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Contract

Warm Homes: local Grant - Customer Journey Support (Additional services)

Staffordshire County Council

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

Notice identifier: 2026/S 000-005395

Procurement identifier (OCID): ocds-h6vhtk-060b56

Published 21 January 2026, 3:11pm

Scope

Reference

IA3833

Description

The award is to enable the Customer Journey support function to the Government funded Warm Homes: local Grant delivery in Staffordshire. Whilst the delivery of WH:LG (retrofit installation and coordination of insulation and low-carbon heating measures are free to the end user /householder) it is contracted directly by the Council with other providers, the contract for Staffordshire's Customer Journey support is held by the Midlands Net Zero Hub with Community Homes Solutions CIC.

The Direct Award is for the Council to award Additional services beyond the 'core services' MNZH contract with CHS - to allow effective and bespoke local support throughout the customer journey from initial marketing to customer after care over the contract period (December 2025 to end of March 2028).

Contract 1. Warm Homes: local Grant - Customer Journey Support (Additional services)

Supplier

- COMMUNITY HOME SOLUTIONS LIMITED

Contract value

- £167,319.50 excluding VAT
- £200,783.40 including VAT

Below the relevant threshold

Date signed

16 December 2025

Contract dates

- 16 December 2025 to 31 March 2028
- 2 years, 3 months, 16 days

Main procurement category

Services

CPV classifications

- 71314300 - Energy-efficiency consultancy services

Contract locations

- UKG2 - Shropshire and Staffordshire

Procedure

Procedure type

Below threshold - without competition

Supplier

COMMUNITY HOME SOLUTIONS LIMITED

- Companies House: 12949477
- Public Procurement Organisation Number: PMQR-3825-DLPD

Oaktree House 2 Phoenix Place

Nottingham

NG8 6BA

United Kingdom

Email: info@communityhomesolutions.co.uk

Website: <https://www.communityhomesolutions.co.uk/>

Region: UKF14 - Nottingham

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): No

Contract 1. Warm Homes: local Grant - Customer Journey Support (Additional services)

Contracting authority

Staffordshire County Council

- Public Procurement Organisation Number: PZDG-2995-QQMD

1 Staffordshire Place, Tipping Street,

Stafford

ST16 2DH

United Kingdom

Email: laura.kendall@staffordshire.gov.uk

Website: <https://www.staffordshire.gov.uk>

Region: UKG24 - Staffordshire CC

Organisation type: Public authority - sub-central government