

This is a published notice on the Find a Tender service: <https://www.find-tender.service.gov.uk/Notice/012073-2025>

Contract

Family Support Co-ordinators Service

Stoke-on-Trent City Council

F03: Contract award notice

Notice identifier: 2025/S 000-012073

Procurement identifier (OCID): ocids-h6vhtk-04b538

Published 31 March 2025, 3:56pm

Section I: Contracting authority

I.1) Name and addresses

Stoke-on-Trent City Council

Civic Centre, Glebe Street

Stoke-on-Trent

ST4 1HH

Contact

Mr Chris Conway

Email

christopher.conway@stoke.gov.uk

Telephone

+44 178223

Country

United Kingdom

Region code

UKG23 - Stoke-on-Trent

Internet address(es)

Main address

<https://www.stoke.gov.uk>

Buyer's address

<https://www.stoke.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Family Support Co-ordinators Service

Reference number

DN747258

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Stoke-on-Trent City Council wishes to commission a Family Support Co-ordinators Service

The Family Support Co-ordinator service is a consensual, non-statutory service to families who have support needs below the statutory threshold.

The service will provide advice and support to families in Stoke-on-Trent with support needs below Tier 3 and 4, with the objective of improving inequalities and reducing the incidence of families in crisis who then go on to require intervention from statutory services. The service is being procured as part of the Family Matters programme, a multi agency partnership established in the city to improve outcomes for families and have impact on the numbers of children in care (CIC) and children in need (CIN).

The service will be provided to families within the four area geographies of the city.

The Contract has been divided into the following Lots.

LOT 1 - Family Support Co-ordinator Service - NORTH

LOT 2 - Family Support Co-ordinator Service - CENTRAL

LOT 3 - Family Support Co-ordinator Service - SOUTH EAST

LOT 4 - Family Support Co-ordinator Service - SOUTH WEST

II.1.6) Information about lots

This contract is divided into lots: Yes

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £1,400,000

II.2) Description

II.2.1) Title

Family Support Co-ordinators Service

Lot No

1-4

II.2.2) Additional CPV code(s)

- 85000000 - Health and social work services

II.2.3) Place of performance

NUTS codes

- UKG23 - Stoke-on-Trent

II.2.4) Description of the procurement

Family Support Coordinator's service The Contract has been divided into the following Lots.

LOT 1 - Family Support Co-ordinator Service - NORTH

LOT 2 - Family Support Co-ordinator Service - CENTRAL

LOT 3 - Family Support Co-ordinator Service - SOUTH EAST

LOT 4 - Family Support Co-ordinator Service - SOUTH WEST

II.2.5) Award criteria

Cost criterion - Name: Price / Weighting: 60%

Cost criterion - Name: Quality / Weighting: 40%

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

II.2.14) Additional information

Family Support Coordinator's service The Contract has been divided into the following Lots.

LOT 1 - Family Support Co-ordinator Service - NORTH

LOT 2 - Family Support Co-ordinator Service - CENTRAL

LOT 3 - Family Support Co-ordinator Service - SOUTH EAST

LOT 4 - Family Support Co-ordinator Service - SOUTH WEST

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-036308](#)

Section V. Award of contract

Contract No

CRN PH/2024/399

Lot No

1

Title

LOT 1 - Family Support Co-ordinator Service - NORTH

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Just Family CIC

Stoke-on-Trent

ST6 5RF

Country

United Kingdom

NUTS code

- UKG23 - Stoke-on-Trent

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £100,000

Total value of the contract/lot: £100,000

Section V. Award of contract

Contract No

CRN PH/2024/399

Lot No

2

Title

LOT 2 - Family Support Co-ordinator Service - CENTRAL

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

YMCA North Staffordshire

Stoke-on-Trent

ST1 3AE

Country

United Kingdom

NUTS code

- UKG23 - Stoke-on-Trent

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £98,562

Total value of the contract/lot: £98,562

Section V. Award of contract

Contract No

CRN PH/2024/399

Lot No

3

Title

LOT 3 - Family Support Co-ordinator Service - SOUTH EAST

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

ALICE (RELIEF OF POVERTY AND ADVANCEMENT OF COMMUNITY)

Stoke-on-Trent

ST4 4JP

Country

United Kingdom

NUTS code

- UKG23 - Stoke-on-Trent

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £100,000

Total value of the contract/lot: £100,000

Section V. Award of contract

Contract No

CRN PH/2024/399

Lot No

4

Title

LOT 4 - Family Support Co-ordinator Service - SOUTH WEST

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

31 March 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 0

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 0

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Children and Families Staffordshire (trading name: 'Family Focus Staffs)

Stoke-on-Trent

ST2 8DD

Country

United Kingdom

NUTS code

- UKG23 - Stoke-on-Trent

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Initial estimated total value of the contract/lot: £100,000

Total value of the contract/lot: £100,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Stoke on Trent City Council

Stoke-on-Trent

Country

United Kingdom