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Contract

## **Establishment and Management of Water Industry Consumer Panels in England and Wales**

Consumer Council for Water

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

Notice identifier: 2025/S 000-072154

Procurement identifier (OCID): ocds-h6vhtk-0506ed ([view related notices](#))

Published 7 November 2025, 3:52pm

### **Scope**

### **Reference**

25-009

### **Description**

CCW intends to appoint a Supplier to establish, manage and operate 16 independent water industry consumer panels across England and Wales; one panel for each water company in accordance with the Water (Special Measures) Act 2025 . These panels will consist of domestic water and wastewater consumers. They will be used to provide regular feedback on the performance of water companies and other issues of concern to water consumers such as value for money, billing, environmental concerns and support for vulnerable consumers. The panels will engender an understanding of consumer's views on issues of concern to domestic water consumers and identify service improvements consumers want from water companies.

## **Contract 1. Establishment Management and Operation of Water Industry Consumer Panels**

### **Supplier**

- TAYLOR MCKENZIE RESEARCH & MARKETING LTD.

### **Contract value**

- £799,132 excluding VAT
- £998,956 including VAT

Above the relevant threshold

### **Date signed**

1 October 2025

### **Contract dates**

- 1 October 2025 to 30 September 2029
- 4 years

### **Main procurement category**

Services

## CPV classifications

- 73110000 - Research services

## Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)
- UKL - Wales

## Key performance indicators

<b>Name</b>	<b>Description</b>	<b>Reporting frequency</b>
Sample Recruited	The number of people on each panel at panel launch	3 months
Broadly representative sample for England and Wales	Balanced and proportionate number of demographics and incomes across England and Wales	3 months

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<b>Name</b>	<b>Description</b>	<b>Reporting frequency</b>
Social Value - Inclusive recruitment and representation of panel members & diversity of panel.	Percentage of panel participants from typically hard to reach, under-represented or vulnerable groups (e.g., low-income households, ethnic minorities, rural communities, individuals with limiting health conditions, or in transitional circumstances which make them more sensitive to service disruption) across each panel area.	3 months
Participation rate - numbers	The number who take part in activities per panel	3 months
Participation rate - diversity	he number in typically hard to reach/under-represented groups who take part in activities per panel	3 months
Accountability experience	The % who feel accountability experience is worthwhile	3 months

## **Signed contract documents**

[01a\\_Mid-Tier \(Award Form\) TMck signed .pdf](#)

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## **Submission**

### **Submission type**

Tenders

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## **Other information**

## Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Competitive flexible procedure

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## Supplier

### **TAYLOR MCKENZIE RESEARCH & MARKETING LTD.**

- Companies House: SC210656
- Public Procurement Organisation Number: PXVG-6713-YPLT

1st Floor 82 West Nile Street

Glasgow

G1 2QH

United Kingdom

Email: [tender@taylormckenzie.co.uk](mailto:tender@taylormckenzie.co.uk)

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

Region: UKM82 - Glasgow City

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Establishment Management and Operation of Water Industry Consumer Panels

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## **Contracting authority**

### **Consumer Council for Water**

- Public Procurement Organisation Number: PCLM-3677-JYML

23 Stephenson Street

Birmingham

B2 4BH

United Kingdom

Contact name: Chris

Email: [procurement@ccwater.org.uk](mailto:procurement@ccwater.org.uk)

Website: <https://www.ccw.org.uk/>

Region: UKG31 - Birmingham

Organisation type: Public authority - central government