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Award

Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Durham County Council

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

Notice identifier: 2025/S 000-083854

Procurement identifier (OCID): ocds-h6vhtk-054893 ([view related notices](#))

Published 17 December 2025, 1:33pm

Scope

Description

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations.

The aim of the service is to provide temporary safe accommodation within a refuge setting to victim-survivors of domestic abuse (and any dependent children/young people that are accommodated) that improves the safety, harm reduction, recovery and wellbeing of the victim-survivors. The commissioned service(s) should have a strong focus on partnership working and community engagement.

We welcome proposals from experienced providers who can demonstrate a commitment to survivor-led approaches, multi-agency collaboration, and continuous improvement. The

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successful provider will play a vital role in helping us create a safe and supportive environment for those impacted by domestic abuse.

The opportunity is issued as multiple Lot contract based on geographical locations.

Suppliers can bid for a maximum of two geographical areas/lots.

Geographical Area Number of Units

Lot 1 North Durham 9

Lot 2 South Durham 8

Lot 3 East Durham 6

Lot 4 Central Durham 9

It should be noted that whilst premises that exceed the minimum required number of units detailed above may bid/be successful in contract award, the total annual settlement (the annual contract value) will remain as specified in the Tender documents.

Permitted Changes to Contract:

Funding for these services is reliant upon the continued availability of funds from both the Council's core budget and Domestic Abuse Act Part 4 funding received from the MHCLG. Funding amounts and sources are uncertain over the contract term and therefore DCC may need to invoke either contract modifications or termination as permitted under the relevant sections of the contract terms and conditions.

At the Council's discretion, should the Council acquire further funding, including from

different sources, additional services may be required and may slightly differ to that detailed above but will fall under the remit of domestic abuse refuges and/or refuge-based support services.

The Council reserves the right to apply inflationary uplifts to the contract value at its sole discretion and will be based upon the availability of funding and commissioning priorities.

The Council reserves the right to modify the service specification if new legislation and/or guidance re. domestic abuse refuges and/or refuge-based support services is published by the Government.

If a successful bidder's contract is terminated, either at the Council's or the provider's discretion, the council has the discretion to approach one or all of the other successful bidders to offer them the opportunity to deliver refuge and refuge-based support services in this geographical area OR go to market for a new supplier.

Lot 1. North Durham

Description

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service in North Durham that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations. The number of units required in North Durham is 9.

Lot 2. South Durham

Description

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service in South Durham that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations. The number of units required in South Durham is 8.

Lot 3. East Durham

Description

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service in East Durham that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations. The number of units required in East Durham is 6.

Lot 4. Central Durham

Description

Durham County Council is seeking to commission a comprehensive and trauma-informed domestic abuse refuges and refuge support service in Central Durham that meets the diverse needs of women (and their dependent children if applicable) affected by domestic abuse and who are seeking safe accommodation from high-risk domestic abuse situations. The number of units required in Central Durham is 9.

Contract 1. Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Lots

Lot 1. North Durham

Supplier

- Thirteen Housing Group Limited

Contract value

- £1,075,237 excluding VAT
- £1,290,284.40 including VAT

Above the relevant threshold

Award decision date

17 December 2025

Date assessment summaries were sent to tenderers

17 December 2025

Standstill period

- End: 6 January 2026

- 11 working days

Earliest date the contract will be signed

16 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The contract is being let with the options to extend for one period of up to 24 months each, from the contract end date, subject to Commissioner and budget approval.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Permitted Changes to Contract:

Funding for these services is reliant upon the continued availability of funds from both the Council's core budget and Domestic Abuse Act Part 4 funding received from the MHCLG. Funding amounts and sources are uncertain over the contract term and therefore DCC may need to invoke either contract modifications or termination as permitted under the relevant sections of the contract terms and conditions.

At the Council's discretion, should the Council acquire further funding, including from different sources, additional services may be required and may slightly differ to that detailed above but will fall under the remit of domestic abuse refuges and/or refuge-based support services.

The Council reserves the right to apply inflationary uplifts to the contract value at its sole discretion and will be based upon the availability of funding and commissioning priorities.

The Council reserves the right to modify the service specification if new legislation and/or guidance re. domestic abuse refuges and/or refuge-based support services is published by the Government.

If a successful bidder's contract is terminated, either at the Council's or the provider's discretion, the council has the discretion to approach one or all of the other successful bidders to offer them the opportunity to deliver refuge and refuge-based support services in this geographical area OR go to market for a new supplier.

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKC14 - Durham CC
-

Contract 2. Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Lots

Lot 2. South Durham

Supplier

- Wear Valley Women's Aid

Contract value

- £965,150 excluding VAT
- £1,158,180 including VAT

Above the relevant threshold

Award decision date

17 December 2025

Date assessment summaries were sent to tenderers

17 December 2025

Standstill period

- End: 6 January 2026
- 11 working days

Earliest date the contract will be signed

16 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029

- Possible extension to 31 March 2031
- 5 years

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Main procurement category

Services

Options

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The Council reserves the right to apply inflationary uplifts to the contract value at its sole discretion and will be based upon the availability of funding and commissioning priorities.

The Council reserves the right to modify the service specification if new legislation and/or guidance re. domestic abuse refuges and/or refuge-based support services is published by the Government.

If a successful bidder's contract is terminated, either at the Council's or the provider's

discretion, the council has the discretion to approach one or all of the other successful bidders to offer them the opportunity to deliver refuge and refuge-based support services in this geographical area OR go to market for a new supplier.

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKC14 - Durham CC
-

Contract 3. Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Lots

Lot 3. East Durham

Supplier

- HARBOUR SUPPORT SERVICES

Contract value

- £888,598 excluding VAT
- £1,066,317.60 including VAT

Above the relevant threshold

Award decision date

17 December 2025

Date assessment summaries were sent to tenderers

17 December 2025

Standstill period

- End: 6 January 2026
- 11 working days

Earliest date the contract will be signed

16 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The contract is being let with the options to extend for one period of up to 24 months each, from the contract end date, subject to Commissioner and budget approval.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Permitted Changes to Contract:

Funding for these services is reliant upon the continued availability of funds from both the Council's core budget and Domestic Abuse Act Part 4 funding received from the MHCLG. Funding amounts and sources are uncertain over the contract term and therefore DCC may need to invoke either contract modifications or termination as permitted under the relevant sections of the contract terms and conditions.

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The Council reserves the right to apply inflationary uplifts to the contract value at its sole discretion and will be based upon the availability of funding and commissioning priorities.

The Council reserves the right to modify the service specification if new legislation and/or guidance re. domestic abuse refuges and/or refuge-based support services is published by the Government.

If a successful bidder's contract is terminated, either at the Council's or the provider's discretion, the council has the discretion to approach one or all of the other successful bidders to offer them the opportunity to deliver refuge and refuge-based support services in this geographical area OR go to market for a new supplier.

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKC14 - Durham CC
-

Contract 4. Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Lots

Lot 4. Central Durham

Supplier

- HARBOUR SUPPORT SERVICES

Contract value

- £1,084,871.70 excluding VAT
- £1,301,846.04 including VAT

Above the relevant threshold

Award decision date

17 December 2025

Date assessment summaries were sent to tenderers

17 December 2025

Standstill period

- End: 6 January 2026
- 11 working days

Earliest date the contract will be signed

16 January 2026

Contract dates (estimated)

- 1 April 2026 to 31 March 2029
- Possible extension to 31 March 2031
- 5 years

Description of possible extension:

The contract is being let with the options to extend for one period of up to 24 months each, from the contract end date, subject to Commissioner and budget approval.

Main procurement category

Services

Options

The right to additional purchases while the contract is valid.

Permitted Changes to Contract:

Funding for these services is reliant upon the continued availability of funds from both the Council's core budget and Domestic Abuse Act Part 4 funding received from the MHCLG. Funding amounts and sources are uncertain over the contract term and therefore DCC

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The Council reserves the right to modify the service specification if new legislation and/or guidance re. domestic abuse refuges and/or refuge-based support services is published by the Government.

If a successful bidder's contract is terminated, either at the Council's or the provider's discretion, the council has the discretion to approach one or all of the other successful bidders to offer them the opportunity to deliver refuge and refuge-based support services in this geographical area OR go to market for a new supplier.

CPV classifications

- 85000000 - Health and social work services

Contract locations

- UKC14 - Durham CC

Information about tenders

Lot 1. North Durham

- 3 tenders received

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

Lot 2. South Durham

- 1 tender received
 - 1 tender 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
 - 0 suppliers unsuccessful (details included for contracts over £5 million)
-

Lot 3. East Durham

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

Lot 4. Central Durham

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

Submission

Submission type

Tenders

Procedure

Procedure type

Competitive flexible procedure

Special regime

Light touch

Suppliers

HARBOUR SUPPORT SERVICES

- Companies House: 04141850
- Public Procurement Organisation Number: PJLH-1188-WWRP

8 Sydenham Road

Hartlepool

TS25 1QB

United Kingdom

Email: johartland@myharbour.org.uk

Website: <http://www.myharbour.org.uk>

Region: UKC11 - Hartlepool and Stockton-on-Tees

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 3. Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Contract 4. Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Thirteen Housing Group Limited

- Mutuels Public Register: 7522
- Public Procurement Organisation Number: PYPT-9749-ZYLR

2 Hudson Quay, Windward Way

MIDDLESBROUGH

TS2 1QG

United Kingdom

Email: procurement@thirteengroup.co.uk

Website: <http://www.thirteengroup.co.uk>

Region: UKC12 - South Teesside

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): No

Supported employment provider: No

Public service mutual: No

Contract 1. Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Wear Valley Women's Aid

- Companies House: 03212347

CO DCC

CO DCC

DH1 5WB

United Kingdom

Email: bishref_2003@yahoo.co.uk

Region: UKC14 - Durham CC

Small or medium-sized enterprise (SME): No

Voluntary, community or social enterprise (VCSE): Yes

Supported employment provider: No

Public service mutual: No

Contract 2. Domestic Abuse Refuge and Refuge Based Support Services for Women and Children

Contracting authority

Durham County Council

- Public Procurement Organisation Number: PMPB-8772-VYWM

Corten House, Dunholme Close

Durham

DH1 5WB

United Kingdom

Email: corporate.procurement@durham.gov.uk

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

Region: UKC14 - Durham CC

Organisation type: Public authority - sub-central government