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Contract

Provision of a Befriending Service

London Borough of Waltham Forest

F03: Contract award notice

Notice identifier: 2025/S 000-059629

Procurement identifier (OCID): ocds-h6vhtk-049a5b

Published 25 September 2025, 12:08pm

Section I: Contracting authority

I.1) Name and addresses

London Borough of Waltham Forest

Waltham Forest Town Hall, Forest Road

London

E17 4JF

Contact

Ms Gemma Edwards

Email

gemma.edwards@walthamforest.gov.uk

Telephone

+44 2084968233

Fax

+44 2084964509

Country

United Kingdom

Region code

UKI53 - Redbridge and Waltham Forest

Internet address(es)

Main address

<http://www.walthamforest.gov.uk/>

Buyer's address

<http://www.walthamforest.gov.uk/>

I.4) Type of the contracting authority

Regional or local authority

I.5) Main activity

General public services

Section II: Object

II.1) Scope of the procurement

II.1.1) Title

Provision of a Befriending Service

Reference number

DN742852

II.1.2) Main CPV code

- 85300000 - Social work and related services

II.1.3) Type of contract

Services

II.1.4) Short description

The service will deliver a minimum of 190 active befriending matches a year. The Service will collaborate with the existing LBWF, Health and VCSE organisations to support the wellbeing of clients to reduce so isolation and meet client goals to build independence and resilience. The service is targeted at those aged over 18 that are known to Adult Social Care and partner organisations to deliver the following outcomes:

- Reduce experience of loneliness/social isolation
- Increase the independence of individuals
- Support individuals to increase their resilience
- Help to build positive connections and networks
- Support mental & physical wellbeing
- Increase the diversity of volunteer characteristics and experience to support befriending needs.

II.1.6) Information about lots

This contract is divided into lots: No

II.1.7) Total value of the procurement (excluding VAT)

Value excluding VAT: £723,200

II.2) Description

II.2.2) Additional CPV code(s)

- 85100000 - Health services

II.2.3) Place of performance

NUTS codes

- UKI53 - Redbridge and Waltham Forest

II.2.4) Description of the procurement

The service will deliver a minimum of 190 active befriending matches a year. The Service will collaborate with the existing LBWF, Health and VCSE organisations to support the wellbeing of clients to reduce so isolation and meet client goals to build independence and resilience. The service is targeted at those aged over 18 that are known to Adult Social Care and partner organisations to deliver the following outcomes:

- Reduce experience of loneliness/social isolation
- Increase the independence of individuals
- Support individuals to increase their resilience
- Help to build positive connections and networks
- Support mental & physical wellbeing
- Increase the diversity of volunteer characteristics and experience to support befriending needs.

II.2.5) Award criteria

Quality criterion - Name: Quality / Weighting: 50

Quality criterion - Name: Social Value / Weighting: 10

Price - Weighting: 40

II.2.11) Information about options

Options: No

II.2.13) Information about European Union Funds

The procurement is related to a project and/or programme financed by European Union funds: No

Section IV. Procedure

IV.1) Description

IV.1.1) Type of procedure

Open procedure

IV.1.8) Information about the Government Procurement Agreement (GPA)

The procurement is covered by the Government Procurement Agreement: Yes

IV.2) Administrative information

IV.2.1) Previous publication concerning this procedure

Notice number: [2024/S 000-029250](#)

Section V. Award of contract

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

8 January 2025

V.2.2) Information about tenders

Number of tenders received: 20

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

V.2.3) Name and address of the contractor

LifeLine Community Projects

LifeLine House, 25 Neville Road

Dagenham

RM8 3QS

Email

info@lifelineprojects.co.uk

Country

United Kingdom

NUTS code

- UKI53 - Redbridge and Waltham Forest

The contractor is an SME

Yes

V.2.4) Information on value of contract/lot (excluding VAT)

Total value of the contract/lot: £723,200

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales Royal Courts of Justice

London

WC2A 2LL

Country

United Kingdom