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Contract

Healthwatch Wakefield

The Council of the City of Wakefield

F03: Contract award notice

Notice identifier: 2025/S 000-074434

Procurement identifier (OCID): ocds-h6vhtk-04d3fc

Published 17 November 2025, 2:37pm

Section I: Contracting authority

I.1) Name and addresses

The Council of the City of Wakefield

Wood Street

Wakefield

WF12HQ

Contact

Cloe Cunniff

Email

ccunniff@wakefield.gov.uk

Country

United Kingdom

Region code

UKE45 - Wakefield

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

<https://www.wakefield.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Healthwatch Wakefield

Reference number

95816

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Healthwatch Wakefield is a statutory service which influences and shapes the improvement of Health and Social Care services in Wakefield district or accessed by Wakefield district residents. It follows national standards set by Healthwatch England and is designed to empower local people to influence services. It promotes greater patient and public involvement by actively encouraging participation from residents, particularly seldom heard and under-represented groups such as young people and those facing health inequalities, to ensure diverse voices are represented. Additionally, it strengthens the role of the public in the commissioning, delivery, and scrutiny of local services.

The service will also provide a Wakefield Independent Health Complaints Advocacy Service; a free, independent, and impartial service. The core purpose of the Independent Health Complaints Advocacy Service is to ensure that people who use local NHS services have access to the support they need to clarify and articulate their concerns, to navigate the complaints process and to pursue a resolution to the satisfaction of the people using services or the exhaustion of the process. The Service will play no role in relation to matters where a complainant determines to resort to direct legal action other than appropriate signposting.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £295,305

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKE45 - Wakefield

II.2.4) Description of the procurement

The process undertaken for the procurement of the Healthwatch Wakefield service was an Open Competitive Light Touch Regime Procedure under CPR 2015.

The objective of the procurement process was to appoint a single supplier to provide the Healthwatch Wakefield Service. The Healthwatch Wakefield service will also signpost local people with any complaints they may wish to progress in relation to Social Care and/or an NHS service provision to the Wakefield Independent Health Complaints Advocacy Service, which will be provided under the umbrella of the Healthwatch Wakefield Service.

The contract will commence 1st October 2025 with an initial term of 3 years; therefore the expiry date will be 30 September 2028. The Council may extend the Contract by up to a further 7 years, making the final possible expiry date 30 September 2035

II.2.5) Award criteria

Quality criterion - Name: Quality including cost criterion / Weighting: 90

Quality criterion - Name: Social Value / Weighting: 10

Cost criterion - Name: Cost Breakdown / Weighting: 5

II.2.11) Information about options

Options: Yes

Description of options

The Council may extend the Contract by up to a further 7 years, making the final possible expiry date 30 September 2035.

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2025/S 000-005351](#)

Section V. Award of contract

Contract No

95816

Title

Healthwatch Wakefield

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2025

V.2.2) Information about tenders

Number of tenders received: 2

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Healthwatch Wakefield Ltd

Healthwatch Wakefield, The Plex, 15 Margaret St

Wakefield

WF1 2DQ

Country

United Kingdom

NUTS code

- UKE45 - Wakefield

Companies House

09907848

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £295,305

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Wakefield Council

Wakefield

Country

United Kingdom