

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/010889-2025>

Planning

Friends for Families

Wiltshire Council

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-010889

Procurement identifier (OCID): ocids-h6vhtk-04f7df ([view related notices](#))

Published 24 March 2025, 12:39pm

Scope

Reference

CS2047

Description

Provision of Volunteer Support Programme for Families with Children with SEND Need in Wiltshire

Wiltshire Council has a priority to ensure that families living in Wiltshire get the best start in life, this will be managed by offering early support services.

Wiltshire Council are seeking a Supplier who will offer early volunteer support to families. The Friends for Families service will support children of primary school age who have identified SEND are at risk of suspension or who have been suspended. The child may have behaviours that challenge in the home setting which impact upon their ability to access education.

Families identified will be those without an existing Wiltshire Council keyworker, social

worker, SEND worker or Family Hub Practitioner. Access to the service will be agreed through the identification of need by schools. Identified children, who meet the criteria will be triaged by the Early Help Hub and forwarded to the supplier.

Children, young people and parents/carers will then access the service directly outside of school hours at a convenient time for the families from a volunteer local to the area. This support will take the form of visits and activities with the child.

The Supplier will need to provide the service face to face with young people, where possible, but also use other methods of contact and support - e.g. telephone, video calling

Total value (estimated)

- £296,000 excluding VAT
- £370,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2025 to 1 October 2028
- Possible extension to 1 October 2030
- 5 years, 1 day

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Engagement

Engagement deadline

11 April 2025

Engagement process description

Provision of Volunteer Support Programme for Families with Children with SEND Need in Wiltshire

Wiltshire Council has a priority to ensure that families living in Wiltshire get the best start in life, this will be managed by offering early support services.

Wiltshire Council are seeking a Supplier who will offer early volunteer support to families. The Friends for Families service will support children of primary school age who have identified SEND are at risk of suspension or who have been suspended. The child may have behaviours that challenge in the home setting which impact upon their ability to access education.

Families identified will be those without an existing Wiltshire Council keyworker, social worker, SEND worker or Family Hub Practitioner. Access to the service will be agreed through the identification of need by schools. Identified children, who meet the criteria will be triaged by the Early Help Hub and forwarded to the supplier.

Children, young people and parents/carers will then access the service directly outside of school hours at a convenient time for the families from a volunteer local to the area. This support will take the form of visits and activities with the child.

The Supplier will need to provide the service face to face with young people, where possible, but also use other methods of contact and support - e.g. telephone, video calling

Participation

Particular suitability

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

Contracting authority

Wiltshire Council

- Public Procurement Organisation Number: PDZR-9968-RYYY

County Hall

Trowbridge

BA14 8JN

United Kingdom

Contact name: Mrs Amy Colderick

Telephone: +44 3004560100

Email: Amy.Colderick@wiltshire.gov.uk

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

Region: UKK15 - Wiltshire CC

Organisation type: Public authority - sub-central government