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Contract

Delivering and Evaluating Support for Low-income Residents in Southwark

London Borough of Southwark

F03: Contract award notice

Notice identifier: 2025/S 000-034668

Procurement identifier (OCID): ocids-h6vhtk-055270

Published 24 June 2025, 11:39am

Section I: Contracting authority

I.1) Name and addresses

London Borough of Southwark

Southwark Council, 160 Tooley Street

London

SE1 2QH

Contact

Mr Jake Tobin

Email

Jake.tobin@southwark.gov.uk

Telephone

+44 2075254074

Country

United Kingdom

Region code

UK144 - Lewisham and Southwark

Internet address(es)

Main address

<http://www.southwark.gov.uk>

Buyer's address

<http://www.southwark.gov.uk>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

Economic and financial affairs

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Delivering and Evaluating Support for Low-income Residents in Southwark

Reference number

DN779449

II.1.2) Main CPV code

- 85312310 - Guidance services

II.1.3) Type of contract

Services

II.1.4) Short description

The Centre for Responsible Credit ('CfRC') has been commissioned by Southwark Council deliver and evaluate the impact of the Breakthrough project.

Breakthrough is an experimental action research project targeting foodbank users with additional monthly income boosts made from the Household Support Fund ('HSF') over a ten-month period. The project is evaluating how these - together with possible Council debt write downs and advice on benefits and debt issues from Citizens Advice Southwark – impact foodbank use, payment behaviours, and the wellbeing of residents.

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: £99,999

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI44 - Lewisham and Southwark

II.2.4) Description of the procurement

The Centre for Responsible Credit (CfRC) will continue to deliver a comprehensive suite of services aimed at supporting low-income residents in Southwark. These services are designed to provide both immediate financial relief and long-term stability for vulnerable households, and will be delivered in partnership with Citizens Advice Southwark.

CfRC will oversee the overall delivery and evaluation of the programme, ensuring that all components are effectively coordinated and that outcomes are rigorously assessed. Their role includes managing the project timeline, liaising with delivery partners, and producing a final evaluation report that captures the impact of the intervention. This evaluation will be critical in understanding the effectiveness of the support provided and in informing future policy and service design.

Citizens Advice Southwark, working under CfRC's coordination, will be responsible for the direct delivery of advice and casework services. This includes verifying household income, offering tailored benefit and debt advice, and assisting residents in completing

detailed income and expenditure statements. These activities are essential for assessing the affordability of financial arrangements and ensuring that residents receive the full benefit of the support available.

The services will also include the provision of income boost payments, which are designed to alleviate immediate financial pressures. Although these payments are funded separately through the Household Support Fund, they are a central component of the support model. The project will ensure that all participants receive a full ten-month cycle of support, including financial advice and income supplementation.

The project will be monitored through regular reporting to the Breakthrough Project Board, which includes representatives from CfRC, Southwark Council, and Citizens Advice Southwark. This board will meet monthly to review progress, manage risks, and ensure that delivery remains aligned with agreed milestones. The approach is designed to be adaptive, with clear communication channels enabling timely responses to emerging issues.

In terms of community impact, the services provided by CfRC are expected to enhance financial and emotional stability among low-income households. Expectations include reductions in foodbank reliance and rent arrears, as well as improvements in wellbeing and reduced anxiety. The project also aligns with the Council's Public Sector Equality Duty by supporting residents from protected groups and promoting fairness and inclusion.

This procurement represents a holistic and responsive approach to tackling financial hardship in Southwark, with a strong emphasis on partnership working, rigorous evaluation, and sustained support for those most in need.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 30

Price - Weighting: 70

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

Restricted procedure

Accelerated procedure

Justification:

CfRC are already working carrying out work on this project through the Financial Shield programme and are the only supplier who would be able to provide a ready made control group for this project.

No one else can offer this and any other route would take so long as to make the project unviable. By adopting CfRC as a single supplier we can set the project can be progressed quickly which is crucial given limitations on the use of the Household Support Fund. CFRC is a credible partner.

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: [2025/S 000-000000](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

7 May 2025

V.2.2) Information about tenders

Number of tenders received: 1

Number of tenders received from SMEs: 1

Number of tenders received by electronic means: 1

The contract has been awarded to a group of economic operators: No

V.2.3) Name and address of the contractor

Centre for Responsible Credit

27, Cambridge Street

Leicester

LE3 0JQ

Country

United Kingdom

NUTS code

- UKI44 - Lewisham and Southwark

Companies House

12488846

The contractor is an SME

Yes

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

Total value of the contract/lot: £99,999

V.2.5) Information about subcontracting

The contract is likely to be subcontracted

Value or proportion likely to be subcontracted to third parties

Proportion: 70 %

Section VI. Complementary information

VI.3) Additional information

This is a contract award notice as a result of requests for quotations off an approved list. There is no prior publication of this opportunity. The notice number in section IV.2.1 is just to bypass system errors.

VI.4) Procedures for review

VI.4.1) Review body

Royal Courts of Justice

London

Country

United Kingdom