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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.

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

Procedure

Procedure type

Below threshold - without competition

Special regime

Light touch

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

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

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

Region: UKK43 - Devon CC

Organisation type: Public authority - central government

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-JZVV

Omega House

Eastleigh

SO50 5PB

United Kingdom

Email: scwcsu.scwprocurement.devon@nhs.net

Region: UKJ35 - South Hampshire

Contact organisation

Contact NHS South Central and West for any enquiries.