Dear Sir/Madam,

The Cabinet Member for Housing (Councillor A.A. Lloyd) is to consider the following reports and make a decision on Tuesday, 7th June, 2011, at 2.00 p.m. in Committee Room B.

Yours faithfully,

PHILIP RICHARDSON
Assistant Director – Corporate Governance

AGENDA

PART 1

PUBLIC BUSINESS

1. EVACUATION PROCEDURE

A fire drill is not expected, so if the alarm sounds please evacuate the building quickly and calmly. Please use the stairs and do not use the lifts. Once out of the building, please gather outside the Yorkshire Bank on the opposite side of the road.

Exit by the door by which you entered the room or by the fire exits which are clearly indicated by the standard green fire exit signs.

If you need any assistance in evacuating the building, please make yourself known to a member of staff.

Please also make sure all your mobile phones are turned off or set to silent.
2. **PUBLIC CONSULTATION** - Members of the public will be given the opportunity to speak on specific agenda items if notice has been received.

3. **DECLARATIONS OF INTEREST** - To receive declarations of personal/prejudicial interests in accordance with the Members' Code of Conduct.

   **Note:** Following the adoption of the new Code of Conduct, members are reminded that they should declare the existence and nature of their personal interests at the commencement of the relevant item (or as soon as the interest becomes apparent). If that interest is a prejudicial interest the member must withdraw from the room unless dispensation has been given by the Standards Committee.

4. **SHELTERED HOUSING EMERGENCY ALARM SYSTEM MAINTENANCE CONTRACT RENEWAL** - Report of the Assistant Director – Housing attached. *(Page 2)*.

5. **SHORT TERM EXEMPTION TO CONTRACT PROCEDURE RULES FOR DISABLED FACILITIES GRANT WORK** - Report of the Assistant Director Housing attached. *(Page 6)*
## Agenda item: 4

### INDIVIDUAL CABINET MEMBER DECISION

#### Report Summary Sheet

<table>
<thead>
<tr>
<th>Date:</th>
<th>7 June 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subject:</td>
<td>Sheltered Housing Emergency Alarm System Maintenance Contract Renewal</td>
</tr>
<tr>
<td>Portfolio:</td>
<td>Housing (Councillor A Lloyd)</td>
</tr>
<tr>
<td>From:</td>
<td>Dawn Dawson – Assistant Director Housing Services</td>
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</tbody>
</table>

**Summary:**
The Council is a member of a consortium with Northampton Borough Council as lead Authority for the procurement of a maintenance and service contract for sheltered housing emergency alarm systems.

This report seeks approval to tender a contract for the maintenance and servicing of sheltered housing emergency alarm systems.

**Recommendations:**
That approval is given to tender the maintenance and servicing contract for sheltered housing emergency alarm systems.

**Reasons:**
To ensure that the emergency alarm systems in all sheltered housing schemes is adequately maintained and serviced.

**Options:**
1. To accept the recommendation.
2. Not approve the tendering of the contract. In doing so, the emergency alarm system would not be maintained to an agreed standard, in a timely manner and put the wellbeing of vulnerable residents at severe risk.

**Subject to call-in:** Yes

**Forward Plan:** Yes
<table>
<thead>
<tr>
<th>Corporate Priorities:</th>
<th>Aim 1 priority 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relevant Statutes or Policy:</td>
<td>None</td>
</tr>
<tr>
<td>Equal Opportunity Implications:</td>
<td>This is an important service for older and more vulnerable people, which helps to maintain independence and choice.</td>
</tr>
<tr>
<td>Human resource Implications:</td>
<td>None</td>
</tr>
<tr>
<td>Financial Implications:</td>
<td>Yes</td>
</tr>
<tr>
<td>Health Inequalities Implications</td>
<td>Emergency alarm systems in sheltered housing schemes provide a lifeline for vulnerable tenants to summon help and assistance should medical need arise due to accident or emergency medical assistance required.</td>
</tr>
<tr>
<td>Risk Management Implications:</td>
<td>This contract is essential to the continued provision of service to maintain resident's independent living in sheltered housing.</td>
</tr>
<tr>
<td>Environmental Implications:</td>
<td>None</td>
</tr>
<tr>
<td>Legal Implications:</td>
<td>The Council will enter a formal contract as a member of the Northampton Consortium under the terms of the PaSA/Buying Solutions Framework.</td>
</tr>
</tbody>
</table>
| Contact Details: | Dawn Dawson - Assistant Director Housing  
Steve Pedley - Area Housing Manager |
AGENDA ITEM NO. 4

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to: Councillor A Lloyd – 7 June 2011
From: Assistant Director – Housing Services
Subject: SHELTERED HOUSING EMERGENCY ALARM SYSTEM MAINTENANCE CONTRACT RENEWAL
Portfolio: Housing

1. Purpose of Report

1.1 To seek approval to tender a contract for the maintenance and servicing of sheltered housing emergency alarm systems.

2. Background

2.1 Emergency alarm systems installed in all of the Council’s sheltered housing schemes includes door entry systems, call speech modules, pull cord switches and all associated electrical cabling and components. Speech modules and pull cords are linked to North Warwickshire Council’s control centre and are used by residents in emergency situations to speak with a control centre operator when assistance is sought.

2.2 Sheltered housing residents are vulnerable people whether by age, medical need, support need or a combination of these. The continued provision and maintenance of the emergency alarm systems helps in maintaining residents independent living, with should the need arise, assistance provided by a control centre operative to a call activation.

2.3 The Council is a member of the Northampton Consortium, a group made up of 10 member organisations comprising Local Authorities and Registered Social Landlords from across the East Midlands. The Consortium formed to take advantage of the potential for cost savings and value for money that a larger contract could achieve. In addition, contract tendering costs could be shared.

2.4 Northampton Borough Council is the consortium lead Authority. As lead Authority, Northampton takes responsibility for the negotiation, administration and implementation of the consortium contract.

2.5 The consortium currently contracts with Tunstall Healthcare (Tunstall) to maintain the emergency alarm systems. The Council has approximately 758 category 2 and 256 category 3 council properties connected to the emergency alarm system.

2.6 The Council currently has a Silver Plus level of service with Tunstall that provides service cover with a response within 24 hours from the placement of a call. This
level of service is essential to provide assurance that the vulnerable customers we support are not put at risk unduly due to faulty equipment.

2.7 The current contract and option to extend ends on 30 September 2011. The consortium has agreed an additional six months extension with Tunstall if needed. Preliminary work undertaken by Northampton Borough Council as lead authority for the contract renewal has commenced with the new contract to be awarded through the PaSA/Buying Solutions Framework. This will involve a mini competition process with suitably experienced and approved contractors including Tunstall. The new contract will be awarded for a contract period of up to four years.

2.8 Approval is therefore required to proceed with the tendering process.

3. **Options**

3.1 To accept the recommendation.

Not approve the tendering of the contract. In doing so, the emergency alarm system would not be maintained to an agreed standard, in a timely manner and put the wellbeing of vulnerable residents at severe risk.

4. **Recommendation**

4.1 That approval is given to tender the maintenance and servicing contract for sheltered housing emergency alarm systems.

Dawn Dawson
Assistant Director – Housing Services
This report requests an exemption to the Contract Procedure Rules 2011 to allow identification of ways we can better work with contractors to deliver adaptations in a more effective and efficient procedure.

Recommendations:

That an exemption to the Contract Procedure Rules 2011 be granted under clause 3.2 in that this will be in the best interest of the service by establishing the most effective working arrangements to be included in future longer term tenders.

That the duration of the exemption be determined by the value of the work in that it will not exceed the EU Procedure Rules threshold of £156,000.

Reasons:  

• To support a County wide lean systems review of Home Improvement Agency services an experiment is to be conducted. The experiment is to help us find the best way of working with contractors.
**Options:**
- Agreed to the exemption.
- Do not agree to the exemption which will delay the experiment and could build waste into the new adaptations procedure.

<table>
<thead>
<tr>
<th>Subject to call-in:</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Forward plan:</td>
<td>No</td>
</tr>
<tr>
<td><strong>Corporate priorities:</strong></td>
<td>Aim 4 – To provide quality services that provide value for money</td>
</tr>
<tr>
<td><strong>Consultations Undertaken:</strong></td>
<td>Legal Services, Corporate Finance</td>
</tr>
<tr>
<td><strong>Relevant statutes or policy:</strong></td>
<td>Contract Procedure Rules 2011, European Union Contract Procedure Rules</td>
</tr>
</tbody>
</table>

**Equal opportunity implications:** The process of determining which contractors we work with during the experiment must be fair. This will be determined with the Strategic Procurement and Creditors Manager.

**Human resources implications:** During the experiment staff will be exploring new ways of working, the longer term consequences could be that job roles will change. We are sharing the experiment with North Warwickshire and Warwickshire County Council employees, there will be temporary and informal alterations to reporting routes.

**Financial implications:** The financial implications of the exemption are limited in that the money to pay for the works is within the Disabled Facilities Grants budget.

**Risk management implications:**

The Council must be transparent in its actions. A robust procedure to choose contractors will be devised to ensure unreasonable preference is not granted.
Should the experiment not be successful, due to their not being a formal tender arrangement at this stage, we will be able to terminate the experiment at short notice.

There is a reputational risk if alternative selection criteria are not robust and fair. **Environmental implications:** None

**Legal implications:** By remaining below the EU tender threshold for the value of the work means that we are operating within procurement law.

**Contact details:**
Paul Coopey, Private Sector Housing Manager
Tel number: 02476 376400
AGENDA ITEM NO. 5

NUNEATON AND BEDWORTH BOROUGH COUNCIL

Report to:       Councillor A Lloyd – date 7th June 2011.

From:           Assistant Director – Housing Services

Subject:        Short Term Exemption to Contract Procedure Rules for Disabled Facilities Grant Works.

Portfolio:      Housing (Councillor A Lloyd)

1 Purpose of Report

1.1 To seek agreement for an exemption to the Contract Procedure Rules 2011 in order to determine the best operating procedures and tender arrangements for private sector housing adaptation work.

2 Recommendation

2.1 That an exemption to the Contract Procedure Rules 2011 be granted under clause 3.2 in that this will be in the best interest of the service by establishing the most effective working arrangements to be included in future longer term tenders.

2.2 That the duration of the exemption be determined by the value of the work in that it will not exceed the EU Procedure Rules threshold of £156,000.

3 Background

3.1 Cabinet agreed on the 6th April 2011 to tender for the private sector housing improvement and adaptation work (minute reference 528).

3.2 Warwickshire Housing Authorities, Warwickshire County Council and partners have been carrying out a lean system review of home improvement services and an experiment is to be conducted to determine the most effective and efficient way of working to deliver adaptations to private sector residents through the disabled facilities grant programme.

3.3 The experiment has been located at Nuneaton and Bedworth Borough Council due to the higher volume we have for adaptations and because we already work in partnership with North Warwickshire Borough Council through the shared home improvement agency.

3.4 A crucial part of the experiment involves working with contractors in a way which will make the delivery of adaptations more effective and place more responsibility
on the contractors to work with the Council and our customers whilst still protecting the grant funding and investment in residents’ homes.

3.5 As the aim of the experiment is to learn from working in the new way, we need to be able to be adaptable and be able to change the conditions of the experiment if we identify procedures that can be improved. We also need to be able to terminate the experiment if we find that we encounter a fall in service quality.

3.6 If we tendered for this work at this early stage, then it will delay the experiment, due to the duration of the tender process, and also lock us in to a way of working that may not necessarily be adequate for what we are trying to achieve. This may build waste and complications into the new system.

3.7 Contract Procedure Rules allow for exemptions to be granted if it is in the best interest of the service (clause 3.2). Once we have determined the most effective way to work with contractors the future tender can include the criteria in its specification.

3.8 Clause 3.3 states that the exemption can be made “by the Portfolio Holder or other Cabinet Member for contracts estimated to exceed £99,999 and a decision has been made by Cabinet.” As mentioned in paragraph 3.1 Cabinet agreed to the tender on the 6th April 2011 and therefore a decision to tender has already been made by Cabinet allowing this decision to be made by the Portfolio Holder.

3.9 Under no circumstances can an exception be made for contracts which are subject to EU Procedure Rules, the current threshold is £156,000. The value of works carried out under the proposed exemption will not be greater than £156,000, the spending will be closely monitored to ensure compliance.

4 Works included in the exemption

4.1 It is proposed that the exemption applies to works to adapt the homes of residents in relation to showers, extensions, conversions, ramps, internal and external alterations. These works are generally carried out by local builders. In addition the design and supervision of building works by architects is to be included.

4.2 Currently, as members of the Eastern Shires Purchasing Organisation (ESPO) we utilise suppliers procured under their tender procedures for the supply and fitting of stair lifts. Therefore for the purpose of this experiment we can work with the ESPO contractors if they agree to our operating conditions. This work will not be included in the exemption and will not contribute the exempted contract value as it will be procured through the ESPO framework.

5 Alternative Contracting Procedure

5.1 Current procedures are that we generally seek 3 quotes from local contractors that have applied to be included and been vetted for insurance and standard of
workmanship. In effect we operate a list of reputable contractors. It is proposed that in order to be equitable to the contractors on the list that we invite all of them to express their interest in taking part in the experiment. Of those that express an interest criteria will be used to reduce the list so that we can work exclusively with a core of contractors that have agreed to work in compliance with the experiment.

5.2 Transparent criteria will be used to select the successful contractors and it is likely that where possible we will work to a schedule of rates already agreed by NBBC or partner agencies.

6 Consultation with Officers

6.1 Consultation has been carried out with the Corporate Finance and Legal Services.

DAWN DAWSO