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To: Supporting People Commissioning Body 17 April 2012

Subject: Home Improvement Agency (HIA) and Handyperson
Services

Classification: Unrestricted

Summary

The Commissioning Body has agreed that HIAs and Handyperson services should be re-tendered in time for a relet of contracts on the 1st October 2012. The contracts with the current providers are to be extended by six months in order to facilitate the procurement of the new services. The Supporting People Programme will be hosting a Market Engagement Day on the 11th April 2012 to ascertain the level of provider interest in delivering this service. This will be followed by a competitive tendering exercise.

1. Introduction

- (1) The Commissioning Body agreed in January 2012 for the commencement of the procurement process to start early April 2012 with the understanding that the final award of newly tendered contracts for Home Improvement Agencies and Handyperson Services begin on 1st October 2012. The use of £445k from reserves has been agreed in order to continue to contract with current providers from the 1st April 2012 to the 30th September 2012. The aim is to ensure that service users are able to continue to receive an uninterrupted service until the tender process is successfully completed.

2. The Procurement Process

- (1) The Programme will be undertaking the final preparatory work in March 2012 in order to be in a position to commence the procurement process by the beginning of April 2012. One of the first key elements of this is the Market Engagement Day on the 11th April. This will enable prospective tenderers and key stakeholders to gain an understanding of the contracts, specifications, and procurement process that will be undertaken in order to enable contracts to be put in place by the 1st October 2012.
- (2) The Programme is currently in the process of understanding the requirements of the Districts and Boroughs in relation to the Disabled

Facilities Grant. This is in order to include an option in the retendering process relating to Disabled Facilities Grants if required.

- (3) The proposed configuration for the procurement, subject to the views and opinions determined at the market event will be:
- A West Kent wide agency comprising Dartford, Gravesham, Sevenoaks, Tonbridge and Malling and Tunbridge Wells.
 - Ashford, Dover and Shepway as one agency
 - Canterbury, Maidstone, Swale and Thanet as individual agencies
- (4) The tender evaluation will comprise of internal and external evaluators which will include representatives from two district/borough councils. Any district that is part of a tender submission process will not be involved in the evaluation of the tenders.

3. Consultation and Communication

- (1) The Market Engagement Day will provide an excellent opportunity to ensure there is enough provider interest in tendering for the services and understanding their capabilities in relation to the expectations set out in the service specification.

4. Risk and Business Continuity Management

- (1) The Commissioning Body agreed that existing services will continue to be funded pro rata at 2011/12 levels until the 30 September 2012. The objective is to ensure that customers continue to experience continuity of service, whilst new services are being procured. The risk of not undertaking a competitive retendering process will present significant budget pressures going forward and could result in a legal challenge from any provider looking for an opportunity to tender for this type of service.

5. Financial Implications

- (1) The existing provider contracts are due to expire at the end of March 2012. The current budget build for 2012/13 included an allocation of £689K for HIA and Handyperson services only.
- (2) A further £445k of investment (£345k for the twelve HIA/Handypersons services and for £100k for the Countywide Handypersons services) is required. It was proposed and agreed at the Commissioning Body on the 26th January 2012, that this is supported through the use of non recurring reserve funds.

6. Legal implications

- (1) The Supporting People Programme is obligated to ensure services are commissioned in an open and transparent way. It is essential that a competitive procurement exercise is undertaken to minimise the risk of

any legal challenge and to ensure delivery of best value for money in the resulting contract.

7. Sustainability Implications

- (1) The intention has been to ensure that the procurement process which incorporates the aspirations of the District and Boroughs to include the Disabled facilities Grant (where required) will ensure services are more sustainable in the long term.

8. Conclusion

- (1) The Supporting People Programme is in the process of putting in place the key elements to ensure that the procurement exercise in relation to HIAs and Handypersons goes as smoothly as possible. It is anticipated that new services will be in place by the beginning of October 2012.

9. Recommendations:

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| (1) The Commissioning Body is asked to note the update on progress. |
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Background Documents

None

Appendix A: Procurement Plan

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