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Planning

Provision of Victim's Advocacy Service Preliminary Market Engagement

Royal Borough of Kensington and Chelsea

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

Notice identifier: 2025/S 000-034874

Procurement identifier (OCID): ocds-h6vhtk-0552ec

Published 24 June 2025, 7:05pm

Scope

Description

Reducing the impact of anti-social behaviour (ASB) and hate crime is a priority for Kensington and Chelsea Council and the Safer Kensington and Chelsea Partnership. The Council has, for many years, commissioned services to provide free and confidential Victim's Advocacy and Advice to those residents affected by these crimes.

The Council is looking to re-procure this service later in the year so that the contract commences on or around 1st April 2026 where the services will deliver a comprehensive package of support for 30-40 residents at any one time who have been affected by ASB and/or hate crime including:

- Practical and emotional support
- Information advice and guidance
- Risk and needs assessments.
- Face to face, telephone and online support

- Help to access more specialist support.
- Developing a personalised safety and action plan in correspondence to needs, risks and vulnerabilities.
- Advocating, liaising and communicating with partner agencies such as the police, Council and landlords to address ASB and/or hate crime experienced.
- Support, advice and guidance with regards to civil and criminal justice routes
- Attendance and presentation at multi-agency case conferencing meetings to ensure joined up working and agency actions are coordinated.
- Updates regarding case progression and partner agency actions

The Council is ideally seeking to engage with SMEs and suppliers with relevant experience and capability of delivering this service to the residents of Kensington and Chelsea.

The indicative contract value for the delivery of this service is up to £65k per annum excluding VAT (£78k per annum include VAT.)

Interested providers are invited to complete and return the Expression of Interest (EOI) questionnaire by 5:00 PM on 11th July 2025.; www.Delta-Esourcing.com .

If you have any questions, please submit these through the e-tendering portal.

Please download and complete the questionnaire provided and submit via Delta-esourcing. If you require any further assistance, please do not hesitate to contact us through the Delta portal messaging facility .

For more information about this opportunity, please visit the Delta eSourcing portal at:

<https://www.delta-esourcing.com/tenders/UK-UK-London:-Social-research-services./S5GM2B49P2>

To respond to this opportunity, please click here:

<https://www.delta-esourcing.com/respond/S5GM2B49P2>

Total value (estimated)

- £65,000 excluding VAT
- £78,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2028
- Possible extension to 1 April 2030
- 4 years, 1 day

Main procurement category

Services

CPV classifications

- 79315000 - Social research services
- 85000000 - Health and social work services
- 98000000 - Other community, social and personal services

Contract locations

- UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Engagement

Engagement deadline

11 July 2025

Engagement process description

This exercise aims to assess market interest and availability for the provision of a Victim's Advocacy Service. Reducing the impact of anti-social behaviour (ASB) and hate crime remains a key priority for Kensington and Chelsea Council and the Safer Kensington and Chelsea Partnership.

Key Dates and Next Steps

- Interested providers are invited to complete and return the Expression of Interest (EOI) questionnaire by 5:00 PM on 11th July 2025.
- The Council intends to re-engage with the market in November 2025, with a view to awarding a contract starting on 1st April 2026.

Submission

Publication date of tender notice (estimated)

30 November 2025

Procedure

Special regime

Light touch

Contracting authority

Royal Borough of Kensington and Chelsea

- Public Procurement Organisation Number: PPRX-1592-MXGN

Town Hall, Horton Street, Kensington

London

W8 7NX

United Kingdom

Contact name: Royal Borough of Kensington and Chelsea

Email: procurement@rbkc.gov.uk

Region: UKI33 - Kensington & Chelsea and Hammersmith & Fulham

Organisation type: Public authority - sub-central government