




**Haringey Council**

Report for:	Cabinet on 18 March 2014	Item Number:	
-------------	--------------------------	--------------	--

Title:	Award of Contract for the Provision of a Home Improvement Agency (HIA) Service
--------	--

Report Authorised by:	Tracie Evans, Interim Chief Operating Officer Signed: 
-----------------------	---

Lead Officer:	Mustafa Ibrahim, Head of Commissioned Services Community Housing Services
---------------	--

Ward(s) affected: All	Report for: Key Decision
-----------------------	--------------------------

**1. Describe the issue under consideration**

1.1 The contract for the provision of a Home Improvement Agency (HIA) service for people 60+ (owner occupiers and those who rent from private landlords) as well as vulnerable people within the Housing Related Support programme is due to expire. This report recommends the award of a new contract, in line with Contract Standing Order (CSO) 9.07 following a robust tendering process.

**2. Cabinet Member introduction**

2.1 Housing Related Support plays a vital role in the prevention of homelessness within the Borough, by helping people to sustain independent living. I welcome the outcome of this procurement exercise.

2.2 The achievement of £59,730 in budget savings over the life of the new contract while improving and increasing some of the support available is a notable one. As well as the contribution that is being made to the savings target for the service, the contracted standards and monitoring will help to ensure that a good quality support service is maintained and that outcomes for vulnerable clients are safeguarded.



**3. Recommendations**

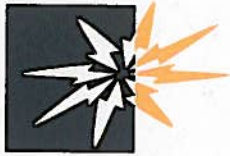
- 3.1. That Cabinet agrees the award of the contract to the successful tenderer in accordance with Contract Standing Order (CSO) 9.7.1(d).
- 3.2. That the contract is awarded for a period of five years with an option to extend for a further period of up to two years.

**4. Alternative options considered**

- 4.1 The option of extending the existing contract was not available as this contract had previously been extended. No other options were considered.

**5. Background information**

- 5.1. The Housing Related Support (HRS) programme funds support services for vulnerable people in Haringey. There are currently over 60 contracts for support to a wide range of client groups including older people; people with mental health problems or learning disabilities; women fleeing domestic violence; people with substance misuse issues; those at risk of re-offending and those at risk of homelessness.
- 5.2. The purpose of HRS is to enable individuals and families to maintain independence; and not to lose their housing and then require higher level interventions. Support is low level and is not care, therefore it can be deemed as 'hands off not hands on'. Typical areas where support is given include help to maximise economic independence by ensuring the correct welfare benefits are claimed for; by helping people into work or training; help to reduce anti-social behaviour; access to relevant health and support services; tenancy issues, help with understanding more formal communications and signposting to relevant agencies.
- 5.3. Support can be delivered through an accommodation based service (short or longer term depending on need) or by floating support whereby support can cease when the service user has resolved their support issues. This floating support is the subject of these contracts and is essential in preventing homelessness.
- 5.4. HIAs 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.



- 5.5 Haringey's Housing Related Support Commissioning Plan 2012-15, agreed by Cabinet in July 2012 sets out the future commissioning priorities for HRS.
- 5.6 HRS has tendered for the following five core service elements and one signposting function:
- Advice and Information
  - Minor Adaptations
  - Major repairs and privately funded adaptations
  - Handy Person Service
  - Gardening Service
  - Signposting
- 5.7 The objectives of the tendered service are:
- a) To enable people to maintain independent living
  - b) To enable people in hospital to return home earlier
  - c) To reduce risk of accidents and injury happening in the home, reducing the amount of emergencies
  - d) To reduce the risk of falls
  - e) To reduce fear of crime
  - f) To maximise people's income
  - g) To improve energy efficiency and sustainability within the property
  - h) To improve quality of life, health and well-being, particularly through improving warmth
- 5.8 The support is for owner occupiers (60+) and those who rent from a private landlord. The work that can be carried out in rented homes will be restricted in that it will not cover work that is the landlord's responsibility.
- 5.9 The current provider of this service is Metropolitan Support Trust.
- 6. Procurement Process and Tender Evaluation**
- 6.1 This service is an EU Part B residual service and therefore it was necessary to advertise this requirement in the Official Journal of the European Union.
- 6.2 The procurement process started with the placing of an advert on Haringey's website, CompeteFor portal, Delta competitive contract notice. In addition the advert was circulated by Haringey Association of Voluntary and Community Organisations (HAVCO) by email to it's





**Haringey Council**

membership, approximately 750 contacts representing 500 voluntary and community groups in the Borough.

- 6.3 A Meet the Buyer event was held on 16<sup>th</sup> October 2013. An Open process was decided upon for this tendering exercise. The Invitation to Tender (ITT) documents were loaded on the Delta E Sourcing portal and by the closing date of 2<sup>nd</sup> December 2013 three bids had been received.
- 6.4 The tenders were evaluated using the Most Economical Advantageous Tender (MEAT) which included a split of 55% Price and 45% Quality as set out in the ITT documentation.
- 6.5 The table below details the outcome of the tender evaluations and respective scores of the tenders. The evaluation panel of specialist officers marked Health and Safety, Environment, Equalities and Safeguarding. Council officers from Community Housing Services evaluated the Quality Method Statements and Finance officers evaluated price submissions.

Home Improvement Agency tender scores.

Tenderers	Company Questionnaire	Quality Scores (max 450 points)	Price/Cost scores (max 550 points)	Total Score for quality and price	Contract price over 5 years.
Metropolitan Support Trust	412	374	550	924	£605,000
Company A	379	391	527	918	£632,000
Company B	367	278	504	782	£660,000

**Transition and Contract Management**

- 6.6 Contract management will be incorporated into the Contract. Key Performance Indicators and methods of measurement are integrated within the service specification and will be monitored through contract monitoring meetings and reports.
- 6.7 Monitoring meetings will be held monthly for the first three months and quarterly thereafter. The purpose of monthly monitoring meetings will be to examine the implementation of the service, monitor delivery of the service at an operational level and to foster partnership working to facilitate early resolution.



**7. Comments of the Chief Finance Officer and financial implications**

- 7.1 The existing contract for Home Improvement Agency services is due to expire in July 2014 and approval is now sought to award the new contract to the Metropolitan Support Trust following a robust tendering process.
- 7.2 The tender submissions were evaluated using the Most Economically Advantageous Tender (MEAT) method. The evaluation was weighted 55% in terms of price and 45% in terms of quality. The Metropolitan Support Trust came first in the tendering process.
- 7.3 The new contract will deliver budget savings in the sum of £12,000 per annum and a total of £60,000 over the 5 year life of the contract. This will contribute to the savings target for Housing Related Support in the sum of £250,000 in 2014/15 and £100,000 in 2015/16.

**8. Comments of the Head of Legal Services and legal implications**

- 8.1 The services which are the subject of this report are not considered priority services under the Public Contracts Regulations 2006. Therefore there was no requirement for the Council to follow a European tendering exercise.
- 8.2 The Council followed a domestic tender process utilising the open tender procedure in accordance with CSO 9.01 (a)
- 8.3 The recommendation is to award to Metropolitan Support Trust on the basis of most economically advantageous tender.
- 8.4 The Cabinet has power to approve the award in accordance with CSO 9.07.1 (d) (contracts valued over £250,000).
- 8.5 The award of the contract is also a Key Decision and as such needs to be included in the Forward Plan as required by CSO 9.07.1 (e). Community Housing Services has confirmed that this has taken place.
- 8.6 The Head of Legal Services confirms that there are no legal reasons preventing Members from approving the award of contract.



**9. Equalities and Community Cohesion Comments**

- 9.1 Equalities principles were incorporated within the procurement process. The bidders' equalities policies and procedures were evaluated by Haringey's Equalities Officer.
- 9.2 Equalities monitoring are incorporated as a requirement of the contract and the contract also states that access to the service must be available to the diverse community of the borough and any imbalances must be addressed.

**10. Head of Procurement Comments**

- 10.1 The recommendation is compliant with the Procurement Code of Practise.
- 10.2 A competitive process was undertaken using the Most Economically Advantageous Tender (MEAT) method. The evaluation was weighted 55% in terms of price and 45% in terms of quality to enure a Value for Money Service.
- 10.3 Contract monitoring is in place to ensure contract compliance and minimise risk of under performance

**11. Policy Implication**

- 11.1 These services are linked to the Service's Business Plan and to the following Council Plan Priorities.
- A Safer Haringey
  - A Healthy, Caring Haringey
  - Delivering High Quality, Efficient Services.
- 11.2 The proposed contract awards support the policy objectives set out in the HRS Commissioning Plan to sustain independent living and prevent homelessness.
- 11.3 The award of the contracts will provide value for money to the Council by giving a good quality service while achieving savings.



**Haringey** Council

**12. Reasons for Decision**

12.1 The contract for our current HIA service expires on 31st July 2014. It was therefore necessary to tender this requirement to continue to provide services to vulnerable service users and to achieve value for money.

12.2 As a result of the procurement process, which has been carried out in line with the Council's Contract Standing Orders and the Procurement Code of Practice, it is necessary to award the contract to the successful tenderer in accordance with CSO 9.7.1(d).

**13. Use of Appendices**

13.1 Not applicable

**14. Local Government (Access to Information) Act 1985**

14.1 This report contains exempt and non exempt information. Exempt information is contained in Part B and is not for publication. The exempt information is under the following category: (identified in the amended schedule 12 A of the Local Government Act 1972 (3)) information in relation to financial or the business affairs of any particular person (including the authority holding that information).



