

Framework Agreement for the Installation, Repair & Maintenance of Disabled Adaptation Works, Lots 1 and 2.

REVIEW POINT 4 (RP4)

KEY DECISION NO HS G47

CPC MEETING DATE

22nd January 2013

CLASSIFICATION:

**Open &
Exempt Appendix 1**

If exempt, the reason will be listed in the main body of this report.

WARD(S) AFFECTED

All Wards

CABINET MEMBER

Deputy Mayor

KEY DECISION

Yes

REASON

Affects two or more Wards

CORPORATE DIRECTOR

Charlotte Graves

1. CABINET MEMBER'S INTRODUCTION

- 1.1 Hackney Homes works with the Council's Health and Community Services Directorate (The Social Care Agency) to deliver adaptation services for disabled people of all ages. The customised adaptation of Resident's homes and/or the provision of specialist lifts and other equipment will help people with a range of disabilities to make the most of their abilities and to remain as independent as possible within and around their own homes. In that light, the Council is seeking to deliver efficient, effective and timely services with all partner agencies involved in the disabled adaptation process while ensuring a high quality service and a high standard of customer satisfaction.
- 1.2 Following a systematic procurement process, this report advises that significant quality enhancements (to be measured and demonstrated by a comprehensive and user- and client-led suite of monthly key performance statistics) and substantial cost savings should be both achieved. I therefore commend its recommendations to CPC.

2. CORPORATE DIRECTOR'S INTRODUCTION

- 2.1 This report recommends the award of a framework agreement comprising two (2) Lots. The Lot 1 award is to three specialist Providers of external and internal adaptation equipment and their maintenance. The Lot 2 award is to one specialist Provider of stair lifts, through floor lifts, step lifts, ceiling track hoists and installation of other specialist lifts. That award includes their installation, 365 day/24 hour/7 day maintenance, bi-annual servicing as well as the removal, storage and recycling of such equipment. The framework agreement will be four (4) years in duration.
- 2.2 The report details the procurement and evaluation process that was undertaken in accordance with the Public Contracts Regulations 2006. The Providers will work in close partnership with and alongside Hackney Homes and the Council's Health and Community Services Directorate.

3. RECOMMENDATIONS

Cabinet Procurement Committee (CPC) is recommended to:

- 3.1 **Approve the award of a four (4) year framework agreement comprising two (2) Lots.**
- 3.2 **Approve the award of a contract under Lot 1 of the framework agreement to Providers C, H, and R for provision of external and internal adaptation equipment and their maintenance.**

3.2 Approve the award of a contract under Lot 2 of the framework agreement to Provider K for the installation and maintenance of stair lifts, through floor lifts, step lifts, ceiling track hoists and other specialist lifts.

3.3 Note the proposed extension of the existing contracts (as described in paragraph 5.1) with Euro Contracts and Saltash (under Lots 1 and 4) to the 31st March 2013.

4. RELATED DECISIONS

4.1 Initially the procurement was designated as a LOW risk procurement therefore initiation of the process was endorsed by the Director of Housing

5. REASONS FOR DECISION / OPTIONS APPRAISAL

5.1 Term contracts were awarded by CPC in November 2008 with respect to four lots defined below:-

Works or service	Pre – estimated value	Proposed award value
Lot 1 – 50% Lot 1 is for bathrooms, toilets, Kitchens, Ramps, Door entry phones, door bells, Plumbing, Scooter stores and associated electrical works.	£375,000	£355,445
Lot 1 – 50%	£375,000	£408,825
Lot 2 Stair lifts, through floor lifts, short rise step lifts	£375,000	£434,050
Lot 3 Ceiling tracking hoists	£375,000	£314,875
Lot 4 Maintenance of equipment	£375,000	£434,050
TOTAL	£1,875,000	£1,947,245

5.2 These contracts will expire on the 31st January 2013. In order to provide service continuity between the 1st February and 1st April 2013, it is intended to extend the contracts of the existing Providers, Euro Contracts and Saltash from the 31st January to the 31st March 2013.

- 5.3 An options appraisal and service review process was led by the Service Managers from both Community Services and Hackney Homes during 2011 and 2012. It concluded that the service delivery and value-for-money outcomes could be achieved by consolidating the works into two Lots.
- 5.4 This was for two main reasons. First, the Ceiling Hoist Lot 3 was hardly used during the last four years. Second, and more importantly, the review indicated that better value could be achieved by integrating the maintenance of equipment with their installation within a specialist stairlift Lot (2). Officers assembled and analysed equipment inventory information, including physical characteristics, such as type and age, along with maintenance information encompassing incidence and cost data. That process enabled the construction of a combined servicing and maintenance basket rate that specified a fixed annual fee to provide all specified servicing and maintenance services covering the entire defined equipment inventory for Lot 2. In effect maintenance risk will therefore in future be transferred to the new Provider. The basket rate covering both servicing and maintenance is less in amount than the combined historic annual cost of individual and servicing job orders, as is further explained in *Section 9.6*.
- 5.5 Performance Service Standards were also systematically reviewed and confirmed to include the comprehensive suite defined in *Section 12.3*. The Providers will be expected, for example, to achieve an end to end time for major works of six weeks (previously eight weeks) and of seven days for minor works from receipt of order to completion of works. As structural works are involved it is a tight and challenging KPI. New KPIs have also been added. This was done because we had tasks that we need the contractor to do and we wanted to define agreed time scales in order, for example, to minimise inconvenience to residents
- 5.6 The need to secure back up Occupational Therapy support due to in house capacity issues was also identified. It was accordingly decided to secure Occupational Therapy Assessment support from at least one provider appointed to Lot 1. This is because although the Council is in the process of recruiting Occupational Therapists in the interim the Council may require a successful Provider to receive between five to ten cases per month which require an Occupational Therapy Assessment and therefore the supply of a suitably qualified Occupational Therapist. Recommendations for works made by any Occupational Therapist working for the provider will be forwarded to the Council for clinical scrutiny and only authorized by the Council. This will ensure recommendations follow the same eligibility process as the in-house Community Occupational Therapy Service.
- 5.7 The review process also concluded that adaptation works currently administered by the Private Sector Housing Team (PSHT) and their

specialist contractor should be brought within the ambit of the procurement. This will allow the PSHT to realise any gains secured by this procurement for their own particular client groups. The appointed Providers may therefore be required to install items and undertake associated works to Private Sector (including Registered Social Housing Landlord) tenants and homeowners eligible for Disabled Facilities Grants (DFGs). Officers will update Members with respect to the preferences of the PSHT at CPC. Further information is provided in *Section 9.4*.

6. COMMENTS OF THE CORPORATE DIRECTOR OF FINANCE AND RESOURCES

- 6.1 Because of the variety of components and services, the financial evaluation of tender bids was based on a percentage increase/decrease from the basket rate. The 3 recommended companies for Lot 1 submitted the greatest reduction in basket rates and were able to satisfy the quality evaluation.
- 6.2 Although only one company submitted a bid for Lot 2, the tendered bid was also below the basket rate, resulting in a saving compared to the previous contract.

7. COMMENTS OF THE CORPORATE DIRECTOR OF LEGAL, HR AND REGULATORY SERVICES

- 7.1 Cabinet Procurement Committee (CPC) is asked to agree the recommendations in paragraph 3 of this report to appoint providers C, H and R to Lot 1 and provider K to Lot 2 of a Framework Agreement for the delivery of installation and maintenance of disabled adaptation works. In addition CPC is asked to note the proposed extension of those contracts (under Lots 1 and 4) with incumbent providers under the existing framework agreement for a period of two (2) months.
- 7.2 The Framework Agreement to which this report relates has been advertised in the Official Journal of the European Union (reference 2012/S 19-030973) and tendered in accordance with the Public Contract Regulations 2006 (the Act) using the restricted procedure.
- 7.3 Details of the evaluation of the tenders received by the Council are set out at paragraph 11 of this report.
- 7.4 The Council will enter into a Term Partnering Standard Form of Contract (TPC2005) with the successful suppliers for the performance of the disabled adaptations works and collaborative working between all parties to ensure the same. Legal Services will assist, where required, with the drafting and execution of the same, together with the execution of any other necessary documents.

7.5 The Council's Contract Standing Orders (C.S.Os) provides that, where a contract permits the extension of the same and such extension is approved in accordance with the C.S.Os, such variation shall be confirmed in writing at the earliest opportunity and appended to the contract whenever possible (C.S.O 4).

8. COMMENTS OF THE DIRECTORATE PROCUREMENT MANAGER

8.1 This report is being submitted to CPC for approval due to the total value of the contract for the duration of the term.

8.2 The service has been operating smoothly for the past 4 years and further improvements from a contract management point of view (straight forward structured pricing and clear, stretching KPIs) have been developed.

8.3 The DPM can confirm that a thorough evaluation was undertaken of the submissions, and is happy to endorse the award recommendation. The prices obtained are at best 25% cheaper than the previous contract and at worst 9.25% cheaper. As noted in *para. 9.4.3*, private sector residents may also make use of this framework. Officers in the Private Sector Housing Team should compare the cost of similar works in order to confirm that ordering works through this contract will be cheaper and therefore enable more grants to be provided with the same budget.

8.4 Work is currently underway to set up the new base rate schedules on the Councils work management system with a view to loading the new contracts as soon as the award has been agreed. Although an extension of the current contract is being anticipated, the DPM would advise that if this is necessary it is kept to a minimum.

9. BACKGROUND

9.1 Following recommendation and specification by a suitably qualified Occupational Therapist (either employed/supplied by the Council or by a Provider appointed to Lot 1) the scope of works covered by each of the Lots was defined in the tender documentation, as below:

9.2 Lot 1

Installation and maintenance of internal and external rails, alterations to steps, doorways and thresholds, to bathrooms and showers, toilets, kitchens, ramps and other various bespoke disabled adaptations. Providers appointed to this Lot will also be encouraged to provide and undertake Occupational Therapy Assessments if required on an ad-hoc basis through the employment of qualified Occupational Therapists via a basket rate payment arrangement (inclusive of all items defined in the 'basket' description).

9.21 Lot 2

The installation, 365 day/24 hour/7 day repair service, their bi-annual (twice annual) servicing, their removal, storage and recycling, of:

- stair lifts;
- through floor lifts;
- step lifts;
- ceiling track hoists, and;
- any other specialist lift equipment.

9.3 The installation of this specialist equipment will also involve associated electrical works including examining and testing to all electrical appliances in accordance with the Health and Safety Executive's prescribed Portable Appliance Testing (PAT) and other electrical requirements.

9.32 It is envisaged that the bulk of the major adaptations will be carried out in Lot 1. The annual total adaptations budget for 2013-14 was c. £1.6million for the Council housing stock held within the Housing Revenue Account (HRA), and c. £0.8million for adaptations to private sector properties.

9.33 Private sector works may be allocated to Lot 1 and 2 Providers, but this will be subject to the needs of the Private Sector Housing service within the Council's Housing Directorate, as discussed in *Section 9.4*.

9.34 As an indication only, the approximate number of minor and major works carried out in 2011-12 in Hackney local authority properties was four hundred and fifty (450). *Table 1* below provides indicative information on the predicted annual volume activity of the work areas to be covered in Lots 1 and 2 with respect to local authority properties held within the HRA.

Table 1

Lot	Work Area	Volume of works	Value (£)
1	Wet Floor Showers basket rate	166	767,267
1	Over Bath Showers basket rate	56	143,161
1	Ramps	10	28,244
1	Minors	189	44,151
1	Repairs to Adaptations	1,081	281,102
2	Stair lift installations	22	128,871
2	Hoist installations	3	4,062
2	Stair lift Servicing x2 per year	275 Lifts	23,685
2	Hoist Servicing x2 per year	20 hoists	1725
2	Stair lift Repairs	240	54,691
2	Hoist Repairs	3	309

9.35 Table 2 below provides indicative information on the most common types of Private Sector DFGs that were processed during 2011-12.

Table 2

Lot Number	Work Area	Volume of Works	Value (£)
Lot 1	Level access showers	73	386,900
Lot 1	Minors	39	53,876
Lot 2	Stair lift Installations	15	92,949
Lot 1	Over-bath Showers	5	13,634
Lot 2	Ceiling Track Installations	3	7.902

9.4 Business Case – Developments since RP2:

9.4.1 Currently disabled adaptations are provided to private sector owners and tenants under the organisational umbrella of the Hackney Improvement Agency (HIA). The Agency provides the surveying support to eligible residents with respect to works to their properties that are funded from either the Supported People (SP) or Disabled Facilities Grants (DFG's) funding pots. The Agency's services was previously provided by Anchor Housing Association but its contract was taken over by Mears plc (a private maintenance company) in 2010. It will expire on the 31st March 2013.

9.4.2 Future procurement options were reviewed by Hackney client stakeholders in that light during the autumn of 2012. One option being considered is to bring the service in-house. An advantage of this option is that the PSHT would have direct access to the competitively tendered rates and performance standards that this report sets out, subject to Contract Managers need to ensure adherence to tendered rates and that Providers on all occasions use the basket rates applicable to actual client needs in order to realise expected savings on existing budget.

9.4.3 A decision is expected by April 2013. Private sector residents that do not wish to use the services of HIA will have the option in any event to utilise this contract post April 2013, subject to the grant of contract award approval.

9.5 Strategic Context:

9.5.1 The October 2010 Comprehensive Spending Review made substantial reductions in the capital and revenue resources available to local authorities, including Hackney, during 2011-14. It reinforced the original business case requirement to secure financial savings and service delivery improvements from this procurement process.

9.6 Whole Life Costing/Budgets:

9.6.1 A value engineering (VFM) review was undertaken by officers prior to and as part of the options appraisal process that *Section 5* described. Multiple rates covering, for example, level access and over bath showers installations, were integrated into basket rates (inclusive of all items defined in the 'basket' description).

9.6.2 In parallel, historic costs were reviewed, and an assessment undertaken of the VFM provided by the constituent rates. As a product of that process tender base rates were defined (as reported in *Table 3*) that when applied across the same package of works produce an annual contract cost c.4.5% to 5.6% less than incurred during 11/12, on the assumption that a zero rate adjustment was submitted by all tenderers across both Lots 1 and 2, and a work profile unchanged from that reported in *Tables 1 and 2* for 2011-12.

Table 3

Lot	Work Area	Volume of works 11/12	Value (£) 11/12	Tender Base Rate (£)	% diff
1	Wet Floor Showers basket rate	166	767,267	730,400	
1	Over Bath Showers basket rate	56	143,161	131,992	
1	Ramps	10	28,244	22,096	
1	Minors	189	44,151	41,944	
1	Repairs to Adaptations	1,081	281,102	281,102	
Total			1,263,925	1,207,534	
Lot	Work Area	Volume of works	Value (£)	Tender Base Rate (£)	% diff
2	Stair lift installations	22	128,871	120,511	
2	Hoist installations	3	4,062	3,711	
2	Stair lift Servicing x2 per year	275 Lifts	23,685	77,125	
2	Hoist Servicing x2 per year	20 hoists	1725		
2	Stair lift Repairs	240	54,691		
2	Hoist Repairs	3	309		
Total			213,343	201,347	

9.6.3 The successful Tenderers for both Lots1 and 2 actually submitted rate adjustments that were significantly negative, as *Exempt Appendix 1* reports.

9.6.4 Assuming an allocation of works in Lot 1 of 60/30/10 between the three recommended Providers, with the works composition defined in *Table 3*, the Lot 1 total contract sum for 2013/14 will be £969,649.80 compared to £1,207,534. and £1,263,925 on basis of existing rates, representing a c23% reduction on the 2011/12 contract sum. That

figure is predicated on assumption that all the Tenderers submitted a zero rate adjustment.

9.6.5 With respect to Lot 2, the total contract sum will be £190,887.68, compared to £213,343, assuming that the negative adjustment tendered by the recommended Provider is applied across the same package of works as defined in Table 3 for Lot 2: a reduction of 10.5% on the 2011/12 contract sum.

9.6.6 This again assumes a work profile unchanged from that reported in *Tables 1 and 2* for 2011-12. In order to secure these expected savings on existing budget, Contract Managers will also need to ensure adherence to tendered rates, and that Providers on all occasions use the basket rates that are applicable to actual client needs in each particular case.

9.7 Policy Context

9.7.1 Adapting an individual property can often be vital in allowing a disabled person to remain in the comfort and safety of their home and to avoid the need to relocate into a more supported or residential housing facility.

9.7.2 In that light, Hackney has adopted and applies a Disabled Adaptations Policy that sets out the framework by which the Borough offers adaptations to its tenants living in council properties and tenants residing in the private sector including those living in Registered Social Landlord (RSL) properties.

9.7.3 That Policy includes provision for an individual to be considered for disabled adaptations if they have

- resided within the borough of Hackney for at least six months;
- are a permanent resident of Hackney;
- their immigration status confirms they have a right to remain in the UK;
- a permanent or substantial disability which affects their ability to perform everyday activities within their home environment.

9.7.4 The Disability Discrimination Act 1995 defines a person as disabled if:

- they have a mental or physical impairment;
- this has an adverse effect on their ability to carry out normal day to day activities;
- the adverse effect is substantial, and;
- the adverse effect is long term.

9.7.5 Financial support to private sector residents is secured through three legal avenues. The first is mandatory assistance through a local

housing authority by the way of Disabled Facilities Grants (DFG) under the Housing Grants, Construction and Regeneration Act 1996. The second is discretionary assistance through a local housing authority under the Regulatory Reform Order 2002. The third may be through social services.

9.8 Consultations/Stakeholders:

9.8.1 The specifications were carefully and comprehensively reviewed by officers, prior and as part of the options appraisal process that *Section 5* described. This was done with particular reference to user requirements and feedback. Accordingly officers organised meetings with user representatives to obtain such feedback.

9.8.2 There are no leaseholder recharge implications. Private sector residents are means tested directly with respect to their contributions/eligibility for a DFG.

9.9 Risk Assessment/Management:

Risk	Likelihood	Impact	Overall	Action to avoid or mitigate risk
L – Low; M – Medium; H - High				
Costs above affordable budget	medium	high	medium	<p><i>Section 9.6</i> describes the expected tender base cost for financial year 2013-14.</p> <p>Monthly monitoring needs to take place to confirm that activity outcomes are consistent with that.</p> <p>This will need to be reported in future RP5's.</p>
Poor contractor performance	low	high	medium	<p>Comprehensive and transparent performance requirements have been defined along with clear means of measurement and enforcement. All Tenderers have confirmed full compliance with these requirements.</p> <p>Framework agreement(s) will allow work to be reallocated between three providers in Lot 1 according to performance.</p>

				Contract Managers will need to be diligent and effective in monitoring contractor performance by a defined monthly reporting cycle.
Contract is not resourced or implemented in accordance with tender commitments	med	med	med	Focused management attention by dedicated HH and LBH Contract Managers as identified in <i>Section 12.2</i> of this report

9.10 Market Testing (Lessons Learnt/Bench Marking):

9.10.1 Full details concerning the procurement and evaluation process is provided in *Section 11*.

9.10.2 The procurement process is expected to yield the financial reports across both Lots, as detailed in *Section 9.6*. Although only one tenderer returned a bid for Lot 2, its tender demonstrated high quality and cost savings, as described in that Section.

9.10.3 All the proposed contractors have committed to meet or surpass the performance requirements that *Section 12* defines, allied to a commitment to submit a monthly performance report detailing their performance against each KPI (with any exceptions reported and justified on an individual order/address basis) in a format to be agreed with the client post-contract award. This will be made a contractual commitment.

10. SUSTAINABILITY ISSUES

10.1 Equality Impact Assessment and Equality Issues:

10.1.1 The tender documents required the bidders to set out their commitments with regards to this contract with particular reference to providing disabled adaptation services to vulnerable residents.

10.1.2 The successful contractor will also be expected to provide monitoring information in relation to workforce composition and sub-contractor composition (only very limited sub-contracting allowed).

10.1.3 In addition the successful appointed contractor will be measured for resident satisfaction (KP16).

10.2 Environmental Issues

10.2.1 Tenderers were required to set out their proposals to maximise the environmental sustainability of the Programme, with particular reference to the use and recycling of materials, and their responses were weighted and scored as part of the evaluation process. Post tender clarifications required the Tenderers to confirm their commitments with particular reference to the recycling of equipment. Provider R, for example, will ensure that a Trusted Assessor (TA) and Occupational Therapist (OT) attends the appointment to thoroughly inspect the equipment and then complete an assessment checklist to determine suitability for recycling taking into consideration; condition; age; historical repairs data; warranties, and any health and safety risks. The TA tests the equipment with recommendations provided to the client for final approval. The checklist includes details such as the address of the property where the equipment was decommissioned and serial numbers for identification and tracking purposes. Providers H and K made similar commitments.

10.3 Economic Issues

10.3.1 Tenderers were required to set out their proposals to work in partnership with the Authority to maximise new employment, apprenticeship, training and other economic sustainability opportunities and outcomes as a result of this contract and to provide details around the commitment to be made and how this will be monitored and their responses were weighted and scored as part of the evaluation process. For example, Contractor H has committed to employing two apprentices annually, while Provider R committed to employing an apprentice recruited from the local area per annum for every £1m of turnover allocated on a modern two year apprentice programme accredited by the Construction Industry Training Board (CITB) designed for 16-18 year olds and includes college study time with on-site trade skills training, a minimum NVQ Level 2 accreditation with fully qualified Mentor support with respect to practical experience.

11. TENDER EVALUATION

11.1 Evaluation:

11.1.1 *Appendix 1* reports the combined Price/Quality scores for the Tender exercise.

11.1.2 The OJEU notice was posted on the 25th January 2012 specifying the OJEU Restricted procedure. A Price/Quality weighting split of 70:30 was applied.

11.1.3 69 contractors downloaded the Pre-Qualification Questionnaire (PQQ) by the closing date of 28th February 2012. 33 PQQ responses

were subsequently received and a comprehensive evaluation was undertaken. References were also taken up as part of the process.

- 11.1.4 The top six scoring companies were selected to receive the Invitation to Tender for Lot 1, and the top three scoring companies were selected to receive the Invitation to Tender for Lot 2 on the 7th September 2012.
- 11.1.5 Exempt *Appendix 2* records the 33 companies who submitted a PQQ response and which companies were shortlisted to tender stage.
- 11.1.6 With respect to Lot 1, one of the shortlisted companies withdrew on the ground that on review the opportunity no longer met their business criteria.
- 11.1.7 With respect to Lot 2, two of the selected companies did not actually submit a tender for operational reasons

11.4.6 The evaluation panel comprised:

Voids and Adaptation Client Manager	Hackney Homes
Adaptations Manager	London Borough of Hackney (LBH) Occupational Therapy Service
Hackney resident/users representative	Two Residents and HH Board members
Service Manager	LBH Occupational Therapy, Telecare and Integrated Community Equipment Service Adult Social Care, Health and Community Services

11.4.7 The Panel was assisted by procurement staff from both the Council and Hackney Homes.

11.5 Preferred Option:

11.5.1 It is recommended that three specialist Providers are appointed to Lot 1 and one specialist Provider to Lot 2. It is further envisaged that the maximum value of works allocated to any one contractor in any one year for Lot 1 will be up to £1,440,000, but this could increase or reduce contingent on capacity and performance. No guarantee of any minimum level of work will be provided.

12. PREPARATION OF THE NEXT STAGE OF PROCUREMENT

12.1 Resources and Project Management:

12.1.1 The Voids and Adaptation Client Manager will co-ordinate the necessary mobilisation process in readiness for an April 2013 Contract start.

12.1.2 The main task will be loading of the tendered rates onto Universal Housing. It is intended that this be completed by 1st February.

12.2 Contract Management:

12.2.1 This contract will be managed by the Hackney Homes Voids and Adaptation Client Manager, assisted by LBH Service Manager of Occupational Therapy, Adult Social Care. They will ensure that all KPI's as listed below in paragraph 12.3, are gathered in a monthly report detailing their performance against each KPI (with any exceptions reported and justified on an individual order/address basis).

12.2.2 Quarterly Core Team meetings will also be held with attendance from, Hackney Homes Voids and Adaptation Client Manager, LBH Service Manager of Occupational Therapy, Adult Social Care, two resident representatives and Provider representative(s), where the preceding monthly performance reports summarised in a quarterly report (including exceptions) are pre-circulated to attendees prior to review at the meeting.

12.2.3 Unresolved issues will be dealt with via the problem solving hierarchy that will be described in the framework agreement documents. Site inspection and quality control will be undertaken by the Adaptation Client Supervisor, assisted by client side surveyors from the LBH Occupational Therapy team.

12.3 Key Performance Indicators:

12.3.1 The following suite of Key Performance Indicators (KPIs) are set out below and will be reviewed monthly with the Providers.

Lot 1

Performance Indicators NO	Definition	Target %
KPI 1	Undertake joint site visits with Assessors if required. Urgent works – within 2 working days from receipt of request	95
KPI 2	Undertake joint site visits with Assessors if required Standard works – within 7 working days from receipt of request.	95
KPI 3	Undertake sole site visit Urgent works- within 1 working days of receipt of request.	95

KPI 4	Undertake sole site visit Standard works - within 7 working days of receipt of request.	95
KPI 5	Provide drawings and pricing schedule, (composite rates, or basket price) within 7 working days following the site visit from receipt of request.	95
KPI 6	Provide drawings and pricing schedule (bespoke works) within 10 working days following the site visit.	95
KPI 7	Provide scaled drawings/relevant applications within 15 working days of the site visit from receipt of request.	95
KPI 8	Complete major works within 6 weeks from receipt of request.	90
KPI 9	Complete snagging works within 5 working days of receipt of notification that these are required.	95
KPI 10	Complete major works within 10 working days of starting work on site.	90
KPI 11	Complete minor works within 7 working days of starting work on site.	90
KPI 12	Start work on Minor works Urgent – within 2 working days.	95
KPI 13	Start work on Minor works Normal – within 5 working days.	95
KPI 14	Normal Repairs to adaptations completed in 7 working days.	96
KPI 15	Urgent Repairs to adaptations completed in 2 working days.	96
KPI 16	Residents Customer Satisfaction reports overall.	88

KP17	Complaints resolution to be completed within 3 working days.	95
KP18	OT Assessments to be completed within 7 working days from receipt of request	95
KP 19	Assessments to be completed with specification and to be returned to Hackney Council within 14 Days.	95
KP20	OT to complete follow up visits to be completed within in 7 days of the equipment delivery or the completion of the adaptation.	95
KP21	OT to return the AD8 forms to Hackney Council within 2 days of final visit.	95
KP22	All paper work to be returned to Hackney Council when the case is closed within 28 days of the allocation.	100

Lot 2

Performance Indicators NO	Definition	Target %
KPI 1 - 17	As per KPIs 1-17 for Lot 1	
KP18	RESPONSE TIMES - REPAIRS & MAINTENANCE Immediate - 2 hours [lift / hoist not working, tenant no access to WC facilities]	98
KP19	RESPONSE TIMES - REPAIRS & MAINTENANCE urgent - 6 hours [lift / hoist not working, tenant no access to bedroom after 6pm]	98
KP20	RESPONSE TIMES - REPAIRS & MAINTENANCE Normal - 24 hrs [fault reported but equipment still functional]	98

APPENDICES

Appendix 1 – Summary of Price/Quality Scores

Exempt Appendix 1– Long and short list of companies who submitted PPQs and Tenders with tendered rates

By Virtue of Paragraph 3 Part 1 of schedule 12A of the Local Government Act 1972 'Exempt Appendix 1' is exempt because it contains information relating to the financial or business affairs of any particular person (including the authority holding the information) and it is considered that the public interest in maintaining the exemption outweighs the public interest in disclosing the information.

BACKGROUND PAPERS

None

Report Author	Martin Spinks, Voids and Adaptation Client Manager, 0208 356 6293 Carlo Gizzarelli Service Manager Occupational Therapy, Telecare and Integrated Community Equipment Service, 0208 356 5610
Comments of the Directorate Procurement Manager	Angela Phillips, Directorate Procurement Manager 0208 356 4557
Comments of the Corporate Director of Finance and Resources	Simon Theobald, Financial Advisor (Projects) Health and Community Services Finance and Resources Directorate, 0208 356 4304
Comments of the Corporate Director of Legal, HR and Regulatory Services	Sean Eratt – Senior Lawyer Legal Services - Procurement and Contracts Team 020 8356 2779