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Contract

## **con\_27698 - National Centre For Family Hubs & Integrated Family Services 25/26**

Department for Education

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

Notice identifier: 2025/S 000-045055

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Published 1 August 2025, 9:58am

### **Scope**

### **Description**

This contract is for a delivery partner to deliver a National Centre for Family Hubs (NCFH) that will provide support to Local Authorities (LAs) in the implementation of the Family Hubs programme.

In 2022, the Department funded the establishment of the National Centre for Family Hubs and Integrated Family Services (NCFH) to advocate for Family Hubs and disseminate best practices and evidence on integrated family service models. The NCFH provides expert advice and guidance to LAs, health partners, local commissioners, schools, and third sector bodies on setting up and developing Family Hub models. It hosts a resource library and implementation toolkit to support providers. Additionally, its activities are supported by a regular newsletter, learning events, and communities of practice (CoP) for peer learning, creating a community for sharing best practices.

The Department is seeking to appoint a delivery partner through a new procurement process to continue, build upon, and enhance the NCFH's role.

## **Contract 1. National Centre For Family Hubs & Integrated Family Services - 2025/26**

### **Supplier**

- Local Government Association

### **Contract value**

- £437,196.04 excluding VAT
- £524,635.25 including VAT

Above the relevant threshold

### **Date signed**

24 July 2025

### **Contract dates**

- 24 July 2025 to 31 March 2026
- 8 months, 8 days

### **Main procurement category**

Services

## CPV classifications

- 80000000 - Education and training services

## Contract locations

- UK - United Kingdom

## Key performance indicators

Name	Description	Reporting frequency
KPI No. 1	<p>National Centre to seek and collate feedback from LAs, health partners, and third sector bodies on quality of guidance/best practice/case study products/evidence dissemination overseen by NCFH. This should be collected on a quarterly basis and be requested from a minimum of 40 LAs during each quarter. The LAs and stakeholders should represent all areas of support which the NCFH supports. Feedback to be shared with the Department and DHSC. Progress Measure: Number of feedback requests (40 minimum per quarter). Evidence that the customer feedback represents all areas of support which the NCFH provides. Positive feedback from at least 70% of survey respondents on the usefulness of resources in supporting LAs to develop / deliver their services.</p>	3 months

Name	Description	Reporting frequency
KPI No. 2	<p>National Centre to collate data on the number of attendees at events and seek quantitative and qualitative feedback from attendees on the quality of each of those events. This includes large scale events and smaller communities of practice and peer learning spaces. Progress Measures: Minimum turnout of 70% of the cohort of delegates (to be agreed with the Department on an event-by-event basis) and rated positive or better by 70% of respondents (through feedback surveys). The supplier will need to demonstrate how they have learnt from feedback, reporting to the Department on action taken between events.</p>	3 months
KPI No. 3	<p>Number of LAd that actively engage with National Centre support across the different support offers. Progress Measure: Number of LAs in contact with NCFH (target 95% of Department funded LAs), and to which extent - e.g. LA has contacted NCFH by email/telephone but not attended any events/workshops/CoPs, LA has attended an event but not otherwise engaged with NCFH support, LA has regular and ongoing engagement in all areas of NCFH support.</p>	3 months

Name	Description	Reporting frequency
KPI No. 4	<p>Number of 'new' LAs that have 3 months had engagement and support from National Centre that move towards establishing Best Start Family Hubs. Progress Measure: 100% of currently unfunded LAs (65) that are about to receive Development Grant funding develop their approach following National Centre support.</p>	
KPI No. 5	<p>National Centre will monitor audience engagement with the NCFH website and other resources. Progress Measure: Website: Minimum of 500 users per month, and minimum of 1,000 views per month. This can be averages across the quarter.</p>	3 months
KPI No. 6	<p>National Centre will collect feedback from LAs on accessibility and usability of the NCFH website. Progress Measure: Target of 70% positive feedback on the NCFH website across the quarter, collected by user satisfaction tools and/or feedback forms held on the NCFH website. This should be supplemented by user testing, surveys, or interviews held with LAs.</p>	3 months
KPI No. 7	<p>National Centre will deliver a Social Value Action Plan, as set out in their bid. Progress Measure: 100% of the commitments delivered to the timescales set out in the Action Plan.</p>	1 months

## Other information

### Conflicts assessment prepared/revised

Yes

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## Procedure

### Procedure type

Open procedure

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## Supplier

### Local Government Association

- Companies House: 11177145

18 Smith Square

London

SW1P 3HZ

United Kingdom

Email: [info@local.gov.uk](mailto:info@local.gov.uk)

Region: UKI32 - Westminster

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1

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## Contracting authority

### Department for Education

- Public Procurement Organisation Number: PDZG-3487-DPVD

Sanctuary Buildings, 20 Great Smith Street

London

SW1P3BT

United Kingdom

Email: [PolicyAssurance.COMMERCIALQUERIES@education.gov.uk](mailto:PolicyAssurance.COMMERCIALQUERIES@education.gov.uk)

Region: UKI32 - Westminster

Organisation type: Public authority - central government