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Award

Warm Home Networks

NORTHERN GAS NETWORKS LIMITED

UK5: Transparency notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-014223

Procurement identifier (OCID): ocds-h6vhtk-050068 ([view related notices](#))

Published 10 April 2025, 11:04am

Scope

Description

Warm Homes Network: "A community of partners with aligned objectives that leverage each other's capabilities to achieve a set of mutually beneficial outcomes"

The Supplier will recruit customers directly through their own marketing activities.

- The Service will deliver across and against 6 key interventions to support customers in vulnerable situations:
- Income maximisation and welfare benefit advice to provide access to financial assistance including in /out of work benefits.
- Advice and practical help to navigate the welfare benefit system including specialist level advice and casework to challenge decisions when and where appropriate.
- Debt advice and management through providing regulated debt advice including access to debt solutions.
- Money management through budgeting advice to increase resilience and providing information on digital tools which can increase financial capability.

- Housing advice to help people remain in their homes through challenging landlord decisions and disrepair issues such as control of mould and damp and to reduce household energy consumption where possible
- An increased customer ability to maintain health and well-being through raising awareness of Priority Service Register; the signs/ dangers of carbon monoxide and of what to do if clients suspect carbon monoxide; mobility, home safety and security.

Customers referred into the programme will be passed to the Supplier by the needs assessment co-delivery partners, and reporting on progress and outcomes will be shared by the Supplier at an agreed frequency.

Contract 1. Warm Homes Network

Supplier

- [CITIZENS ADVICE MANCHESTER](#)

Contract value

- £553,856.40 including VAT

Above the relevant threshold

Earliest date the contract will be signed

24 April 2025

Contract dates (estimated)

- 25 April 2025 to 31 March 2026
- 11 months, 6 days

Main procurement category

Services

CPV classifications

- 73000000 - Research and development services and related consultancy services

Contract locations

- UKC - North East (England)
- UKD1 - Cumbria
- UKE - Yorkshire and the Humber

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Utilities

Direct award justification

Single supplier - technical reasons

This service and delivery areas has been identified that only this provider can deliver these specific services. As well this project is already live with other GDN's. They had a pilot project live and NGN have decided to make this a larger scale project and be included on these services.

Citizens Advice Manchester will provide initial support and advice to 8,200 customers per annum.

- 25 Front Line Worker Energy sessions per year - reaching a minimum of 250 front line workers and establishing referral pathways into the service.
 - 25 Carbon Monoxide awareness raising publicity events to help protect vulnerable clients from the dangers of carbon monoxide. These will focus on making sure clients know the signs and symptoms of carbon monoxide poisoning and what to do if they suspect carbon monoxide.
 - Leading on local comms and marketing campaigns to include delivery of 40 pop-up sessions per year and reach 30-100 people per session (a minimum of 1,200 - 4,000 consumers per year) to drive referrals into the service
 - 800 PSR referrals
 - 1,000 CO awareness surveys .
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Supplier

CITIZENS ADVICE MANCHESTER

- Companies House: 02697257
- Public Procurement Organisation Number: PJNQ-4269-GYNV

Barlow House

Manchester

M1 3DZ

United Kingdom

Email: hayley.hughes@citizensadvicemanchester.org.uk

Website: <https://www.citizensadvicemanchester.org.uk/>

Region: UKD33 - Manchester

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Contract 1. Warm Homes Network

Contracting authority

NORTHERN GAS NETWORKS LIMITED

- Companies House: 05167070
- Public Procurement Organisation Number: PRNB-9357-PVLR

1100 Century Way

Colton Leeds

LS15 8TU

United Kingdom

Email: procurement@northerngas.co.uk

Region: UKE42 - Leeds

Organisation type: Private utility