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Contract

## **Devon ICB- Waiting Well Service**

NHS DEVON INTEGRATED CARE BOARD

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

Notice identifier: 2025/S 000-079961

Procurement identifier (OCID): ocds-h6vhtk-05ef3f

Published 5 December 2025, 8:34am

## **Scope**

## **Description**

The Waiting Well service provides non-clinical support to long waiting patients who are on waiting lists for elective care. Living Options Devon (LOD) is the lead organisation delivering this service and has worked in partnership with the Wolseley Trust (Plymouth), Torbay Community Development Trust (Torbay) and DisAbility Cornwall to connect patients who are waiting for elective care to the community support available in their local area. This supports them to maintain their independence and empowers patients to make decisions about their ongoing care and condition.

This service is in scope of section 9 (Light Touch Contracts) of the Procurement Act 2023 and below the Light touch threshold of £663,540.

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## **Contract 1. Devon ICB -Waiting Well Service**

### **Supplier**

- LIVING OPTIONS DEVON/ Disability Together

### **Contract value**

- £292,000 excluding VAT
- £350,400 including VAT

Below the relevant threshold

### **Date signed**

3 October 2025

### **Contract dates**

- 3 October 2025 to 30 March 2026
- Possible extension to 31 March 2027
- 1 year, 5 months, 29 days

Description of possible extension:

The contract may be extended for up to 12 months at the commissioner's discretion.

### **Main procurement category**

Services

## **CPV classifications**

- 85000000 - Health and social work services

## **Contract locations**

- UKK4 - Devon

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## **Procedure**

### **Procedure type**

Below threshold - without competition

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### **Special regime**

Light touch

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## **Supplier**

### **LIVING OPTIONS DEVON/ Disability Together**

- Companies House: 04925281
- Public Procurement Organisation Number: PXPG-8949-PHDN

Units 3-4 Cranmere Court

Exeter

EX2 8PW

United Kingdom

Email: [info@livingoptions.org](mailto:info@livingoptions.org)

Region: UKK43 - Devon CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 1. Devon ICB -Waiting Well Service

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## Contracting authority

### NHS DEVON INTEGRATED CARE BOARD

- NHS Organisation Data Service: QJK
- Public Procurement Organisation Number: PRDC-6266-CBRR

Aperture House, Pynes Hill, Rydon Lane,

Exeter

EX2 5AZ

United Kingdom

Email: [scwcsu.scwprocurement.devon@nhs.net](mailto:scwcsu.scwprocurement.devon@nhs.net)

Region: UKK43 - Devon CC

Organisation type: Public authority - central government

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## Other organisation

These organisations are carrying out the procurement, or part of it, on behalf of the contracting authorities.

### **NHS South Central and West**

Summary of their role in this procurement: Procurement support

- Public Procurement Organisation Number: PHHN-4869-JZWV

Omega House

Eastleigh

SO50 5PB

United Kingdom

Email: [scwcsu.scwprocurement.devon@nhs.net](mailto:scwcsu.scwprocurement.devon@nhs.net)

Region: UKJ35 - South Hampshire

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## Contact organisation

Contact NHS South Central and West for any enquiries.