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Planning

Market Engagement Domestic Abuse Refuge Service

Durham County Council

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

Notice identifier: 2025/S 000-032306

Procurement identifier (OCID): ocds-h6vhtk-054893 ([view related notices](#))

Published 13 June 2025, 2:24pm

Scope

Reference

OPEN20251047

Description

DCC currently commission four domestic abuse refuge support services. The services are located in the central, north, east and south Durham areas. Across the four premises there are a total of 32 units, unit sizes vary from one to three bedrooms. Each service provides a tailored safety and support plan alongside the accommodation. The services also provide Mental Health/Wellbeing and Children and Young People support services. It must be noted that DCC does not commission or provide the actual accommodation, but rather the support services delivered within. The support service provider is responsible for sourcing, providing and maintaining all aspects of the physical accommodation.

The current contracts for the four refuge support services expire on 30 September 2025 with a further six month extension being available.

For your information DCC also commission:

- a Countywide Domestic Abuse Outreach service (that includes providing support to those in a number of dispersed properties that are not directly commissioned by DCC);
- a Domestic Abuse Navigator (DAN) service for those victim-survivors with complex needs (this service includes 12 dispersed properties for such clients and an outreach service);
- a Remain Safe (target hardening) scheme provided in partnership between DCC and Durham Constabulary. This scheme works closely with the commissioned Countywide Domestic Abuse Outreach service to offer domestic abuse support to victim-survivors which creates what is termed a "Sanctuary".

It must be noted that this exercise is limited to only the refuge support services, all outreach, dispersed property and sanctuary services are outside the scope of this exercise.

Contract dates (estimated)

- 1 October 2025 to 30 September 2028
- 3 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKC14 - Durham CC

Engagement

Engagement deadline

27 June 2025

Engagement process description

Seeking opinions from providers of this service to understand gaps in service. Teams discussions are available for discussion to remove barriers for SMEs. Questionnaires should be returned via the OPEN portal.

Participation

Particular suitability

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

Procedure

Special regime

Light touch

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

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Organisation type: Public authority - sub-central government