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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](mailto: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

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## **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.

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## **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](#)

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## **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

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

Wakefield Council

Wakefield

Country

United Kingdom