

To: HOUSING AND SOCIAL WORK SERVICES COMMITTEE		Subject: CARE & REPAIR SERVICES IN NORTH LANARKSHIRE	
From: HEAD OF HOUSING SERVICES			
Date: 25 FEBRUARY 2009	Ref:		

1. Introduction

The purpose of this report is to provide an update on the tender process carried out for North Lanarkshire's Care & Repair Service.

2. Background

- 2.1 Committee will recall the report of 11 October 2008 highlighting that negotiations would take place with Clyde Valley Housing Association (CVHA). This process has now been completed and an update for the contract can now be provided.
- 2.2 The service will be delivered to owner occupiers or private renters who are within the following client groups;
- Older Persons.
 - Disabled Persons or the Parents or Guardians of Disabled People.
 - Sensory Impaired persons.
 - Persons who have a learning disability and require assistance to live within the community.
- 2.3 The scope of the service is divided into three main areas for the above service users. The first of these is to provide advice and assistance. Advice primarily to be provided on, but not restricted to, funding for essential repairs and maintenance, debt counselling and benefits advice. A referral service will also operate in this area ensuring correct, appropriate and independent advice is provided to service users. Property inspections providing advice in the home on technical and funding options for maintenance and repairs for service user's homes will also be provided.
- 2.4 The second part of the service is to operate a competent contractor's scheme, to approve contractors based on quality measurements, allowing service users to be provided with a list of contractors who had agreed rates for specific works and had been vetted as suitable and trust worthy persons.
- 2.5 The final part of the service is the operation of a small repairs service. This will allow service users the opportunity to have small internal and external repairs carried out to their property. Referrals from the integrated Council and NHS Lanarkshire jointly funded teams e.g. Rapid Response Teams and Early Supported Discharge Teams will also be made under this service heading.

3. Considerations

- 3.1 Following the negotiation process, CVHA provided a revised tender document. This document addresses the previous concerns reported to committee in respect of price and quality.
- 3.2 The reviewed contract price for the two year contract is £616,500. This figure represents a reduction of £19,945 from the previous contract price provided. The contract price is now within the agreed budget for the service.
- 3.3 Quality concerns have been addressed, with CVHA demonstrating a full understanding of the council's requirements. Prior to the start of the contract on 01 April 2009 a series of meetings will be held with CVHA to ensure full clarity is in place with regards to service provision details.
- 3.4 All previous concerns over price and quality have been satisfactorily resolved. Therefore In accordance with the council's standing orders, a letter of appointment was issued by Corporate Services on 24 December 2008 and was accepted by CVHA on 08 January 2009.
- 3.5 CVHA have been appointed to provide North Lanarkshire's Care & Repair Service with effect from 01 April 2009. The contract term will be for two years with a one year option to extend; this option is subject to available funding and to the service provision remaining consistent with council priorities.

4. Recommendations

It is recommended that the Committee:

- (i) Note the contents of this report.


Monica Patterson
Head of Housing Services
Date 11 February 2008

For further information about this report please contact John Burns on 01698 274176.