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Tender

Safe Accommodation Services

Surrey County Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

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Scope

Reference

RFX1000809

Description

In Surrey our vision is for every adult and child experiencing domestic abuse to be seen, safe and heard, and free from the harm caused by perpetrator behaviour.

The work we undertake will drive all action against domestic abuse in the County. It will influence change and secure the commitment of all to prevent harm, which devastates victims' lives, no matter how old they are, and has a disproportionate effect on the lives of young people. Surrey's ambition is 'no one is left behind' and domestic abuse services play a key role in achieving this ambition.

We want to achieve the priorities in our Support in Safe Accommodation Strategy, which include:

- Continue to explore with Surrey's refuge and outreach providers opportunities to further enhance the support available to survivors and their children that reside in safe

accommodation

- Explore opportunities for resettlement, skills and employment to allow survivors of DA to live an independent, healthy and fulfilled life in the Communities they live in.
- Build on the two-way communication, training and partnership work between safe accommodation providers, outreach providers and district and borough housing teams, to further improve the client journey when moving from safe accommodation to fully independent living.
- Work with partners to explore further opportunities to support survivors (adults and children) of DA to stay safe in their own homes and communities, where it is safe to do so.

To achieve those objectives and ambitions, SCC is looking to procure Safe Accommodation Services. These services will be delivered under 6 distinctive Lots, as outlined below:

- Lot 1 Refuge - Safe Accommodation. This lot includes three different areas and Bidders are required to indicate the area they are bidding for:
 - Woking
 - Guildford
 - Reigate and Banstead & Waverley
- Lot 2 Refuge Accommodation for All (RAFA) and Resettlement
- Lot 3 Safe at Home and Community IDVA Service
- Lot 4 Perpetrator Accommodation
- Lot 5 Young People Using Abusive Behaviour Intervention
- Lot 6 Support Survivors who are subject to Immigration processes

Total value (estimated)

- £20,920,000 including VAT

Above the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 31 March 2034
- 8 years

Main procurement category

Services

CPV classifications

- 85000000 - Health and social work services
-

Lot 1-Refuge Safe Accommodation. 1-Refuge Safe Accommodation

Description

We are seeking to continue our refuge provision in specific areas of Surrey to ensure equitable access to safe accommodation for individuals and families fleeing domestic abuse. These locations have been identified based on current service gaps, levels of local need, and accessibility across the county. Wherever possible, we aim to support survivors to remain within Surrey, recognising the value of maintaining proximity to familiar communities, schools, and support networks. We are also mindful of the importance of stability for families already placed in refuge accommodation. Requiring them to relocate could cause further disruption-particularly to children's education and established support systems-at a time when they have already experienced significant trauma. By strategically

locating services, we aim to balance the need for wider coverage with the imperative to minimise unnecessary upheaval and promote continuity for those already in crisis.

Lot value (estimated)

- £10,920,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 2-Refuge Accommodation for All (RAFA) and Resettlement. 2-Refuge Accommodation for All (RAFA) and Resettlement

Description

Description of requirements

- Safe accommodation provision that will provides 6 single self-contained dispersed / individual units in Surrey, offering refuge accommodation and associated specialist support for the following victim groups of domestic abuse.
 - o LGBTQ+ victims (where an assessment has shown that existing refuge provision is not appropriate)
 - o Adult male victims
 - o Traveller and Roma Victims
 - o Any individual experiencing domestic abuse whose needs cannot be adequately met by the current refuge accommodation options
- These units will provide holistic, specialist support to meet the needs of the victims in a supportive, safe, and secure environment. This provision will fulfil the identified unmet need for the forementioned victim groups of domestic abuse ensuring that safe

accommodation can be provided to any victim of domestic abuse in Surrey.

- Provide 3 properties for the specific use of move on accommodation, offering refuge accommodation and associated specialist support for either family units or/and single survivors of domestic abuse. These units will provide holistic, specialist support to meet the needs of the adult and child survivors in a supportive, safe, and secure environment.
- All properties need to be within Surrey.
- The properties could be open to referrals from other domestic abuse specialist services including but not limited to other safe accommodation providers in Surrey.
- This will be delivered by the specialist IDVA and Domestic Abuse Refuge Advocate with senior management oversight.

Lot value (estimated)

- £2,160,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 3-Safe at Home and Community IDVA Service. 3-Safe at Home and Community IDVA Service

Description

Description of requirements

- Co-ordination of physical changes to properties to create sanctuary schemes
 - o To make initial contact with survivors and assess their suitability for a sanctuary scheme with consideration given to the risk posed by the perpetrator and the possible alternative safe accommodation or housing options for the survivor.

- o To co-ordinate with the survivor and Designing Out Crime Officers (Surrey Police) for an assessment to be conducted of the property to identify what modifications would be appropriate. This assessment could include an DA Outreach worker or a member of Surrey Fire and Rescue Service.
- o To obtain permission from the Homeowner for any required works to be completed
- o To sub-contract to a provider to make the required modifications to the properties; where a property is owned by a Local Authority or Housing Association with its own works teams then these teams will complete the works.
- o To where there is a need for security measures at short notice to co-ordinate temporary security measures being put in place by Surrey Fire and Rescue Service.
- o To seek feedback from survivors to ensure continuous improvement of the service.
- Delivery of specialist support services to survivors of DA in Sanctuary Schemes
 - o To deliver specialist DA services to survivors in Sanctuary schemes on a consensual basis.
 - o These interventions should include 1:1 work as well as considering the needs of the survivor's children or other dependants.
 - o Support offered will be based on evidence-based practice and be needs led.
 - o Consideration should be given to the protected characteristics of survivors and provision adapted to ensure equal access to all survivors.
 - o To provide specialist domestic abuse (DA) outreach support within local communities empowering survivors to achieve independence and be seen, safe and heard, free from harm caused by perpetrator behaviour and enable them to stay within their own homes.
 - o To provide specialist support for children and young people as well as adult survivors to meet individual needs - (under the Domestic Abuse Act 2021, children are now seen as victims in their own rights).
 - o To work with non-abusive family members, including children, affected directly and / or indirectly as part of a joined-up pathway delivering the right support at the right time in the right place.
 - o Deliver training to voluntary sector, community and faith groups to raise awareness of specialist domestic abuse services including safe accommodation routes of support.

- The emergency fund will financially support survivors of domestic abuse who did not have the financial resources to pay for immediate needs when faced with homelessness and seeking safe accommodations such as travel to refuge or safe accommodation, food and hygiene essentials, clothes and school uniform, fuel costs and other essential items including household appliances and beds.

Lot value (estimated)

- £2,880,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 4-Perpetrator Accommodation. 4-Perpetrator Accommodation

Description

Description of requirements

- A community housing model which is supported by structured Cognitive Behavioural Therapy (CBT) programmes for those suspected or convicted perpetrators of domestic abuse, including those that have multiple or complex needs.

o In the context of domestic abuse (DA), "multiple and complex needs" refers to individuals who, in addition to experiencing domestic abuse, face a range of other significant challenges that affect their safety, wellbeing, and ability to access support. These needs often intersect and can include:

? Mental health issues

? Substance misuse

? Homelessness or housing instability

? Offending behaviour or criminal justice involvement

? Poverty and financial hardship

? Trauma and adverse childhood experiences

? Parenting challenges or involvement with children's services

- Challenge of the offending behaviour 'and thinking' whilst identifying strengths and goals.
- Provide opportunities to learn new skills, gain knowledge and increase self-awareness.
- Provide flexible stages of housing to accommodate the changing nature of everyone's offending behaviour.
- Provide a therapeutic offer to keep themselves and others safe.
- Provide additional housing interventions that residents can access that include tenancy sustainment modules, building better relationships, financial self-management etc.

Lot value (estimated)

- £1,600,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 5-Young Persons Using Abusive Behaviour Intervention. 5-Young Persons Using Abusive Behaviour Intervention

Description

Description of requirements

- In Surrey, we aim to strengthen both our support and challenge for young people who display abusive behaviour by creating a coordinated, flexible, and whole-family approach. This child-first approach will focus on early intervention and work with the entire family to achieve lasting change

- We would like an outcome-based service for young people who demonstrate abusive behaviour in their relationships with intimate partners, their parents/carers and other family members. This would include all forms of abuse outlined by Women's Aid. Domestic abuse can include, but is not limited to, the following:

- o Coercive control (a pattern of intimidation, degradation, isolation and control with the use or threat of physical or sexual violence)

- o Psychological and/or emotional abuse

- o Physical or sexual abuse

- o Financial or economic abuse

- o Harassment and stalking

- o Online or digital abuse

- All professionals working with young people who use abusive behaviour in their relationships, must ensure that interventions adopt the Ministry of Justice 'child first' principles, are trauma-informed, needs-based, and prioritise the safety of victims. Interventions should be delivered alongside coordinated support for the victim. While we recognise that Respect accreditation does not apply to work with children and young people, providers are expected to have robust internal quality controls that align with the principles and standards set out by Respect, ensuring consistency, accountability, and best practice in service delivery.

- Providers will need to be flexible in their delivery, and the expectation is that the service will be provided primarily face to face. Furthermore, depending on the young person/family needs provision could be delivered through 1-1 interventions, group work or a combination of both. Depending on need, virtual delivery methods could also be provided. The provider will need to make referrals to appropriate services, where there are additional needs and deliver interventions alongside other agencies to ensure that families are provided holistic support.

- This commission will focus on the two key areas:

1. Child or young person demonstrating abusive behaviour towards parent/carer or family member's programme:

- o Young people (generally from the ages of 8 to 18, but up to the age of 25yrs old if they have additional learning needs. For those outside of this age range, a case-by-case decision should be made based on their individual needs) who demonstrate unhealthy or abusive behaviours in their relationship with their parent, carer or family members.
- o Evidence based support for the parents/carers
- o Takes a whole family approach in providing support which will involve interventions with parents, careers, adult family members and siblings as well as the young person
- o Could be supporting children and young people who are open to social services
- o Might include specialist 1-1 interventions for those with specific needs (e.g. language needs, SEND)
- o Might include specialist interventions for those who face barriers accessing traditional services due to protected characteristics (e.g. LGBTQ+, females using violence, and Black, Asian, and minoritised ethnic groups)

2. Unhealthy relationship programme outline:

- o Young people (generally from the ages of 11 to 18, but up to the age of 25yrs old if they have additional learning needs or for those under the age of 13 a case-by-case decision should be made based on their individual needs) who exhibit unhealthy or abusive behaviours in their relationship with an intimate partner.
- o Might include specialist 1-1 interventions for those with specific needs (e.g. language needs, SEND)
- o Might include specialist interventions for those who face barriers accessing traditional services due to protected characteristics (e.g. LGBTQ+, females using violence, and Black, Asian, and minoritized ethnic groups)
- o An offer of support is made to partners/ex-partners

Lot value (estimated)

- £2,560,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Lot 6-Support Survivors who are subject to Immigration processes. 6-Support Survivors who are subject to Immigration processes

Description

Description of requirements

- To provide prompt immigration advice to Surrey refugees, and to provide in-depth casework and support for around 55 cases per annum for people referred to the project. The model will consist of three levels of support (one-off, medium or high):

1. One-off initial advice - Initial advice sessions to identify the client's status as well as the potential options to regularise their status.

- Further advice - For clients who are identified as having a medium or high merits of success as defined by following one-off initial advice, a further 90 days to clarify the case that can be made and the relative merits of the case and sorting out funding applications for the case. Medium or High merits are as defined under the Government's Merit criteria.

2. Long term case work - Long-term casework funded by Legal Aid or exceptional case funding. Where a client is ineligible for this funding, we will try to refer to suitable provider. The casework will see a client's case through, with coordination with other relevant agencies and where appropriate advocacy and representation through the admin review & judicial review process.

Lot value (estimated)

- £800,000 including VAT

Same for all lots

CPV classifications and contract dates are shown in the Scope section, because they are the same for all lots.

Submission

Tender submission deadline

2 February 2026, 12:00am

Submission address and any special instructions

<https://supplierlive.proactisp2p.com>

Tenders may be submitted electronically

Yes

Languages that may be used for submission

English

Award decision date (estimated)

23 March 2026

Award criteria

Lot 1-Refuge Safe Accommodation. 1-Refuge Safe Accommodation

Lot 2-Refuge Accommodation for All (RAFA) and Resettlement. 2-Refuge Accommodation for All (RAFA) and Resettlement

Lot 3-Safe at Home and Community IDVA Service. 3-Safe at Home and Community IDVA Service

Lot 4-Perpetrator Accommodation. 4-Perpetrator Accommodation

Lot 5-Young Persons Using Abusive Behaviour Intervention. 5-Young Persons Using Abusive Behaviour Intervention

Name	Type
Quality Questionnaire	Quality
Financial Assurance Question	Quality

Weighting description

Quality Questionnaire 95%

Financial Assurance Question 5%

Lot 6-Support Survivors who are subject to Immigration processes. 6-Support Survivors who are subject to Immigration processes

Name	Type
Quality Questionnaire	Quality
Financial Assurance Question	Quality

Weighting description

Quality Questionnaire 95%

Financial Assurance Question 5%

Other information

Conflicts assessment prepared/revised

Yes

Procedure

Procedure type

Open procedure

Special regime

Light touch

Contracting authority

Surrey County Council

- Public Procurement Organisation Number: PWRH-8974-TNBV

11 Cockshot Hill

Reigate

RH2 8EF

United Kingdom

Contact name: Ania Wroblewska

Email: ania.wroblewska@surreycc.gov.uk

Website: <https://www.surreycc.gov.uk>

Region: UKJ26 - East Surrey

Organisation type: Public authority - sub-central government