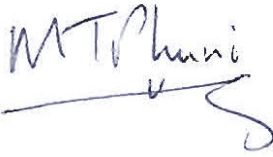




Haringey Council

Report for:	Cabinet 18 September 2012	Item Number:	
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Title:	Housing Related Support Waiver of tendering requirements and award of contract for Home Improvement Service (HIA) Contract
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Report Authorised by:	Mun Thong Phung, Director of Adult and Housing Services  Signed:	Date: 24th August 2012
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Lead Officer:	Rosie Green, Commissioning Manager (Housing Related Support) Tel: 020 8489 4526 Email: rosie.green@haringey.gov.uk
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Ward(s) affected: All	Report for Key/Non Key Decisions:
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1. Describe the issue under consideration

- 1.1 Housing Related Support has a contract with Metropolitan Care & Repair to provide an HIA Service.
- 1.2 The current contract expires on 31 July 2012 and there is no option to extend within the contract.
- 1.3 A review carried out by the Housing Related Team in June 2012 confirmed that the service is proven to be of strategic relevance, being of good quality, reputable and offering value for money.
- 1.4 Metropolitan Care & Repair submits quarterly Performance Indicator Workbooks to the Housing Related Team. The workbooks record availability, utilisation, staffing and throughputs including planned departures. The performance data



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shows that the service exceeds agreed targets and is immensely successful at meeting a multiplicity of housing related need.

- 1.5 There has been no funding increase on this contract since 2003 and a waiver until July 2014 at the current contract value will prevent any inflation and pressure on the Housing Related Support budget.
- 1.6 Further information on the pricing breakdown is contained in Appendix A, the exempt part of this report.

2. Cabinet Member introduction

- 2.1 The service provided by Metropolitan Care & Repair is for people over 60 and people with disabilities. The service is available to homeowners and private tenants and has proved successful since it's inception in meeting the needs of vulnerable older and disabled people in the Borough to improve, repair, maintain or adapt their homes. The contract to permit this service to continue will continue to deliver value for money, with proven outcomes.

3. Recommendations

- 3.1 That Cabinet approve a waiver of tendering requirements of Contract Standing Order (CSO) 10.01.2(d), that it is in the Council's overall interest.
- 3.2 That Cabinet approve an award of a contract with Metropolitan Care and Repair for the Home Improvement Service (HIA) for 2 years at the current contract value.

4. Other options considered

- 4.1 Market research carried out about HIA services offered in neighbouring boroughs.
- 4.2 A tendering process was carefully considered, however it was decided that it would fail to achieve any savings and would create too many disruptions to existing clients and stakeholders.
- 4.3 Consultations with service users and stakeholders in June 2012 indicated that this would go against the preferences of clients and professionals.



5. Background information

- 5.1 A partnership between Haringey Council and Metropolitan Care and Repair Service was established in 1991 to provide a Home Improvement Agency Service (HIA).
- 5.2 HIAs are local not-for-profit organisations located throughout the country and they assist older and disabled people to improve, repair, maintain, or adapt their home. They provide advice and information for home owners and private tenants, and they check to ensure what benefits and grants service users may be entitled to. They visit service users at home, work closely with other agencies involved, help to identify reputable tradespeople to undertake works and oversee the work.
- 5.3 Metropolitan Care and Repair is registered with Foundations, the national body for home improvement agencies which is appointed by the Department for Communities and Local Government (DCLG).
- 5.4 Metropolitan Care and Repair achieved a Full Home Improvement Quality Mark Award in 2005 from Foundations.
- 5.5 The service, which was Government funded, was inherited into the Supporting People Programme in 2003, the grant being one of the legacy funding streams.
- 5.6 The service is strategically relevant as it provides a comprehensive service to older and disabled people in the borough and is delivered into all tenures.
- 5.7 The service works closely with Housing, Environmental Health, Social Services Departments, as well as Age Concern, Government Departments and Enfield and Haringey Health Authority.
- 5.8 Their Advisory Committee embraces Voluntary Organisations and representatives from Chinese, African Caribbean and Asian Communities.
- 5.9 The current contract expires on 31 July 2012 and there is no option to extend within the contract.
- 5.10 Housing Related Support funding provides the following:
- Visiting service users at home to give advice about any problems they have with the condition of their home.
 - Providing a list of reliable local builders and contractors.
 - Advising of housing options and helping to decide which is most suitable



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- Helping to obtain other local support services.
- Checking whether service users are entitled to any financial help e.g disability benefits, or money to help repair or adapt their home.
- Helping with any work that service users decide to have carried out on their home e.g drawing up plans, getting estimates and liaising with others involved in the work, such as council grants officers and occupational therapist.

5.11 The first visit and advice is free.

5.12 Free building advice offered in Haringey up to 31 March 2012 was as follows:

- Received 8,168 enquiries
- Visited 5,795 households at least once in their own home
- Completed £8.8m worth of building work
- Completed 3,996 separate building jobs

5.13 A review carried out by the Housing Related Team in June 2012 confirmed that the service is proven to be of strategic relevance, being of good quality, reputable and offering value for money.

5.14 Metropolitan Care & Repair submits quarterly Performance Indicator Workbooks to the Housing Related Team. The workbooks record availability, utilisation, staffing and throughputs including planned departures. The performance data shows that the service exceeds agreed targets and is immensely successful at meeting a multiplicity of housing related need.

5.15 There has been no funding increase on this contract for 9 years, since 2003 and a waiver until May 2014 will be for 11 years at the current contract value. This will prevent any inflation and pressure on the Housing Related Support budget.

5.16 It is clear from the statistics in 5.12 above that the service provider has offered support to older and disabled people over and above their contracted amount.

5.17 It is evident that with the breadth of services provided that value for money is obtained.

5.18 The Housing Related Support funding equates to just one third of all income into the service.

5.19 To be fully operational to meet all the demands that are placed on the service, Metropolitan Care & Repair has been successful in obtaining additional funding from other sources e.g. charitable funding.

5.20 Other services offered by Metropolitan Care and Repair that are not funded by the Council are:



- Anti Burglary Support Project - immediate practical help to any Haringey resident over 60, who is a victim of burglary, attempted burglary or bogus callers.
- Since April 2003 (beginning of SP funding) they have:
 - 2,365 clients visited in their own homes
 - Only 10 clients have had a repeat burglary
 - 6,868 individual security items fitted free of charge
- Hospital Discharge - offers a service to prevent either delayed discharge, or re-admission, to one of the 3 hospitals serving Haringey, which could be through e.g. building repairs, adaptations, security measures, accident prevention advice or alarm systems.
 - Since April 2004, 502 elderly people, discharged from hospital, have been assisted.
- Care and Repair in the Garden
 - Gardening for Older and Disabled Residents – 205 households in 2011/12
 - Gardening Courses – 82 elderly people attended in the last 12 months
 - Hedge Cutting – e.g. in preparation for the Open House weekend, 348 Hedges were trimmed and re-shaped in Lordship Lane (2008)
 - Free Gardening Club for the over 60s at Green Routes
- Handyperson Service - provided by qualified CRB checked tradespeople offering low cost building jobs around the home.
 - Since 2006, the Handyperson has carried out 3,828 jobs for Haringey's elderly residents.

5.21 This service is a unique provision in the borough. Previous service reviews have consistently evidenced both quality and value for money.

5.22 Other local authorities have some form of Home Improvement Agency Service, however they differ from borough to borough in the range of services offered.

5.23 It is possible that if Housing Related Support stops contributing towards the cost of this service, the organisation will cease to operate and their local presence will be lost.

5.24 Equality Impact Assessment and consultation feedback in April 2011 supports the retention of this service (see Appendix B attached).



- 5.25 Metropolitan Care and Repair has successfully provided these services in Haringey and it is in the council's best interest to waive tendering requirements.

6. Comments of the Chief Finance Officer and financial implications

- 6.1 There is currently financial provision for this project within the Housing Related Support budget.
- 6.2 The Housing Related Support budget has been required to make cuts in the sum of £0.5m in 2012/13 and £1.5m in 2013/14.
- 6.3 This contract will be a commitment against future resources and must be factored into any future decisions on budget cuts.
- 6.4 The total contract value is contained in the exempt part of this report, Appendix A.

7. Head of Legal Services and legal implications

- 7.1 The contract is not considered a priority activity service under the Public Contracts Regulations 2006 and is therefore not subject to European tendering requirements.
- 7.2 Adult and Housing Services Directorate seeks a waiver of the tendering requirements set out in CSO 9.01 (requirement to tender).
- 7.3 The waiver is based on the grounds set out in CSO 10.01.2 (d) i.e that it is in the Council's overall interest.
- 7.4 Because of the value of the contract, the waiver must be approved by the Cabinet in accordance with CSO 10.01.1 (a) (contract value of more than £100,000).
- 7.5 Should the Cabinet see fit to approve the waiver, an award of contract is recommended. This is in accordance with CSO 9.07.1 (d) (contracts valued over £250,000).
- 7.6 The Head of Legal Services confirms that there are no legal reasons preventing Members from approving the recommendations in this report.

8. Equalities and Community Cohesion Comments

- 8.1 The EqIA agreed in April 2011 to retain this HIA contract with Metropolitan Care and Repair demonstrates the uniqueness of this service in the borough.



- 8.2 The services delivered by this service are proven to help elderly and disabled people in Haringey to continue to live independently in their own homes. Without this preventative service, many would be forced to move into residential or nursing care or struggle to continue in living at home.
- 8.3 The funding provided by HRS enables people who would not normally be able to afford adaptations to their homes to access grants to pay for this.

9. Head of Procurement Comments

- 9.1 This recommendation is compliant with the Procurement Code of Practice.
- 9.2 Benchmarking across North London show that this service delivers a value for money service to Haringey Council.
- 9.3 Contract management is in place to ensure compliance and shows that the service exceeds contracted requirements.

10. Use of Appendices

- 10.1 Exemptions under schedule 12A – Appendix A
- 10.2 Equality Impact Assessment of April 2011 – Appendix B