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Planning

## **Provision of support for domestic abuse victims**

Royal Borough of Windsor & Maidenhead

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

Notice identifier: 2025/S 000-019324

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Published 7 May 2025, 11:56am

### **Scope**

### **Description**

The Royal Borough of Windsor and Maidenhead (RBWM) is preparing to commission a new Domestic Abuse (DA) Support Service. To ensure that the service meets local needs and aligns with best practices, we are engaging with the market to gather insights from potential providers. The information collected will inform/play part in the development of the service specification for new contract provisions.

We invite interested organisations to complete this questionnaire and share their views on service /delivery challenges, opportunities and innovation.

### **Contract dates (estimated)**

- 1 April 2026 to 31 March 2028
- 2 years

## **Main procurement category**

Services

## **CPV classifications**

- 85300000 - Social work and related services

## **Contract locations**

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

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## **Engagement**

### **Engagement deadline**

20 May 2025

## Engagement process description

The Royal Borough of Windsor and Maidenhead (RBWM) is preparing to commission a new Domestic Abuse (DA) Support Service. To ensure that the service meets local needs and aligns with best practices, we are engaging with the market to gather insights from potential providers. The information collected will inform/play part in the development of the service specification for new contract provisions.

We invite interested organisations to complete the attached questionnaire and share their views on service /delivery challenges, opportunities and innovation. Please be reminded that this is not the Invitation to Tender and participation in this market engagement does not constitute a commitment to bid but will help shape our approach.

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### MARKET ENGAGEMENT QUESTIONNAIRE

(please complete and email to [sophie.swadling@rbwm.gov.uk](mailto:sophie.swadling@rbwm.gov.uk) by 20th of May 2025)

#### A. Organisational Information

1. Organisation Name:
2. Registered Address:
3. Contact Name & Position:
4. Contact Email & Telephone:
5. Organisation Type (e.g., Charity, Private Provider, Public Sector, Social Enterprise):
6. Do you currently provide domestic abuse services? (Yes/No)
  - o If yes, where and how long for?
7. Are you part of any existing DA partnerships, frameworks, or networks?

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#### B. Challenges, Innovation & Sustainability

8. What, in your view, are the key challenges in delivering DA services?

9. What innovations, emerging practices or different approaches can be implemented to enhance DA services?

10. How do you ensure service sustainability and scalability, particularly in limited funding environment?

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#### C. Collaboration & Partnership Working

11. Are there any specific gaps in the partnership working arrangements for DA services, that you have experienced recently which you believe should be always addressed promptly?

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#### D. Measuring Outcomes & Impact

12. How do you measure the impact and effectiveness of your services? Examples of your KPIs/ service levels (if possible) would be appreciated.

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#### E. Contractual Considerations

13. What contract length would you consider as optimal in terms of planning for provision of a stable and effective DA support service and why?

14. Are there any specific risks or challenges you foresee in the commissioning and delivery of DA services for RBWM, which would prevent you from bidding for this service?

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#### F. Additional

15. Please share any other comments/ information about this with us

Thank you very much for your participation.

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## Participation

### Particular suitability

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

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## Procedure

### Special regime

Light touch

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## Contracting authority

### Royal Borough of Windsor & Maidenhead

- Public Procurement Organisation Number: PJQM-1124-QDHW

St Ives Road

Maidenhead

SL6 1RF

United Kingdom

Email: [procurement@rbwm.gov.uk](mailto:procurement@rbwm.gov.uk)

Website: <https://rbwm.gov.uk>

Region: UKJ11 - Berkshire

Organisation type: Public authority - sub-central government