

Committee Name and Date of Committee Meeting

Delegated Officer Decision – 11 September 2025

Report Title

Extension of Domestic Abuse Outreach Service Contract

Is this a Key Decision and has it been included on the Forward Plan?

Yes

Strategic Director Approving Submission of the Report

Ian Spicer, Strategic Director of Adult Care, Housing and Public Health

Report Author(s)

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Ward(s) Affected

Borough-Wide

Report Summary

This report provides detail on the commissioned Domestic Abuse Outreach contract, with a recommendation to extend for 12 months. This is permitted within the contract terms.

Recommendations

1. To extend the Domestic Abuse Outreach Contract by 12 months, up to 30 September 2026.
2. To note the intention to include future commissioning recommendations in the Cabinet report alongside the Domestic Abuse Strategy refresh.

List of Appendices Included

Appendix 1 Initial Equality Screening Assessment

Appendix 2 Carbon Impact Assessment

Background Papers

Cabinet Paper - [25 January 2021](#)

Consideration by any other Council Committee, Scrutiny or Advisory Panel

None

Council Approval Required

No

Exempt from the Press and Public

No

Extension of Domestic Abuse Outreach Service Contract

1. Background

- 1.1 The Domestic Abuse Outreach Contract commenced 1 October 2022, following an open procurement process. The service is delivered by Hopian (formerly Rotherham Rise). The initial contract term ends 30 September 2025, with an option to extend for up to two years.

The Domestic Abuse Pathway and commissioned service was re-designed following a Cabinet report on the [25 January 2021](#). The model included a helpline for Rotherham and single point of access. The model also moved away from victims and survivors moving between Council and commissioned provision and having to repeat their story. In the new model the Council service and the commissioned service are able to work with people at all risk levels.

- 1.2 All referrals for Domestic Abuse Outreach support are directed to the single point of access to receive support from Hopian which includes safety planning, one to one work or group support (or a combination). People who have more complex needs and require an assertive outreach approach are triaged to the Council Domestic Abuse Assertive Outreach Service (DAAOS).

2. Key Issues

- 2.1 Performance reporting shows that since the start of the contract, up to 31 March 2025, 3,330 people have accessed the service (note this figure refers to completed support packages and therefore may include individual victims more than once). The helpline also deals with around 60 ad-hoc enquiries per quarter, typically from other professionals. The provider also offers self-directed help resource via the website and monitors the numbers of people accessing different parts of the website. For example, in 2024/25 there were 346 people who accessed the page on 'types of abuse', 272 accessed 'resources and other organisations' and 155 accessed 'Clare's Law'.

- 2.2 The provider has maintained a good level of outcomes for people accessing the services, for example, data from 2024/25 shows that where there was an identified need:

- 99% of people improved their safety through better access to resource to remain safe.
- 97% of people improved their economic wellbeing.
- 99% of people achieved an improvement in their confidence.

Alongside this, where there is an identified need, the service has also helped people with more tangible outcomes such as access to training, employment/work like activities and securing or maintaining their accommodation.

- 2.3 At this stage in the contract, Hopian has achieved 179.4% of its Social Value target commitments, due to over-delivery in a number of areas. Two

commitments are currently below 100%, NT1 (95.09%) and SH1 (98.54%). However, as these are linked to staff employment, they are forecast to reach 100% by the end of the contract term.

- 2.4 The Council's Domestic Abuse Strategy [safer-rotherham-partnership-domestic-abuse-strategy-2022-27](#) is undergoing a refresh, and this is due to be presented at Cabinet in December 2025. The strategy refresh process has included views of key stakeholders, facilitated by the Domestic and Sexual Abuse Priority Group and people with lived experience, through feedback from people who have accessed the commissioned and in-house services. It is crucial that any future commissioned service aligns with the Council's Domestic Abuse Strategy and therefore future commissioning intentions and recommendations should incorporate any findings from the strategy refresh.

3. Options considered and recommended proposal

- 3.1 Option one – extend the contract for the full two years permitted.

The contract extension clause is 'up to two years' which covers any time period up to the full two years (inclusive). This would allow further time to scope out delivery models and shape commissioning intentions. However, as the Domestic Abuse Strategy refresh will be completed by December 2025, this option would mean the current service provision could not be revised for a further 22 months, should the strategy refresh lead to any changes.

- 3.2 Option two – do not extend the contract.

This option was discounted as would leave a gap in provision for the Council where there is a clear, identified, ongoing need.

- 3.3 Option three and recommended – extend the contract for one year.

This will take the current contract term to 30 September 2026 leaving the option of a further one year extension. This also allows for a 12 month procurement timeline for any new service that will be needed when this contract expires. The risks are assessed as low as this would allow a continuation of the current service that is delivering on both performance and outcomes.

4. Consultation on proposal

- 4.1 The Provider, Hopian, has indicated a commitment to continuing the service for the extension period. Hopian have requested an uplift in line with CPI for the extension period, as permitted within the contract terms. Hopian has also submitted new Social Value Commitments for the extension period (as per table below)

NT Ref	Measures	Target	SLEV
NT1	No. of local direct employees (FTE) hired or retained (for re-tendered contract)	9.66	£264,973.80
NT1c	No. of local people (FTE) on contract employed through the supply chain	0.57	£15,635.10
NT8	No. of staff hours spent on local school and college visits supporting pupils (including preparation time)	8	£135.44
NT12	Weeks of meaningful work placements/pre-employment courses (students, 1-6 weeks, unpaid)	18	£3,501.00
NT18	Total spent in the LOCAL supply chain through the contract	4,094	£2,374.38

4.2 The voice of people who use the service is collected on a regular basis, through contract management processes. In addition to this, direct feedback was collected by the Council in conducting a review of services and the strategy refresh.

4.3 Councillor Baker-Rogers, Lead Member for Adult Social Care and Health has been consulted and has agreed this course of action. Councillors Cusworth and Alam, who both have elements of Domestic Abuse provision within their respective portfolio areas have also been made aware.

5. Timetable and Accountability for Implementing this Decision

5.1 Following completion of this delegated officer decision, procurement will issue contract documentation, including new social value commitments to the provider, Hopian, for signature.

5.2 The extension year for the contract will run from 1 October 2025 until 30 September 2026; Strategic Commissioning (Adult Care Housing and Public Health) will continue to manage the contract.

6. Financial and Procurement Advice and Implications (to be written by the relevant Head of Finance and the Head of Procurement on behalf of s151 Officer)

6.1 The Domestic Abuse Outreach Service Contract commenced 1 October 2022, following an openly advertised competitive procurement process. The contract was awarded to Hopian (formerly Rotherham Rise) based on an initial term of 36 months with the option to extend for up to a further 24 months making the latest possible expiry date 30 September 2027.

6.2 The proposed contract modification is therefore permissible in line with the Council's Financial and Procurement Procedure rules and Public Contract Regulations 2015 (as amended).

- 6.3 The recommended option will require an above threshold procurement to be conducted in compliance with the Procurement Act 2023. It should be noted that for procurements which are above threshold it is recommended best practice to allow a minimum 9 – 12-month lead in time for the procurement to ensure appropriate market engagement can be conducted and the procurement process can be robustly undertaken without taking account of any mobilisation time (including the potential for TUPE transfer of staff).
- 6.4 The timescales to deliver this activity as defined at 3.3 align with best practice, the Service will need to acknowledge this project as part of their procurement priorities for 2025/26 to ensure the timescale set out is achieved.
- 6.5 The Domestic Abuse Outreach Contract has a value of £440k, which is funded by £290k revenue and £150k New Burdens Grant. An increase in the contract value for inflation will need to be identified.

7. Legal Advice and Implications (to be written by Legal Officer on behalf of Assistant Director Legal Services)

- 7.1 Legal have considered the report and supporting documents and approve the extension of the Domestic Abuse Outreach Contract by 12 months, up to 30 September 2026.

8. Human Resources Advice and Implications

- 8.1 No HR related concerns associated with this report.

9. Implications for Children and Young People and Vulnerable Adults

- 9.1 The service will continue to work in partnership with the Council and other agencies to support vulnerable adults. The provider, Hopian, attends the operational daily MADA meeting, Safer Homes meeting and shares chairing responsibility for MARAC. They also attend the strategic Domestic and Sexual Abuse Priority Group.
- 9.2 Whilst the Domestic Abuse Outreach contract does not directly support children, there were a recorded 3,557 additional dependents recorded within households of all victims who received outreach support in the last financial year, who may have benefited indirectly from support for example through the Domestic Abuse programmes delivered.
- 9.3 The commissioned provider, Hopian, receives funding from South Yorkshire Mayoral Combined Authority, for a Children's Worker post, that is able to provide direct support to children and young people, this is not linked with the Council's contract.

10. Equalities and Human Rights Advice and Implications

- 10.1 There are no identified Equalities and Human Rights implications, as this is a continuation of the current Domestic Abuse Outreach provision. An Initial

Equality Screening Assessment (Part A) has been completed and can be found as an appendix to this report.

11. Implications for CO2 Emissions and Climate Change

11.1 There are no identified implications for CO2 and Climate Change as this is a continuation of the current Domestic Abuse Outreach provision.

12. Implications for Partners

12.1. There are no identified implications for partners as this is a continuation of the current Domestic Abuse Outreach provision.

13. Risks and Mitigation

13.1 No risks have been identified as this is a continuation of the current Domestic Abuse Outreach provision, which will continue to be managed through existing contract management arrangements.

14. Accountable Officers

Ian Spicer, Strategic Director, Adult Care, Housing and Public Health

Approvals obtained on behalf of Statutory Officers: -

	Named Officer	Date
Chief Executive	John Edwards	Click here to enter a date.
Strategic Director of Finance & Customer Services (S.151 Officer)	Judith Badger	Click here to enter a date.
Assistant Director of Legal Services (Monitoring Officer)	Phil Horsfield	Click here to enter a date.

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