

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/001541-2026>

Award

The Provision of Income Maximisation Service for unpaid Carers

Surrey County Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-001541

Procurement identifier (OCID): ocds-h6vhtk-05d7c6 ([view related notices](#))

Published 8 January 2026, 3:09pm

Scope

Reference

13306

Description

The financial burden of caring is recognised as a priority for unpaid carers and has been widely reported nationally.

This service aims to:

- Ensure unpaid carers receive the financial support they need to continue their vital role without facing undue financial hardship.
- To improve the customer journey and satisfaction with social care interventions and support.

The Income Maximisation service will support Carers to identify and access the financial support they are entitled to. By guiding Carers to the financial resources and entitlements

available to them, the service will play a crucial role in reducing financial stress for the whole family and enhancing carer economic well-being.

The service will provide a well-defined support 'offer', tailored to accommodate the diverse needs of Carers by adapting how advice is delivered. We expect that various methods will be available for Carers to access support, including online solutions to reach more Carers where applicable.

Contract 1

Supplier

- SURREY WELFARE RIGHTS UNIT

Contract value

- £300,000 excluding VAT
- £360,000 including VAT

Below the relevant threshold

Award decision date

8 January 2026

Earliest date the contract will be signed

23 January 2026

Contract dates (estimated)

- 1 February 2026 to 31 January 2028
- 2 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKJ2 - Surrey, East and West Sussex

Information about tenders

- 4 tenders received
- 4 tenders assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts

- 3 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Below threshold - open competition

Special regime

Light touch

Supplier

SURREY WELFARE RIGHTS UNIT

- Companies House: 03335128
- Public Procurement Organisation Number: PWJQ-7411-QWHH

Unit 14a Monument Way East

Surrey

GU21 5LY

United Kingdom

Email: bureau@swru.org

Website: <http://www.swru.org>

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Contract 1

Contracting authority

Surrey County Council

- Public Procurement Organisation Number: PWRH-8974-TNBV

Woodhatch Place, 11 Cockshot Hill

Reigate

RH2 8EF

United Kingdom

Contact name: Andrew Clarke

Email: andrew.clarke@surreycc.gov.uk

Website: <http://www.surreycc.gov.uk>

Region: UKJ26 - East Surrey

Organisation type: Public authority - sub-central government

