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Contract

## **CST127 Provision of Domestic Abuse Support Services Lot 1 Helpline**

Derbyshire County Council

F20: Modification notice

Notice identifier: 2025/S 000-085508

Procurement identifier (OCID): ocds-h6vhtk-05fbce

Published 22 December 2025, 3:32pm

### **Section I: Contracting authority/entity**

#### **I.1) Name and addresses**

Derbyshire County Council

County Hall

Matlock

DE43AG

#### **Contact**

Jayne Smith

#### **Email**

[jayne.smith@derbyshire.gov.uk](mailto:jayne.smith@derbyshire.gov.uk)

#### **Country**

United Kingdom

#### **Region code**

UKF1 - Derbyshire and Nottinghamshire

**Justification for not providing organisation identifier**

Not on any register

**Internet address(es)**

Main address

<https://www.derbyshire.gov.uk/>

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

CST127 Provision of Domestic Abuse Support Services Lot 1 Helpline

#### **II.1.2) Main CPV code**

- 85000000 - Health and social work services

#### **II.1.3) Type of contract**

Services

### **II.2) Description**

#### **II.2.3) Place of performance**

NUTS codes

- UKF1 - Derbyshire and Nottinghamshire

#### **II.2.4) Description of the procurement at the time of conclusion of the contract:**

The Domestic Abuse Helpline (Lot 1) will provide advice and support to victims, their friends and family, and guidance for professionals seeking support for their clients. The helpline also functions as a central point of referrals for the Support Services (Lot 2).

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#### **II.2.7) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Duration in months

72

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## **Section IV. Procedure**

### **IV.2) Administrative information**

#### **IV.2.1) Contract award notice concerning this contract**

Notice number: [2099/S 001-999999](#)

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## **Section V. Award of contract/concession**

### **Contract No**

CST127

### **Lot No**

Lot 1

### **V.2) Award of contract/concession**

#### **V.2.1) Date of conclusion of the contract/concession award decision:**

6 December 2023

#### **V.2.2) Information about tenders**

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

#### **V.2.3) Name and address of the contractor/concessionaire**

The Elm Foundation Ltd

Chesterfield

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

Justification for not providing organisation identifier

Not on any register

The contractor/concessionaire is an SME

No

#### **V.2.4) Information on value of the contract/lot/concession (at the time of conclusion of the contract;excluding VAT)**

Total value of the procurement: £15,413,088

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## **Section VI. Complementary information**

### **VI.4) Procedures for review**

#### **VI.4.1) Review body**

High Court (Technology and Construction Court)

London

Email

[procurement@derbyshire.gov.uk](mailto:procurement@derbyshire.gov.uk)

Country

United Kingdom

#### **VI.4.3) Review procedure**

Precise information on deadline(s) for review procedures

Derbyshire County Council will incorporate a minimum 10 calendar days (or 15 if non-electronic or fax methods used) standstill period at the point information on the award of the contract is communicated to the relevant economic operators. Debriefing by the Council shall be in accordance with the Public Contracts Regulation 2015(as amended) (the Regulations).

Such information should be requested from the addressee in Section 1.1. If an appeal regarding the award of the contract has not been successfully resolved the Regulations provide for the aggrieved parties who are of the opinion that they have been harmed or are at risk of harm by a breach of the Regulations, to take action in the High Court (England, Wales and Northern Ireland). Any such action must be brought as soon as possible

#### **VI.4.4) Service from which information about the review procedure may be obtained**

Derbyshire County Council

Matlock

DE4 3AG

Country

United Kingdom

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## **Section VII: Modifications to the contract/concession**

### **VII.1) Description of the procurement after the modifications**

#### **VII.1.1) Main CPV code**

- 85000000 - Health and social work services

#### **VII.1.3) Place of performance**

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

#### **VII.1.4) Description of the procurement:**

The Domestic Abuse Helpline (Lot 1) will provide advice and support to victims, their friends and family, and guidance for professionals seeking support for their clients. The helpline also functions as a central point of referrals for the Support Services (Lot 2).

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#### **VII.1.5) Duration of the contract, framework agreement, dynamic purchasing system or concession**

Duration in months

72

#### **VII.1.6) Information on value of the contract/lot/concession (excluding VAT)**

Total value of the contract/lot/concession:

£15,413,088

#### **VII.1.7) Name and address of the contractor/concessionaire**

The Elm Foundation Ltd

Chesterfield

Country

United Kingdom

NUTS code

- UKF1 - Derbyshire and Nottinghamshire

Justification for not providing organisation identifier

Not on any register

The contractor/concessionaire is an SME

No

## **VII.2) Information about modifications**

### **VII.2.1) Description of the modifications**

Nature and extent of the modifications (with indication of possible earlier changes to the contract):

Pay an additional one off non-recurring amount of £153,051 to support increased demand, cost pressures and extend the Together with Health project for the period from

01 April 2026 to 31 March 2027.

### **VII.2.2) Reasons for modification**

Need for additional works, services or supplies by the original contractor/concessionaire.

Description of the economic or technical reasons and the inconvenience or duplication of cost preventing a change of contractor:

Economically this is the most cost-effective way to meet the additional demand and costs using the existing service to provide high quality continuity for clients avoiding duplication of costs.

### **VII.2.3) Increase in price**

Updated total contract value before the modifications (taking into account possible earlier contract modifications, price adaptions and average inflation)

Value excluding VAT: £1,476,545

Total contract value after the modifications

Value excluding VAT: £1,629,596