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Contract

HAC5910: Tower Hamlets Asian Women's Refuge

Tower Hamlets

F03: Contract award notice

Notice identifier: 2025/S 000-061237

Procurement identifier (OCID): ocds-h6vhtk-04bdd6

Published 1 October 2025, 11:32am

Section I: Contracting authority

I.1) Name and addresses

Tower Hamlets

New Town Hall, 160 Whitechapel Road London

London

E1 1BJ

Contact

Ms Morgan Hughes

Email

Morgan.Hughes@towerhamlets.gov.uk

Telephone

+44 2073644099

Country

United Kingdom

Region code

UKI - London

Internet address(es)

Main address

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

Buyer's address

<http://www.towerhamlets.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

HAC5910: Tower Hamlets Asian Women's Refuge

Reference number

DN752449

II.1.2) Main CPV code

- 85000000 - Health and social work services

II.1.3) Type of contract

Services

II.1.4) Short description

Tender for provision of supported emergency accommodation which offers Asian women with their children an immediate safe route out of homes where they have experienced domestic abuse. Provision of the support staff to fulfil this requirement.

Contract is for an initial period of three years, with the option to extend for a further two 12-month periods, at circa £153,000 per year. The estimated value for the five year term is £765,000

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: £743,060

II.2) Description

II.2.3) Place of performance

NUTS codes

- UKI - London

II.2.4) Description of the procurement

Tower Hamlets has a proud history of supporting people who are socially excluded through the delivery of personalised, early intervention housing support services.

Tackling violence against women and girls (VAWG) is a key priority for the Council and has developed the Tower Hamlets Violence Against Women and Girls Strategy 2019-24. This strategy sets out our priorities and commitments for tackling all forms of gendered violence. The provision of supported emergency accommodation which offers Asian women with their children an immediate safe route out of homes where they have experienced domestic abuse is key to meeting this commitment.

Further to this the new Domestic Abuse Act 2021 places a duty on local authorities in England to provide support to victims of domestic abuse and their children in refuges or other safe accommodation.

Tower Hamlets Council delivers our refuge provision within a pan-London strategic response to domestic violence working closely with the Greater London Authority (GLA) and specifically the Mayors Office for Policing & Crime (MOPAC). London's draft strategy

for consultation was published on 5th November 2021, informed by a London needs assessment. The final Domestic Abuse Safe Accommodation Strategy was published in December 2021

The service will deliver as a minimum:

- 5 hours per week, per person of direct support
- It should include as a minimum a first point of contact for service users during the operating hours.

II.2.5) Award criteria

Quality criterion - Name: Quality and social value / Weighting: 70

Price - Weighting: 30

II.2.11) Information about options

Options: Yes

Description of options

Option to extend from an initial three year term, for periods up to 12 months for a further 24 months in total. The total possible contract term is five years

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 000-037744](#)

Section V. Award of contract

Contract No

HAC5910

Lot No

1

A contract/lot is awarded: Yes

V.2) Award of contract

V.2.1) Date of conclusion of the contract

29 September 2025

V.2.2) Information about tenders

Number of tenders received: 3

Number of tenders received from SMEs: 2

Number of tenders received from tenderers from other EU Member States: 0

Number of tenders received from tenderers from non-EU Member States: 0

Number of tenders received by electronic means: 3

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

V.2.3) Name and address of the contractor

Hestia Housing and Support

Beaufort House 4th Floor

London

EC3A 7DT

Country

United Kingdom

NUTS code

- UKI - London

The contractor is an SME

No

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

Total value of the contract/lot: £743,060

Section VI. Complementary information

VI.4) Procedures for review

VI.4.1) Review body

High Court of England and Wales

High Court of England and Wales , The Strand

London

WC2A 2LL

Country

United Kingdom