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Contract

Lot 1 - Refuge Service (including advice, information, and advocacy) to Women and Children fleeing domestic violence and abuse

Wolverhampton City Council

F20: Modification notice

Notice identifier: 2025/S 000-039011

Procurement identifier (OCID): ocids-h6vhtk-055d11

Published 10 July 2025, 3:04pm

Section I: Contracting authority/entity

I.1) Name and addresses

Wolverhampton City Council

Civic Centre, St Peters Square

Wolverhampton

WV1 1SH

Contact

Emran Salah

Email

emran.salah2@wolverhampton.gov.uk

Country

United Kingdom

Region code

UKG39 - Wolverhampton

Justification for not providing organisation identifier

Not on any register

Internet address(es)

Main address

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

Buyer's address

<https://www.wolverhamptontenders.com/>

Section II: Object**II.1) Scope of the procurement****II.1.1) Title**

Lot 1 - Refuge Service (including advice, information, and advocacy) to Women and Children fleeing domestic violence and abuse

Reference number

PP17045

II.1.2) Main CPV code

- 85311000 - Social work services with accommodation

II.1.3) Type of contract

Services

II.2) Description**II.2.1) Title**

Refuge Service (including advice, information, and advocacy) to Women and Children fleeing domestic violence and abuse

Lot No

1

II.2.2) Additional CPV code(s)

- 85311000 - Social work services with accommodation

II.2.3) Place of performance

NUTS codes

- UKG39 - Wolverhampton

II.2.4) Description of the procurement at the time of conclusion of the contract:

This service is a combination of refuge accommodation with appropriate levels of support, information advice and guidance. The service also manages a 24-hour helpline for women and work in partnership with the Multi Agency Safeguarding Hub, Domestic Violence Forum, Police and other agencies to deliver a single referral pathway. A single referral pathway is maintained and coordinated by the Provider, with a view to this being reviewed by partners to ensure referrals are received and managed in the most effective way across all elements of the pathway. This pathway includes existing services in the community and any new or emerging community and wrap around services.

II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

84

Section IV. Procedure

IV.2) Administrative information

IV.2.1) Contract award notice concerning this contract

Notice number: [2018/S 063-140773](#)

Section V. Award of contract/concession

Contract No

PP17045

Lot No

1

Title

Refuge Service (including advice, information, and advocacy) to Women and Children fleeing domestic violence and abuse.

V.2) Award of contract/concession

V.2.1) Date of conclusion of the contract/concession award decision:

2 July 2018

V.2.2) Information about tenders

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

V.2.3) Name and address of the contractor/concessionaire

The Haven Wolverhampton

18 Waterloo Road

Wolverhampton

WV1 4BL

Country

United Kingdom

NUTS code

- UKG39 - Wolverhampton

Companies House

03159029

The contractor/concessionaire is an SME

Yes

V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)

Total value of the procurement: £3,351,000

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

Wolverhampton City Council

Civic Centre

Wolverhampton

WV1 1SH

Email

Corporate.Procurement@wolverhampton.gov.uk

Country

United Kingdom

Section VII: Modifications to the contract/concession

VII.1) Description of the procurement after the modifications

VII.1.1) Main CPV code

- 85311000 - Social work services with accommodation

VII.1.3) Place of performance

NUTS code

- UKG39 - Wolverhampton

VII.1.4) Description of the procurement:

An above threshold procurement process under Light Touch Regime was undertaken in accordance with the Public Contracts Regulations 2015 and the Council's Contract Procedure Rules.

VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession

Duration in months

84

VII.1.6) Information on value of the contract/lot/concession (excluding VAT)

Total value of the contract/lot/concession:

£3,351,000

VII.1.7) Name and address of the contractor/concessionaire

The Haven Wolverhampton

18 Waterloo Road

Wolverhampton

WV1 4BL

Country

United Kingdom

NUTS code

- UKG39 - Wolverhampton

Companies House

03159029

The contractor/concessionaire is an SME

Yes

VII.2) Information about modifications

VII.2.1) Description of the modifications

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Lot 1 - refuge services (including advice, information, and advocacy) for women and children fleeing domestic abuse pertaining to this contract is extended for a period of 12 months starting from 02 July 2025. Additionally, the price has also been varied to cover the cost of the 12 months in accordance with the Public Contract Regulations 2015 and Council's Contract Procedure Rules.

VII.2.2) Reasons for modification

Need for modification brought about by circumstances which a diligent contracting authority/entity could not foresee.

Description of the circumstances which rendered the modification necessary and explanation of the unforeseen nature of these circumstances:

There have been a number of significant changes in the national landscape regarding domestic abuse since the commencement of this contract, including the introduction of the Domestic Abuse Act 2021 (hereafter the Act 2021). Part 4 of the Act 2021 introduced statutory duties for Tier One Local Authorities in England through the provision of domestic abuse support in safe accommodation.

The Act 2021 also recognised, for the first time, children as victims of domestic abuse in their own right. The provision through this contract currently offers support to children who are directly linked to an adult victim of domestic abuse receiving support.

In July 2024, the Our Future Council programme introduced a two - three year transformation and cost reduction programme which recognises the need to:

- Create a shared culture of continually thinking differently, which includes challenging existing approaches.
- Accept that the sustainability and scale of some activity and services that may currently be valued will have to be challenged.
- Reprioritise what is delivered and how it is delivered

At the same time, the increase in demand for specialist domestic abuse support seen during COVID-19 has been sustained in the years that have followed, with no indication of subsiding.

The Victims and Prisoners Act 2024 will introduce a duty to collaborate for relevant authorities within a Police area to take a collaborative approach to local commissioning of support services for victims (including child victims under 18 years of age) of domestic abuse, sexual abuse and serious violence.

Relevant authorities are identified as Local Authorities, NHS Integrated Care Boards and the local Policing body within each Police area. In November 2024, the Ministry of Justice outlined the broad implementation timeline for the Duty and locally, planning discussions are being led by the Office of the Police and Crime Commissioner West Midlands. To date, commissioning of support services for victims of domestic abuse has primarily been reflective of geographical boundary responsibilities for each relevant authority with varying levels of partnership consultation.

The significance of the changing landscape requires a different approach to the future commissioning of services for people who are victims of domestic abuse; ensuring that the Local Authority embeds the response to statutory duties introduced during this contract period, considers how the provision should respond to children as victims in their own right, and to the challenges set out by the Our Future Council programme.

Therefore Lot 1 - refuge services (including advice, information, and advocacy) for women and children fleeing domestic abuse and the other two lots pertaining to this contract are extended for a period of 12 months to enable a full review and redesign of services and to ensure that any new specification is fit for purpose having been appropriately informed by service users, key partners and the market.

VII.2.3) Increase in price

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptations and average inflation)

Value excluding VAT: £3,481,193

Total contract value after the modifications

Value excluding VAT: £3,979,924