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Tender

Framework for Family Support Hours in the London Borough of Waltham Forest

London Borough of Waltham Forest

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2026/S 000-006283

Procurement identifier (OCID): ocids-h6vhtk-060d91

Published 23 January 2026, 3:02pm

Scope

Description

LB Waltham Forest is commissioning an Open Framework for family support service to provide support and interventions to children and families in their own homes or other designated settings. Family Support Workers will help build relationships, increase wellbeing, improve outcomes, provide practical help and deliver interventions to increase parenting skills and more generally bridge the gap of support between families and statutory services. They are a flexible resource that the council can deploy to support children and families.

The service will provide bespoke intervention support packages, using a flexible whole family approach that focuses on turning lives around and creating positive outcomes for Children in Need, Children in Care, Children with a Disability and Children subject to a Child Protection Plan.

Commercial tool

Establishes an open framework

A series of frameworks with substantially the same terms. Awarded suppliers are carried over and new suppliers can bid.

Total value (estimated)

- £4,000,000 excluding VAT
- £4,000,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 31 March 2030
- 4 years

Description of possible extension:

The duration of the contract will be for an initial period from the 1st April 2026 to 31st March 2028. The Authority reserves the right to extend the contract for a further 24 months from 1st April 2028 to 31st March 2030.

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKI53 - Redbridge and Waltham Forest

Framework

Open framework scheme end date (estimated)

31 March 2030

Maximum number of suppliers

Unlimited

Maximum percentage fee charged to suppliers

0%

Further information about fees

n/a

Framework operation description

The Open Framework Agreement will be operational for a period of 4 years from 1st April 2026 to 31st March 2030. Providers will be able to apply to join, or add new services to, the Open Framework Agreement any time during the period. Although the Open Framework Agreement will remain open to applications, this will only be carried out once towards the end of the initial two year period, any new submissions will then be viewed and assessed for entry.

There will be no limit to the number of providers who can join the Open Framework Agreement throughout its duration, however it must be recognised that there are no guaranteed levels of business.

Award method when using the framework

Either with or without competition

Contracting authorities that may use the framework

Establishing party only

Participation

Legal and financial capacity conditions of participation

as per draft Framework T&C's within Tender pack

Technical ability conditions of participation

as per Specification document within Tender pack

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Enquiry deadline

12 February 2026, 5:00pm

Tender submission deadline

23 February 2026, 12:00am

Submission address and any special instructions

www.londontenders.org

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

16 March 2026

Award criteria

Name	Description	Type	Weighting
Price Criteria	The Authority has set a Price fixed rate for children and families supported outreach services. Providers are welcome to submit bids below the maximum capped rate should they choose.		50.00%
Quality Criteria	Staffing - 7.5% Service Quality Delivery Model - 12.5% Safeguarding & Quality Assurance -10% Monitoring & Reporting - 5% Equalities & Climate - 5%		40.00%
Social Value	Social Value Portal to be used to evaluate responses	Quality	10.00%

Other information

Payment terms

as per the Framework T&C's within the tender pack

Description of risks to contract performance

as per the Specification document within the tender pack

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Contracting authority

London Borough of Waltham Forest

- Public Procurement Organisation Number: PPJN-6757-NZZZ

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Region: UKI53 - Redbridge and Waltham Forest

Organisation type: Public authority - sub-central government