and social care
- Provides opportunities for local people of all ages to influence decisions being made about their services, across the NHS and social care.

Slough, the Royal Borough of Windsor and Maidenhead (RBWM) and Bracknell Forest are unitary authorities in Berkshire, South East England, at the heart of the Thames Valley. These three unitary authorities are located within the Frimley Integrated Care System (ICS).

The contract duration will be for three years with an option to extend for one + one year(s) (3+1+1). It is anticipated that the contract will commence on 1 January 2026.

A PIN was placed on 21 February 2024 reference: Notice identifier: 2025/S 000-006548

Contract 1. Local Healthwatch Services for East Berkshire

Supplier

- [Help and Care](#)

Contract value

- £895,000 excluding VAT
- £1,074,000 including VAT

Above the relevant threshold

Award decision date

5 November 2025

Date assessment summaries were sent to tenderers

6 November 2025

Standstill period

- End: 17 November 2025
- 8 working days

Earliest date the contract will be signed

17 December 2025

Contract dates (estimated)

- 1 January 2026 to 31 December 2028
- Possible extension to 31 December 2030
- 5 years

Description of possible extension:

The contract can be extended for one + one year(s).

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Information about tenders

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

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Help and Care

- Public Procurement Organisation Number: PTVH-7358-DLDX

Unit A49, Aerodrome Studios, 2-8 Airfield Way

Christchurch

BH23 3TS

United Kingdom

Email: ExecutiveManagementTeam@helpandcare.org.uk

Region: UKK24 - Bournemouth, Christchurch and Poole

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Local Healthwatch Services for East Berkshire

Contracting authorities

Slough Borough Council

- Public Procurement Organisation Number: PMLW-2634-YYNX

Observatory House, 25 Windsor Road

Slough

SL1 2EL

United Kingdom

Email: SBCProcurement@slough.gov.uk

Region: UKJ11 - Berkshire

Organisation type: Public authority - sub-central government

The Royal Borough of Windsor and Maidenhead

- Public Procurement Organisation Number: PJQM-1124-QDHW

St Ives Road

Maidenhead

SL6 1RF

United Kingdom

Email: sbcprocurement@slough.gov.uk

Region: UKJ11 - Berkshire

Organisation type: Public authority - sub-central government

Bracknell Forest Council

- Public Procurement Organisation Number: PJMT-6544-CVZD

Time Square, Market Street

Bracknell

RG12 1JD

United Kingdom

Email: sbcprocurement@slough.gov.uk

Region: UKJ11 - Berkshire

Organisation type: Public authority - sub-central government

Contact organisation

Contact [Slough Borough Council](#) for any enquiries.