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Contract

Family time contact services

London Borough of Barking and Dagenham

F03: Contract award notice

Notice identifier: 2024/S 000-034210

Procurement identifier (OCID): ocds-h6vhtk-04564d

Published 22 October 2024, 4:11pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Barking and Dagenham

Town Hall Square, 1 Clockhouse Avenue

Barking

IG11 7LU

Email

Procurement@lbbd.gov.uk

Telephone

+44 2082153000

Country

United Kingdom

Region code

UKI52 - Barking & Dagenham and Havering

Internet address(es)

Main address

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

Buyer's address

<https://lbbd.bravosolution.co.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 time contact services

II.1.2) Main CPV code

- 85310000 - Social work services

II.1.3) Type of contract

Services

II.1.4) Short description

The London Borough of Barking and Dagenham (LBBB) has a duty to promote reasonable contact under section 34 of the Children Act 1989. Section 34 places a duty on Local Authorities to allow the child in its care, reasonable contact with their parents and 'other persons' prescribed within s34 (1) of the act.

LBBB's Family Time Contact in- house Team, which forms part of the Councils Specialist

Intervention Service (SIS), provides supervised contact for children living away from a parent or other significant adult because they are deemed to have suffered significant harm, or are at risk of suffering significant harm. Supervised contact takes place for families which are under the care of the local Authority including those who are subject to an Interim Care order, Section 20 or Full Care Order.

The Family Time Contact Team provides court- directed supervised contact sessions for families of children under the care of the local authority in a safe and neutral place, using contact supervisors who support parents to develop their parenting skills in line with the child's welfare. The team helps to promote and sustain a child's relationship with their families where it is safe to do so, or while decisions are being made about their future.

Supervised contact is delivered primarily in the borough in several buildings and venues such as children centres, community hubs, in the community and other paid venues as required if capacity cannot be met. Supervised contact can also occur outside of the borough if the host family's location is further afield.

Due to the approaching expiry of existing contracts under the Family Time Contact Framework Agreement, the London Borough of Barking & Dagenham is advertising to seek tenders from suitably experienced and qualified organisations for the provision of supervised Family Time Contact Services for Children in Need, Children in Care and Children Subject to a Child Protection Plan.

The new Framework seeks to commission multiple providers to receive Family Contact referrals directly from the Local Authority and deliver a Supervised Family Contact Service which:

- Provides a safe and neutral place for children to meet their parents or extended family in line with supervised contact arrangements.
- Ensures the safety of the child/children through a risk assessment which structure each contact.
- Provides a safe space for children and their families through Contact Supervisors who observe, record, and participate, as appropriate.
- Is safe and secure transfer of records between the Local Authority and provider.

Providers will need to be accredited by the National Association of Child Contact Centres (NACCC) to support the in-house Family Time Contact Team to meet current demand and ensure all families can have contact in a timely manner.

The level of contact for families is court directed and can range in both length of session and frequency.

II.1.6) Information about lots

This contract is divided into lots: No

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

Value excluding VAT: £830,000

II.2) Description

II.2.2) Additional CPV code(s)

- 85310000 - Social work services

II.2.3) Place of performance

NUTS codes

- UKI52 - Barking & Dagenham and Havering

II.2.4) Description of the procurement

The London Borough of Barking and Dagenham (LBBD) has a duty to promote reasonable contact under section 34 of the Children Act 1989. Section 34 places a duty on Local Authorities to allow the child in its care, reasonable contact with their parents and 'other persons' prescribed within s34 (1) of the act.

LBBD's Family Time Contact in-house Team, which forms part of the Council's Specialist Intervention Service (SIS), provides supervised contact for children living away from a parent or other significant adult because they are deemed to have suffered significant harm, or are at risk of suffering significant harm. Supervised contact takes place for families which are under the care of the local Authority including those who are subject to an Interim Care order, Section 20 or Full Care Order.

The Family Time Contact Team provides court-directed supervised contact sessions for families of children under the care of the local authority in a safe and neutral place, using contact supervisors who support parents to develop their parenting skills in line with the child's welfare. The team helps to promote and sustain a child's relationship with their families where it is safe to do so, or while decisions are being made about their future.

Supervised contact is delivered primarily in the borough in several buildings and venues such as children centres, community hubs, in the community and other paid venues as required if capacity cannot be met. Supervised contact can also occur outside of the borough if the host family's location is further afield.

Due to the approaching expiry of existing contracts under the Family Time Contact

Framework Agreement, the London Borough of Barking & Dagenham is advertising to seek tenders from suitably experienced and qualified organisations for the provision of supervised Family Time Contact Services for Children in Need, Children in Care and Children Subject to a Child Protection Plan.

The new Framework seeks to commission multiple providers to receive Family Contact referrals directly from the Local Authority and deliver a Supervised Family Contact Service which:

- Provides a safe and neutral place for children to meet their parents or extended family in line with supervised contact arrangements.
- Ensures the safety of the child/children through a risk assessment which structure each contact.
- Provides a safe space for children and their families through Contact Supervisors who observe, record, and participate, as appropriate.
- Is safe and secure transfer of records between the Local Authority and provider.

Providers will need to be accredited by the National Association of Child Contact Centres (NACCC) to support the in-house Family Time Contact Team to meet current demand and ensure all families can have contact in a timely manner.

The level of contact for families is court directed and can range in both length of session and frequency.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 45

Quality criterion - Name: Social value / Weighting: 10

Price - Weighting: 45

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

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.3) Information about a framework agreement or a dynamic purchasing system

The procurement involves the establishment of a framework agreement

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

The procurement is covered by the Government Procurement Agreement: No

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-013967](#)

Section V. Award of contract

Lot No

1

Title

Delivery of Family Contact Services within Barking and Dagenham and neighbouring boroughs

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2024

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Brightway Contact Services

26 Reginald Ellingworth Street

Dagenham

RM9 4BY

Country

United Kingdom

NUTS code

- UKI52 - Barking & Dagenham and Havering

National registration number

12363055

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Flourish Family Centre

82a Street high

Surrey

SM7 2NN

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

National registration number

14543834

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hope Superjobs

1 CRANBROOK ROAD

ILFORD

IG1 4DU

Country

United Kingdom

NUTS code

- UKI53 - Redbridge and Waltham Forest

National registration number

05081894

The contractor is an SME

Yes

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

Total value of the contract/lot: £415,000

Section V. Award of contract

Lot No

2

Title

Delivery of Family Contact Services within Greater London and surrounding local authorities.

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

1 October 2024

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 3

Number of tenders received from tenderers from non-EU Member States: 3

Number of tenders received by electronic means: 3

The contract has been awarded to a group of economic operators: Yes

V.2.3) Name and address of the contractor

Brightway Contact Services

26 Reginald Ellingworth Street

Dagenham

RM9 4BY

Country

United Kingdom

NUTS code

- UKI52 - Barking & Dagenham and Havering

National registration number

12363055

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Flourish Family Centre

82a Street high

Surrey

SM7 2NN

Country

United Kingdom

NUTS code

- UKJ2 - Surrey, East and West Sussex

National registration number

14543834

The contractor is an SME

Yes

V.2.3) Name and address of the contractor

Hope Superjobs

1 CRANBROOK ROAD

Ilford

IG1 4DU

Country

United Kingdom

NUTS code

- UKI53 - Redbridge and Waltham Forest

National registration number

05081894

The contractor is an SME

Yes

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

Total value of the contract/lot: £415,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court

Strand

London

WC2A 2LL

Country

United Kingdom