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Contract

Integrated Domestic Abuse Service at Sefton Council

Sefton Metropolitan Borough Council

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

Notice identifier: 2025/S 000-052913

Procurement identifier (OCID): ocds-h6vhtk-04eb82 ([view related notices](#))

Published 1 September 2025, 4:06pm

Scope

Reference

DN766982

Description

Sefton is appointing a provider to provide a fully Integrated Domestic Abuse Service (IDAS) from 2025 for a minimum of 3 years. The service will provide holistic support to victims/survivors and families of domestic abuse, irrespective of protected characteristic or risk level. The service will provide therapeutic counselling to those who require it in order to build resilience and aid recovery from the long-term effects of domestic abuse. The service will address the priorities outlined in the action plan accompanying the Domestic & Sexual Abuse Strategy 2023-2028.

Based on the needs assessment that was commissioned to meet our statutory obligations under the Domestic Abuse Act 2021, we have unmet need around:

- Reporting of domestic abuse in more affluent areas of the borough was less than in areas of deprivation.

- Older victims / survivors due to the varying age demographics across Sefton.
 - Male victims
 - Ensuring the voices of those with lived experience of domestic abuse are being fully utilised.
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Contract 1. Integrated Domestic Abuse Service at Sefton Council

Supplier

- SEFTON WOMEN'S & CHILDREN'S AID

Contract value

- £2,800,000 including VAT

Above the relevant threshold

Date signed

19 August 2025

Contract dates

- 1 September 2025 to 31 August 2028
- Possible extension to 31 August 2030

- 5 years

Description of possible extension:

Two optional 12-month extensions may be awarded following the three year core period at the sole discretion of the Council based on the provider's performance and subject to availability of funding and relevant approvals.

Main procurement category

Services

CPV classifications

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

Contract locations

- UKC - North East (England)
- UKD - North West (England)
- UKE - Yorkshire and the Humber
- UKF - East Midlands (England)
- UKG - West Midlands (England)
- UKH - East of England
- UKI - London
- UKJ - South East (England)
- UKK - South West (England)

Key performance indicators

Name	Description
Domestic Abuse Helpline KPIs	Number of helpline calls
Adult Drop In and 1:1 Support KPIs	KPIs: number of drop in sessions; number of referrals; number of repeat referrals; percentage of referrals with attempted contact within 48 hours; number of referrals not progressed; number of new clients; number of open clients receiving ongoing 1:1 support, areas of need/support addressed with clients; number of onward referrals made to other support services; average length of support time; number of client feedback questionnaires completed.
Adult Recovery Programmes KPIs	Number of victims/survivors attending; retention rate of each programme; client outcomes for each programme; case studies produced; number of client feedback questionnaires completed.
Children and Young People KPIs	Number of children and young people referred; number of assessments completed with children and young people; number of children receiving 1:1 support; areas of need/support addressed with children and young people; number of group sessions provided for children and young people; areas of need/support addressed with children and young people in group sessions; feedback from children and young people on support provided to them; case studies produced; number of healthy relationship sessions delivered; feedback on healthy relationship sessions.
Counselling and therapeutic support KPIs	Number of referrals received; number of assessments completed; number of therapeutic sessions provided; evidence of impact of intervention; number of client feedback questionnaires completed; case studies produced.
Multiagency training and volunteer coordination KPIs	Year calendar of training/awareness sessions available; number of training/awareness sessions delivered; number of feedback questionnaires completed by training attendees for each session; number of volunteers.

Other information

Applicable trade agreements

- Government Procurement Agreement (GPA)

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Supplier

SEFTON WOMEN'S & CHILDREN'S AID

- Companies House: 03448301

- Public Procurement Organisation Number: PDRV-3447-NHHW

166 Knowsley Road

Merseyside

L20 4NR

United Kingdom

Email: help@swaca.com

Website: <http://www.swaca.com>

Region: UKD73 - Sefton

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Integrated Domestic Abuse Service at Sefton Council

Contracting authority

Sefton Metropolitan Borough Council

- Public Procurement Organisation Number: PTHP-5656-DLCN

Bootle Town Hall

Bootle

L20 7AE

United Kingdom

Email: cdp@sefton.gov.uk

Website: <http://sefton.gov.uk>

Region: UKD73 - Sefton

Organisation type: Public authority - sub-central government