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Award

Domestic Abuse Service and Perpetrator Behaviour Change Programme

Borough of Telford & Wrekin

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

Notice identifier: 2026/S 000-012990

Procurement identifier (OCID): ocds-h6vhtk-05e2f5 ([view related notices](#))

Published 12 February 2026, 2:47pm

Scope

Reference

TWC001243

Description

Telford & Wrekin Council are inviting the market to tender for the provision of support for victims of domestic abuse and their children under the Domestic Abuse Act 2021, specifically giving effect to the local strategy for the provision of support through commissioning decisions.

Service and procurement

These services will be procured under the Procurement Act 2023 using an Open Process. The service procurement is a two-lot process:

Lot 1 Domestic Abuse Specialist Support Service

Lot 2 Domestic Abuse Perpetrator Behaviour Change Programme

Domestic Abuse Specialist Support Service Aims

The aims of the service are to ensure that everyone who is affected by domestic abuse in the Borough can access the help and support they need, when they need it, and to reduce the incidence of domestic abuse in our communities.

Requirements of the service - Single Point of contact, Specialist Support for Victims/Survivors & Families, and Specialist Support for Children & Young people

2 year, 10 month contract for DA Specialist Support Service = £878,340

1 + 1 extension

Perpetrator Behaviour Change Programme Aims

This service is for community-based services for perpetrators of domestic abuse, to increase victim safety, protect and safeguard children, and reduce perpetrator recidivism.

Requirements of the service - Low - medium risk perpetrator behaviour change programme, training, support and supervision for professionals

1 year, 10 month Perpetrator Behaviour Change Programme = £181,810

dependent upon funding extension if available then 1+1 extension

Lot 1. Domestic Abuse Service

Description

The aims of the service are to ensure that everyone who is affected by domestic abuse can access the help and support they need, when they need it, and to reduce the incidence of domestic abuse in our communities.

Requirements of the service - Single Point of contact, Specialist Support for

Victims/Survivors & Families, and Specialist Support for Children & Young people

Lot 2. Perpetrator Behaviour Change programme

Description

To increase victim safety, protect and safeguard children, and reduce perpetrator recidivism, by:

- Holding perpetrators to account for their abusive behaviour
- Challenging resistance and motivation to change
- Enabling perpetrators to embed responsibility and accountability, and apply strategies to eliminate further abuse
- Supporting professionals and partners working with perpetrators

Contract 1

Lots

Lot 1. Domestic Abuse Service

Lot 2. Perpetrator Behaviour Change programme

Supplier

- [Cranstoun Services Ltd](#)

Contract value

- £1,060,150 including VAT

Above the relevant threshold

Award decision date

12 February 2026

Date assessment summaries were sent to tenderers

12 February 2026

Standstill period

- End: 24 February 2026
- 9 working days

Earliest date the contract will be signed

6 May 2026

Contract dates (estimated)

- 1 June 2026 to 31 May 2029

- Possible extension to 31 May 2031
- 5 years

Description of possible extension:

Lot 1 - Domestic Abuse Service - one + one year(s) (12 + 12 months)

Lot 2 - Perpetrator Behaviour Change Service – one year (12 months)

Main procurement category

Services

CPV classifications

- 85323000 - Community health services

Information about tenders

Lot 1. Domestic Abuse Service

- 1 tender received
- 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Lot 2. Perpetrator Behaviour Change programme

- 1 tender received
- 1 tender assessed in the final stage:
 - 0 submitted by small and medium-sized enterprises (SME)
 - 0 submitted by voluntary, community and social enterprises (VCSE)
- 1 supplier awarded contracts
- 0 suppliers unsuccessful (details included for contracts over £5 million)

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

Cranstoun Services Ltd

- Companies House: 12313944

Thames Mews

Esher

KT10 9AD

United Kingdom

Email: BDT@Cranstoun.org.uk

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

Contracting authority

Borough of Telford & Wrekin

- Public Procurement Organisation Number: PHHD-5776-GZNN

Darby House, Telford Town Centre, Lawn Central,

Telford, Shropshire

TF3 4JA

United Kingdom

Email: marketsustainability@telford.gov.uk

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

Region: UKG21 - Telford and Wrekin

Organisation type: Public undertaking (commercial organisation subject to public authority oversight)