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Planning

Mediation, Disagreement & Resolution Services

Cumberland Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-072999

Procurement identifier (OCID): ocds-h6vhtk-05df23 ([view related notices](#))

Published 12 November 2025, 8:31am

Scope

Description

Cumberland Council is looking to recommission its Mediation, Disagreement & Resolution Services, to begin in April 2026. We are keen to engage with as many organisations as possible who may be able to provide this service.

The Authority is commissioning a Provider to offer a Mediation and Disagreement Resolution Service. The Service Provider will be required to deliver mediation services to eligible parents/carers and young people.

These services are designed to help parents/carers and young people resolve disagreements regarding Education, Health and Care needs assessments (EHC), plans and provision.

Eligible service users include the parents/carers of children with SEND who reside in Cumberland, who have been referred to the service by the Authority and young people with SEND who are beyond post-compulsory education, but are still accessing education, who reside in Cumberland and have been referred to the service by the Authority.

There will be an engagement session held on November 25th at 13:00pm via Teams.

Total value (estimated)

- £200,000 excluding VAT
- £240,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Main procurement category

Services

CPV classifications

- 85300000 - Social work and related services

Contract locations

- UKD1 - Cumbria

Engagement

Engagement deadline

25 November 2025

Engagement process description

We are inviting all interested organisations to attend this session on the 25th November 2025 at 13:00pm via Microsoft Teams, where there will be representatives from the Children and Family Wellbeing and Strategic Commissioning Teams.

The agenda for the event will include:

- A short presentation
- A Q&A session

Please register your interest on the Chest and complete and return the document attached to the notice.

The Tender for the Contract is expected to be advertised towards the end of November/beginning of December, via the Chest Procurement Portal www.the-chest.org.uk

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Procedure

Special regime

Light touch

Contracting authority

Cumberland Council

- Public Procurement Organisation Number: PJGX-9191-DYLV

Cumbria House, 107-117 Botchergate

Carlisle

CA1 1RD

United Kingdom

Email: peopleprocurement@cumberland.gov.uk

Region: UKD12 - East Cumbria

Organisation type: Public authority - sub-central government