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Contract

COM25091 Household Support Fund 7 25-26 Energy & Water Costs Support

Worcestershire County Council

UK7: Contract details notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-036842

Procurement identifier (OCID): ocds-h6vhtk-0507d8 ([view related notices](#))

Published 2 July 2025, 2:45pm

Scope

Description

This contract will deliver an energy and water support scheme to vulnerable households as part of the delivery of the crisis support grant requirements of the Department of Work and Pensions (DWP) Household Support Fund (HSF) Round 7. The contract will deliver the following key elements:

- o Current usage energy vouchers/credit to the value of £500 for families & £300 for single occupancy/couples.
- o Current usage energy support to the value of £75 for households with high-energy-consuming medical equipment such as but limited to, ventilators, dialysis machines, oxygen concentrators or feeding pumps etc.
- o Debt relief on energy bills up to £2500 - 50% contribution payment towards energy debts of up to £1000, 75% contribution payment of energy debt £1001 or higher. Higher considered in serious cases upon receipt of an exemption request.
- o Replacement of boilers (all fuel types) beyond economic repair & associated works, only

if not eligible through retrofit schemes delivered by the supplier.

o Replacement or repair of other types of heating systems e.g., storage heaters.

The cost of delivery of the service itself will total £106,500, with £958,500 as the budget for the direct support to residents in the form of the support outlined above.

This service has been in place since October 2021 for the first six rounds of HSF with a total funding of £602,563.17 exclusive of VAT (this figure includes current Round 7 funding of £106,500), and £723,075.804 which puts it over the threshold for Light Touch services.

Contract 1. COM25091 Household Support Fund 25-26 Round 7 Energy & Water Costs Support

Supplier

- ACT ON ENERGY

Contract value

- £602,563.17 excluding VAT
- £723,075.80 including VAT

Above the relevant threshold

Date signed

1 May 2025

Contract dates

- 1 May 2025 to 31 March 2026
- 11 months

Main procurement category

Services

CPV classifications

- 75200000 - Provision of services to the community

Contract locations

- UKG12 - Worcestershire

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Direct award

Special regime

Light touch

Direct award justification

Extreme and unavoidable urgency

The Department of Work and Pensions circulated lead authorities the budget and grant criteria for the Household Support Fund Round 7 on 4 March 2025. This information was strictly embargoed until 19 March. Therefore no conversations, planning with partners or decisions could be taken until after this date and with sufficient time to discuss and agree the delivery plan for Worcestershire. The plan was developed and agreed as quickly as possible and the decision was published on the website in early April:

https://www.worcestershire.gov.uk/sites/default/files/2025-04/07_roed_household_support_fund_signed.pdf

There are clear instructions in grant information regarding the programme commencement as demonstrated by the extract from the launch letter below:

"The scheme runs from 1 April 2025 to 31 March 2026 and Authorities should aim to have arrangements in place as quickly as possible to support vulnerable households throughout the grant period."

This programme has been delivered successfully by the VCSE provider (exceeding targets) so there are no concerns in relation to the delivery of the programme.

Considering all of the above and the extremely short timescales which are not determined by the Council, a direct award with the justification of Extreme and unavoidable urgency is undertaken.

Supplier

ACT ON ENERGY

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- Public Procurement Organisation Number: PTXH-2259-BXBR

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Email: accounts@actonenergy.org.uk

Website: <https://www.actonenergy.org.uk/>

Region: UKG13 - Warwickshire

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. COM25091 Household Support Fund 25-26 Round 7 Energy & Water Costs Support

Contracting authority

Worcestershire County Council

- Public Procurement Organisation Number: PRPQ-4584-WLPQ

County Hall, Spetchley Road

Worcester

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United Kingdom

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Region: UKG12 - Worcestershire

Organisation type: Public authority - sub-central government