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Award

North Somerset Specialist Domestic Abuse Services

North Somerset Council

UK6: Contract award notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-082219

Procurement identifier (OCID): ocds-h6vhtk-050b42 ([view related notices](#))

Published 11 December 2025, 5:03pm

Scope

Description

North Somerset Council is seeking suitably qualified providers to deliver our specialist Domestic Abuse Services from 1st April 2026, for a period of 4 years with an option to extend, subject to satisfactory performance, for a further period of up to 2 years. The service is being split into Lots:

Lot 1 - Specialist Domestic Abuse Support & Advocacy

Lot 2 - Safe, Specialist Domestic Abuse Accommodation

Lot 3 - Specialist Domestic Abuse Counselling and Therapeutic Support Service

Lot 1. Specialist Domestic Abuse Support & Advocacy

Description

Lot 1 is for the provision of Specialist Domestic Abuse Support & Advocacy including IDVA's administration of the MARAC and acting as the single point of contract.

Lot 2. Safe, Specialist Domestic Abuse Accommodation

Description

Lot 2 is for the provision of Safe, Specialist Domestic Abuse Accommodation, the supplier will provide a minimum of thirteen units of accommodation plus two further "crash pads".

Lot 3. Specialist Domestic Abuse Counselling and Therapeutic Support Service

Description

Lot 3 is for the provision of Specialist Domestic Abuse Counselling and Therapeutic Support Service. The Provider will provide counsellors qualified with the British Association for Counselling and Psychotherapy (BACP) to a suitable standard and having a minimum of 3 years practice to deliver specialist one-to-one formal counselling for both adult survivors of domestic abuse and children and young people.

Contract 1. Lot 1 - Specialist Domestic Abuse Support & Advocacy

Lots

Lot 1. Specialist Domestic Abuse Support & Advocacy

Supplier

- CRANSTOUN

Contract value

- £2,559,600 excluding VAT
- £3,071,520 including VAT

Above the relevant threshold

Award decision date

11 December 2025

Date assessment summaries were sent to tenderers

11 December 2025

Standstill period

- End: 23 December 2025
- 9 working days

Earliest date the contract will be signed

8 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- Possible extension to 31 March 2032
- 6 years

Description of possible extension:

1 x extension of up to 24 months subject to satisfactory performance and continued funding available

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The Council has provided for the inclusion under this contract, of additional services relating to domestic abuse support which may be required during the contract period.

Where the Council deems that additional service requirements are related to the subject matter of the contract, they may be included subject to supplier agreement.

In recognition of the opportunity for additional funding throughout the life of the contract, the advertised value of this contract is over and above the contract values stated in the notice. This is to allow the Authority to add additional Domestic Abuse related services with the contracted provider/s resulting from additional funding opportunities.

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire
-

Contract 2. Lot 2 - Safe, Specialist Accommodation

Lots

Lot 2. Safe, Specialist Domestic Abuse Accommodation

Supplier

- BRISTOL MISSING LINK LIMITED

Contract value

- £1,074,294 excluding VAT
- £1,289,152 including VAT

Above the relevant threshold

Award decision date

11 December 2025

Date assessment summaries were sent to tenderers

11 December 2025

Standstill period

- End: 23 December 2025
- 9 working days

Earliest date the contract will be signed

8 January 2026

Contract dates (estimated)

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- Possible extension to 31 March 2032
- 6 years

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CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire
-

Contract 3. Lot 3 - Specialist Therapeutic Counselling

Lots

Lot 3. Specialist Domestic Abuse Counselling and Therapeutic Support Service

Supplier

- FAMILY ACTION

Contract value

- £476,340 excluding VAT
- £571,608 including VAT

Below the relevant threshold

Award decision date

11 December 2025

Date assessment summaries were sent to tenderers

11 December 2025

Earliest date the contract will be signed

8 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2030
- Possible extension to 31 March 2032
- 6 years

Description of possible extension:

1 x extension of up to 24 months subject to satisfactory performance and continued funding available

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

The Council has provided for the inclusion under this contract, of additional services relating to domestic abuse support which may be required during the contract period.

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CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Information about tenders

Lot 1. Specialist Domestic Abuse Support & Advocacy

- 3 tenders received

- 3 tenders assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 2 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot 2. Safe, Specialist Domestic Abuse Accommodation

- 2 tenders received
 - 2 tenders assessed in the final stage:
 - 1 submitted by small and medium-sized enterprises (SME)
 - 1 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 1 supplier unsuccessful (details included for contracts over £5 million)
-

Lot 3. Specialist Domestic Abuse Counselling and Therapeutic Support Service

- 3 tenders received
 - 2 tenders assessed in the final stage:
 - 2 submitted by small and medium-sized enterprises (SME)
 - 2 submitted by voluntary, community and social enterprises (VCSE)
 - 1 supplier awarded contracts
 - 1 supplier unsuccessful (details included for contracts over £5 million)
-

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Suppliers

BRISTOL MISSING LINK LIMITED

- Companies House: IP24218R
- Public Procurement Organisation Number: PQZY-1343-HPBD

Embassy House, Queens Avenue

Bristol

BS8 1SB

United Kingdom

Email: jane.hutt@missinglinkhousing.co.uk

Website: <https://missinglinkhousing.co.uk/>

Region: UKK11 - Bristol, City of

Small or medium-sized enterprise (SME): Yes

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2. Lot 2 - Safe, Specialist Accommodation

CRANSTOUN

- Companies House: 03306337
- Public Procurement Organisation Number: PWGT-8578-PLNX

Thames Mews

Esher

KT10 9AD

United Kingdom

Email: bdt@cranstoun.org.uk

Website: <https://cranstoun.org/>

Region: UKJ25 - West Surrey

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 1. Lot 1 - Specialist Domestic Abuse Support & Advocacy

FAMILY ACTION

- Companies House: 01068186
- Public Procurement Organisation Number: PGQG-3268-XDMX

34 Wharf Road

London

N1 7GR

United Kingdom

Email: bdt@family-action.org.uk

Website: <http://www.family-action.org.uk>

Region: UKI41 - Hackney and Newham

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Contract 3. Lot 3 - Specialist Therapeutic Counselling

Contracting authority

North Somerset Council

- Public Procurement Organisation Number: PVVX-9588-WCMV

Town Hall, Walliscote Grove Road

Weston-super-Mare, North Somerset

BS23 1UJ

United Kingdom

Email: procurement.contracts@n-somerset.gov.uk

Region: UKK12 - Bath and North East Somerset, North Somerset and South Gloucestershire

Organisation type: Public authority - sub-central government