

North Somerset Council Decision

**Decision Of: Director of Adult Social Care
In Consultation With: S151 officer and Head of Procurement
Directorate: Adult Social Services**



Decision No: ASC31 (2022/23 Scheme)

Subject: Handypersons Service Contract Award

Key Decision: Yes

Reason:

Whilst the turnover value is estimated to be under £500,000, historically it has been evidenced that this service has continued to evolve and grow over the course of the contract. The impact of the service is also considered to significantly affect individuals in more than one ward

Background:

Handyperson services provide low-level, low-cost interventions that are considered extremely helpful if not vital by service users. They also contribute to several strategic objectives to keep vulnerable people safe and independent in their own home and can be used to facilitate reablement and hospital discharge. A good handyperson service can identify other issues in the client's life or home environment which may be having a detrimental impact on their quality of life, safety, or health. Early identification of such issues can reduce the likelihood of future crises. As such handyperson services contribute to the wider prevention agenda and aid independence for people in their own homes.

Decision:

Approval to award the Handypersons Service contract to Southwest Electrical Service Ltd Trading as AMS Electrical (Registered Company Number: 9608612). Address: Locking Road Business Park, 110 Locking Road, Weston super Mare, Somerset, BS23 3HF

Reasons:

Introduction

This service undertakes small works which are normally described as odd jobs and can include the following.

- Small building repairs / improvements – minor plumbing / carpentry / electrical work, securing loose carpets, putting up curtain rails, shelves.

- Safety measures – fitting key safes, smoke alarms, carbon monoxide detectors, grab rails, clearing and cleaning paths.
- Home security - door and window locks, door chains and door viewers.
- Energy efficiency checks - installing draught excluders, radiator heat reflectors and energy efficient lightbulbs
- Other jobs: Moving furniture, installing standalone telecare, signposting to other care and support services as required
- The supply and installation of child safety gates, fireguards, cupboard and draw locks and window restrictors. They will receive, check, and store safety equipment prior to its fitting.

The jobs will be subsidised by North Somerset Council and should be for a maximum of up to three hours a time and a job should be completed within two to three weeks of initial referral. The current cost per hour of the service is £38.00 per hour, the householder who is having the works completed currently pay £15.60 per hour and for the materials used, and the rest of the hourly rate is subsidised by the council.

The new contract is due to commence on 1 February 2023.

The contract is for a duration of two years with an option to extend for a further two years.

Award Criteria

As agreed in the Procurement Plan in May 2022, the following criteria was used to evaluate the tenders received.

Quality = 60%

Method Statements	%
Customer Relations	15%
Service Management & Processes	15%
Case Study	10%
Customer Satisfaction	5%
Climate Emergency	5%
Social Value	10%
Total Score	60%

Pricing = 40%

The standard cost evaluation method, which is widely used within the council was followed. The tender with the lowest total price received the maximum score weighted at 40%, and the prices of all other tenders were expressed as a percentage of the maximum score. Suppliers were required to bid a price per hour (against an approximate guide number of hours).

Procurement procedure and publishing information

A Prior Information Notice (PIN) was released in February 2022 with the intention of warming the market. 14 expressions of interest were received.

Following the PIN, a competitive tender was undertaken under the Public Contract Regulations 2015. The route to market used was the Find a Tender Open Procedure. A one stage process was followed including a selection questionnaire (SQ) & Tender and was published on our e-tendering portal (Supplying the South West). Adverts were placed on Find a Tender and Contract Finder.

The following indicative timeline will be followed:

STAGE	DEADLINE
Award Report agreed	August 2022
Successful/unsuccessful notifications	Sept 2022
Implementation period	Oct 2022 - Jan 2023
Contract starts	1 February 2023

Evaluation Panel Members

The evaluation panel members included officers from the Adult Social Services Directorate and Public Health & Regulatory Services:

- Contracts and Commissioning Officer
- Children and Young People's Public Health Manager
- Private Sector Housing Service Leader
- Head of Strategy and Commissioning

Evaluation outcome

16 providers accessed the tender documentation with four actively engaging with the Questions & Answers.

One bid was received before the tender deadline. The following opt out reasons were received: Unable to meet requirement / Unable to meet timescales / Insufficient resources at present.

All evaluation panel members attended the moderation meeting to agree final scores and comments for the bidder. The moderation meeting was hosted by the Strategic Procurement Team who provided independent facilitation.

The council's standard scoring methodology was used to assess responses against the method statements:

Score	Classification	Award Criteria
5	Excellent	A response that inspires confidence; specification is fully met and is robustly and clearly demonstrated and evidenced. Full evidence as to how the contract will be fulfilled either by demonstrating past experience or through a clear process of implementation.
4	Good	A response supported by good evidence/examples of the Bidders' relevant ability and/or gives the council a good level of confidence in the Bidders' ability. All requirements are met, and evidence is provided to support the answers demonstrating sufficiency, compliance and either actual experience or a process of implementation.

3	Satisfactory	A response that is acceptable and meets the minimum requirement but remains limited and could have been expanded upon.
2	Weak	A response only partially satisfying the requirement with deficiencies apparent. Not supported by sufficient breadth or sufficient quality of evidence/examples and provides the council a limited level of confidence in the Bidders' ability to deliver the specification.
1	Inadequate	A response that has material omissions not supported by sufficient breadth and sufficient quality of evidence/examples. Overall the response provides the council with a very low level of confidence in the Bidders' ability to deliver the specification.
0	Unsatisfactory	No response or response does not provide any relevant information and does not answer the question.

The tender evaluation resulted in the bidder receiving the following scores:

Handyperson Service						
Tenderer	Quality Weighting (%)	Actual Quality Score (%)	Price Weighting %	Actual Price Score %	Total Weighted Score %	Overall Ranking
Southwest Electrical Service Ltd Trading as AMS Electrical	60%	52.40%	40%	40%	92.40%	1

Social Value details:

Following discussion with the project team, it was agreed to utilise the principles of the Social Value Portal (SVP) TOMS methodology. The response was assessed as follows:

- Quantitative 7% - What monetary value are they offering NSC?
- Qualitative 3% - How are they going to delivery what they are offering?

SVP uses the TOMs (themes/outcomes/measures) method which attributes monetary value to each social value commitment offered by suppliers. The Contracts and Commissioning Officer will contract manage the social value commitments of the successful provider/s in the overarching contract management activities following award.

See appendices for the successful Provider's tender response including social value commitments.

Contract Management

The contract will be managed by a Contracts and Commissioning Officer. Following contract award, a contract management plan will be produced by the Strategic Procurement team with input from the Contracts and Commissioning Officer. See appendices for details.

Options Considered:

North Somerset Council could decommission the current contract and if this was to happen the council would have to provide an alternative solution to fulfil its responsibilities under the Care Act 2014 and the Chronically Sick and Disabled Persons Act 1970 and the delivery of minor adaptations. The council, if this happened would lose out on the benefit of

having a handyperson to support its early, intervention and prevention offer. Areas of early intervention and prevention include:

- Small repairs and minor adaptations that reduce the risk of falls, and other risks, and enable independent living;
- Home security measures that prevent burglaries and maintain independent living;
- Hospital discharge schemes (where they include hazard management and equipment installation) that reduce the risk of falls, maintain independent living and reduce length of hospital stays;
- Fire safety checks and installation of alarms and smoke detectors that reduce death and injury caused by fires;
- Energy efficiency checks that reduce excess winter deaths and expenditure on fuel, where a check leads to an intervention to improve heating or warmth in a home.
- Installation of standalone telecare to support independent living.
- Wider signposting for additional needs via check and connect

Financial Implications:

Bidders were asked to submit an hourly rate per job, and an hourly rate for a next day service which would deliver the Home from Hospital and Urgent works. Bidders were also asked to submit their percentage mark up on materials.

Costs:

The Handyperson contract is worth £115,000 per annum with the total value being £460,000 for the life of the contract, it will subsidise services to the most vulnerable residents in the county.

The service charge with AMS Electrical is £38.00 per hour plus materials. For the Handyperson service this is split between the service user who pays £15.60 per hour plus materials and the rest of the hourly rate is subsidised by the council at £22.40 per hour. The works for the Home from Hospital and Urgent works as this is emergency type work will be charged at £45.00 per hour plus materials and fully funded by the council. All works are subject to VAT.

If the service volume is greater than predicted, the council will manage and restrict the service during the term of the contract, also re-directing other funds (if available).

Funding:

Funding for this service is from the Adult Social Care budget of £100k per year, and £15k a year from Public Health & Regulatory Services budget.

Legal Powers and Implications:

Government legislation has highlighted the need for local authorities to provide services for homeowners including handypersons services:

- The Care Act 2014 highlights the need for home improvement agencies, handyman or maintenance services as information and advice providers to help in preventing reducing or delaying care needs;
- The Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 states a local authority may provide assistance to adapt or repair accommodation;
- The Care and Support (Charging and Assessment of Resources) Regulations 2014 advise that minor adaptations, for the purpose of assisting with nursing at home or aiding daily living, are to be provided by social services authorities without charge if the cost of the adaptation is £1000 or less;
- The Legal team reviewed the terms and condition of the contract to ensure their compliance with the latest legislation and guidance.

Climate Change and Environmental Implications:

Following completion of the climate emergency risk register, it was agreed that the environmental implications are relatively low in relation to this tender and service. The tender documents required the provider to consider the climate emergency and use of local suppliers/businesses.

A method statement question was allocated in the invitation to tender to enable the providers to consider what their own commitments might be which support the councils pledge.

See appendices for the successful Provider's tender response including commitments.

Consultation:

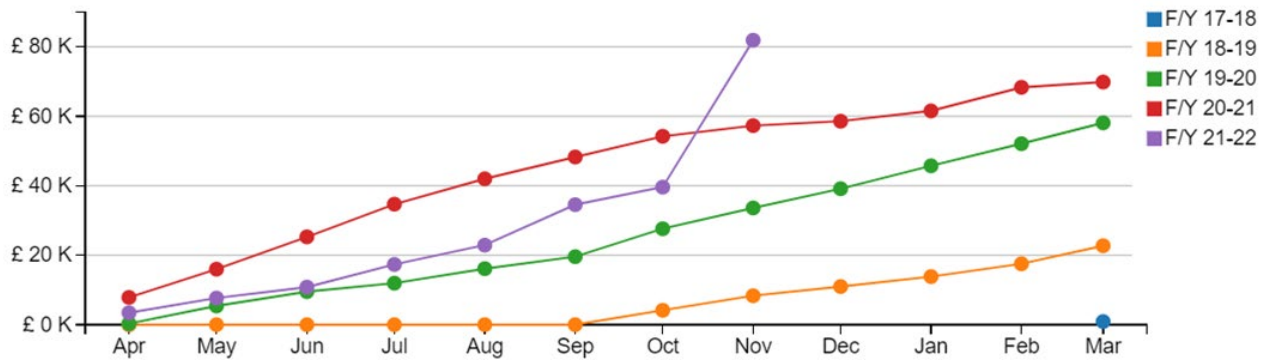
Consulting with service leaders gave a better understanding of the vision for the Adult Social Services Directorate and allowed proposals to be tailored to meet future need. This consultation identified a need to keep the Handyperson Service to support the early intervention and prevention pathway, enable private sector housing renewal and support hospital discharges.

Engagement with the market revealed that there are a number of local providers that could tender for the service.

Risk Management:

The population of North Somerset is growing, and in 2020 was estimated to be 215,600 people. This is predicated to grow and age over the next two decades. The current demand on the handypersons service is 1700 jobs a year but this is suspected to increase year on year.

The below graph shows the increase in usage of the Handyperson Service since 2017. It is also noted that in this time the pandemic could have restricted activity with the current provider and therefore could increase further.



Not awarding this contract could mean delays in hospital discharges and an increase in preventable injury or illness due to properties being in poor repair. The council would also be at risk of not fulfilling their legal duty under the Care Act 2014 and the Chronically Sick and Disabled Persons Act 1970 and there will be operational delays as staff may struggle to find people to undertake small adaptations needed for people to remain independent.

If a contract was delayed the council would need to spot purchase urgent work with a trusted local provider in the community, registered with a trusted government scheme. However, this approach will have significant cost and resource implications and will be able to support the early intervention and prevention agenda.

Equality Implications:

Have you undertaken an Equality Impact Assessment? Yes

Corporate Implications:

The commissioning of a handyperson service will support the council's Corporate Plan 2022-24 in its ambitions to:

- A commitment to protect the most vulnerable in our communities.
- An approach which enables young people and adults to lead independent and fulfilling lives.

The commissioning of a handyperson service will support the Adults Social Services Annual Directorate Statement 2022/23 in its ambitions to:

- Ensures we are a council that empowers and cares about people.
- To ensure we are an open and enabling organisation

Appendices:

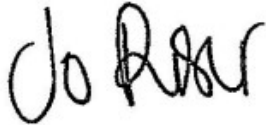
Climate Emergency Response
Social Value Response

Background Papers:

Commissioning Plan - ASC081 (2021/22 Scheme)
Procurement Plan - ASC02 (2022/23 Scheme)

Signatories:

Decision Maker(s):



Signed:

Title: for Director of Adult Social Services, under Delegated Authority

Date: 5 October 2022

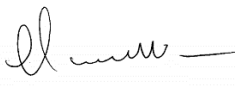
In Consultation with:



Signed:

Title: S151 Officer

Date: 5 October 2022

Signed: 

Title: Head of Strategic Procurement

Date: 5 October 2022

Footnote: Details of changes made and agreed by the decision taker since publication of the proposed (pre-signed) decision notice, if applicable: