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Planning

Online Harms Faced by Disabled, and Neurodiverse User

Department for Science, Innovation & Technology

UK2: Preliminary market engagement notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-086182

Procurement identifier (OCID): ocds-h6vhtk-05fd68

Published 24 December 2025, 3:25pm

Scope

Description

Despite the growing use on online services, understanding how disabled and neurodiverse individuals experience harms within these digital environments remains limited. Existing research, such as Ofcom's findings, highlights that more individuals with limiting conditions see harmful content compared to those without, but these insights are fragmented and fail to capture escalating risks across different disabilities and neurodiverse conditions. Current strategies for harm reduction are largely advisory and rely on user vigilance, leaving substantial gaps in effective, systemic protections. Thus this project will attempt to address these concerns through a literature review looking into the online experience of disabled and neurodiverse users, and optional functionality review which would look at the current state of mainly social media sites to see if features or functions present could be adversely affecting users. Ending with a selection of interviews with users or those who represent the target demographics to see understand if the lived experiences match up with what was found within the previous stages.

Total value (estimated)

- £40,000 excluding VAT
- £40,000 including VAT

Below the relevant threshold

Contract dates (estimated)

- 1 April 2026 to 1 August 2026
- 4 months, 1 day

Main procurement category

Services

CPV classifications

- 73210000 - Research consultancy services
- 79315000 - Social research services
- 79417000 - Safety consultancy services

Contract locations

- UK - United Kingdom

Engagement

Engagement deadline

24 January 2026

Engagement process description

If interested in this procurement please contact eleonor.woodfield@dsit.gov.uk, we would be interested to hear from suppliers in regard to proposed methodology and potential costs, as well as realistic timescales in order to complete the proposed project.

Participation

Particular suitability

- Small and medium-sized enterprises (SME)
- Voluntary, community and social enterprises (VCSE)

Submission

Publication date of tender notice (estimated)

31 March 2026

Contracting authority

Department for Science, Innovation & Technology

- Public Procurement Organisation Number: PVWZ-3216-PVQL

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Organisation type: Public authority - central government