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Planning

Financial Assessments

London Borough of Hounslow

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

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Scope

Description

LBH is seeking to commission:

Financial Assessments - The Financial Assessments service calculates the contribution that people need to make towards their care. A financial assessment must take place to receive services from the Council.

Financial Assessments:

Our vision for the Financial Assessments Service:

Provide accurate, timely and person-centred assessments of individual's financial situation and proactively look to maximise a client's income through holistic support to access welfare benefits. To ensure that the assessment process works effectively as part of an overarching client contributions service. To deliver a service that contributes to the reduction of overall debt.

Current performance

100% of financial assessments in 2024/25 were processed within 10 working days, or 15 working days if a visit is required (on receipt of all information), exceeding the 95% target

This KPI is based on the time that the assessment is sat with the Financial Assessments team, the outcome of assessments may take longer because input from other teams is required or more information may be requested, in which case the clock is stopped until it returns to the team

508 financial assessments, including new assessments and reviews, were carried out in 2024/25

127 home visits were carried out to complete an assessment or review in 2024/25

Current contract cost

Annual core contract cost: £379k

Objectives

Lower contract cost by min 10%

Improve accuracy of the assessments

Monitor customer contact and satisfaction

Maintain performance Prevent negative impact on accumulation of debt

Automate processes wherever possible

Ability for customer to self-serve wherever possible

Total value (estimated)

- £2,274,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2027 to 30 September 2032
- 5 years

Main procurement category

Services

CPV classifications

- 75110000 - General public services

Contract locations

- UKI75 - Hounslow and Richmond upon Thames

Engagement

Engagement deadline

5 September 2025

Engagement process description

The Council intends to hold a series of online interviews with interested providers during August/September 2025.

It should be noted that this engagement is not a formal tendering process.

The information we gain through our market engagement will help to inform our commissioning intentions and refine our specification for this service.

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Contracting authority

London Borough of Hounslow

- Public Procurement Organisation Number: PQYY-1684-DYLV

Hounslow House, 7 Bath Road

Hounslow, London

TW3 3EB

United Kingdom

Email: beatrice.uhlir@hounslow.gov.uk

Region: UKI75 - Hounslow and Richmond upon Thames

Organisation type: Public authority - sub-central government

