

HOUSING CABINET MEMBER MEETING

Agenda Item 60

Brighton & Hove City Council

Subject: Term Contract for Disabled Adaptations
Date of Meeting: 11 November 2009
Report of: Director of Adult Social Care and Housing
Contact Officer: Name: Alex Dickie Tel: 29-3293
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Key Decision: No
Wards Affected: All

FOR GENERAL RELEASE

1. SUMMARY AND POLICY CONTEXT:

- 1.1 This report seeks approval for the retendering of the Adaptations Framework agreement, which currently has four contractors on it, to supply adaptations works in the council's 12,000 public sector homes. This framework guarantees economical prices for work and helps work to be ordered quickly by avoiding the need to obtain a range of quotes for each job. It also ensures specialist contractors who are experienced in the installation of complex and unusual adaptations are employed who are also sensitive to the needs of disabled people.

2. RECOMMENDATIONS:

That the Cabinet Member:

- 2.1 Approve the procurement of the new Adaptations Framework Agreement for the next three years, subject to annual review within the term
- 2.2 Authorise the Director of Adult Social Care and Housing to enter into a framework agreement with contractors following a compliant procurement process.
- 2.3 Authorise the Director of Adult Social Care and Housing to take all steps necessary or incidental to the implementation of recommendations 2.1 and 2.2.

3. RELEVANT BACKGROUND INFORMATION/CHRONOLOGY OF KEY EVENTS:

- 3.1 The Housing Adaptation Service was created in 2000. This team integrated both public and private sector adaptations in order to provide a 'one-stop shop'. This simplified the existing processes across all tenures in Brighton & Hove

3.2 The first term contract for disabled adaptations was instituted in 2001. This ran for 3 year with the option to extend for 1 year. This option was taken up.

3.3 In 2005 the framework agreement for disabled adaptations was retendered. This expired on 31 July 2008 and is currently operating on an extension. Annual budget of £750k (08/09 and 09/10) from the Housing Revenue Account is spent though this system.

3.4 The framework allows Home Improvement Officers in the Housing Adaptations Service to order standard items at competitively tendered prices using a schedule of rates. This eliminates the need to tender every adaptation, saving valuable time in the provision of adaptations. This also ensures a lasting relationship with specialist contractors. Regular review meetings help to continually improve the services provided by these contractors. Officers ordered 477 adaptations through this framework in 08/09. The range of work undertaken by specialist contractors includes:

Level Access Showers	Dropped curbs/crossovers
Over Bath Showers	Hardstandings
Ramps	Kitchen adaptations
Wash & Dry Toilets	Paths/ground works
External Rails	Access to house
Internal Rails	Access to garden

3.5 Benefits of this system to disabled people and their families include a service that is managed outside usual repairs systems giving closer control over contractors by the Housing Adaptation Service. Frequent review meetings with contractors ensure a high overall standard is achieved and customer service by contractor operatives is of the highest quality including a supportive response to people with a range of disabilities. Four contractors on the framework ensure competitive spirit is achieved throughout the contract with contractors striving to compete on quality and service, as well as on prices that are set at the start of the contact. All installations are under warranty for 1 year and failure to promptly resolve defects will affect future orders with the contractor in question. In practise, this ensures a high quality finish on public sector adaptations.

3.6 Use of the new housing repair partnership, recently awarded to Mears, to provide adaptations is possible and can be used in parallel to this framework , if required. The experience of the Housing Adaptation Service is that expert contractors have proved essential to carry out the specialist, bespoke projects involved in the adaptations process. In addition to this such contractors have an understanding of, and sensitivity to, the needs of disabled people. This has been demonstrated in their consistent high rating in our satisfaction questionnaires (see 3.6). Experience of high standards of service and customer satisfaction has lead the Housing Adaptations Service to the recommendation to re-procure subject to annual review within the term.

3.7 Results of client satisfaction questionnaire for contractor 08/09:

Very pleased	79.36%	(223 people)
Pleased	9.96%	(28 people)

Quite pleased	3.92%	(11 people)
Satisfied	2.49%	(7 people)
Dissatisfied	2.89%	(8 people)
Very dissatisfied	1.42%	(4 people)

We will continue to monitor and review reporting of customer satisfaction to ensure tenant input and achieve accurate feedback

4. CONSULTATION

- 4.1 During the Chairman's Tenant Working Group on adaptations which reported to HMCC last year tenant representatives expressed their feeling that work should be 'batched up' to guarantee low prices and ensure adequate resources are available through out the financial year. The framework agreement effectively does this to reduce prices through economies of scale while avoiding the loss of control over individual jobs that can be experienced with a bulk order.
- 4.2 Further consultation would be required in the procurement process in line with best practice. Involving groups such as the Tenants Disability Network or the Brighton and Hove Federation of Disabled People is one possibility. Further suggestions from members are welcomed.

5. FINANCIAL & OTHER IMPLICATIONS:

Financial Implications:

- 5.1.1 The 2009/10 Housing Revenue Account Budget included in the Capital Programme for Disabled Adaptations is £750,000 and is currently used to fund specialist works through the Adaptations Measured Term Framework and routine Disabled Adaptations works through the current Housing Repairs Service contractors.
- 5.1.2 The HRA 30 year Business Plan allows funding for Disabled Adaptations of £750,000 per annum for future years. This funding will continue to be spent on routine Disabled Adaptations provided by the Housing Repairs Service contractor (Mears from 2010/11) and Specialist works provided by through the Framework contract that this report seeks to renew.

Finance Officer Consulted: Susie Allen

Date: 30 September 2009

Legal Implications:

- 5.2 The value of the work to be procured under this framework agreement (£2.25m over three years) is below the EU Directive's threshold for 'works', so the Directive, and the corresponding UK Procurement Regulations, do not apply in full to the procurement of this agreement. However, the council's Contract Standing Orders for contracts over £75,000 do apply and should be complied with in relation to the procurement of this framework agreement. Contracts over £75,000 must be prepared in a form approved

by the Head of Law. The Council must take the Human Rights Act into account in respect of its actions but it is not considered that any individual's Human Rights Act rights would be adversely affected by the recommendations in this report.

Lawyer Consulted: Alison Leitch

Date: 30 September 2009

Equalities Implications:

- 5.3 The nature of disabled adaptations is to promote the equality of disabled people and empower them to be as independent as possible within their own home and to be able to access the local community.

Sustainability Implications:

- 5.4 Timely provision of adaptations allows disabled people to maintain their independence and contributes towards the council's vision for sustainable communities

Crime & Disorder Implications:

- 5.5 No foreseeable implications

Risk & Opportunity Management Implications:

- 5.6 Construction work does include inherent risks however the Housing Adaptation Service carries out its duties as client and designer under HSE Construction (Design and Management) 2007 regulations.

- 5.6.1 Health and Safety is a standing item on all contractor review meetings.

Corporate / Citywide Implications:

- 5.7 The following council priorities are directly supported by the approval of the term contract for disabled adaptations:

Reduce inequality by increasing opportunity – disabled people are empowered to live safely and independently in their own home and enabled to access the local community

Better use of public money – competitive tendering ensures the best value services can be procured

6. EVALUATION OF ANY ALTERNATIVE OPTION(S):

- 6.1 See 3.5 and 3.6

7. REASONS FOR REPORT RECOMMENDATIONS

- 7.1 Ensure best value

- 7.2 Ensure quick work flow and avoid delays to adaptations

7.3 Ensure high-quality, accountably provided adaptations

SUPPORTING DOCUMENTATION

Appendices:

1. None

Documents in Members' Rooms

1. None

Background Documents

1. None

