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Planning

Hoarding Support Service

Torfaen County Borough Council

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

Notice identifier: 2025/S 000-057020

Procurement identifier (OCID): ocids-h6vhtk-059b7c

Published 16 September 2025, 3:24pm

Scope

Description

The Housing Support Grant Programme in Torfaen provides sorely needed assistance to the most vulnerable people in our communities. Funded through the Welsh Government's Housing Support Grant and managed by Torfaen County Borough Council the programme funds a range of Housing Related Support services to meet the needs of our communities.

We are seeking to commission for a Hoarding Support Service. The service will be a Housing Related Support service that offers practical advice and support to adults with hoarding and property condition difficulties.

The service will provide support to people who are motivated to clear their possessions to:

- Make their home and community safer,
- Enable repairs and adaptations to be carried out,
- Move into more appropriate accommodation,
- Enable hospital discharge,

- Access primary/secondary health services, as appropriate,
- Make strategies and plans to minimise the build-up of clutter,
- Access benefits & grants,
- Understand how to budget,
- Liaise with their landlord, Environmental Health teams, Social and Health Services as needed.

Total value (estimated)

- £1,360,000 excluding VAT
- £1,632,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 October 2026 to 1 October 2031
- Possible extension to 30 September 2034
- 8 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKL16 - Gwent Valleys

Engagement

Engagement deadline

10 October 2025

Engagement process description

As part of this procurement process, we are hosting a Market Engagement Event for all external stakeholders to attend. If you are interested in attending the event, please email Socialcare.procurement@cardiff.gov.uk. Please note that it is a maximum of two attendees per organisation. Please register your interest by Friday 10th October 2025.

Details are as follows:

Thursday 16th October between 1pm and 3pm at the TCBC Civic Centre, Pontypool, NP4 6YB.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

1 February 2026

Procedure

Special regime

Light touch

Contracting authority

Torfaen County Borough Council

- Public Procurement Organisation Number: PDNG-5431-HGYV

Civic Centre

Torfaen

NP4 0LS

United Kingdom

Contact name: Ana Foundly

Email: Socialcare.Procurement@cardiff.gov.uk

Website: <http://www.torfaen.gov.uk>

Region: UKL16 - Gwent Valleys

Organisation type: Public authority - sub-central government

Devolved regulations that apply: Wales