

**Procurement Title**

Contract for the Essential Household Goods Support Scheme

**Procurement Option**

Open Tender

**New or Existing Provision**

Existing – the current contract will expire on 31 December 2021

**Estimated Annual Contract Value and Funding Arrangements**

Estimated to be £450,000 per annum with a potential total contract value of £2.25m

**Contract Duration**

The contract term is an initial three years with an option to extend the contract beyond the initial term for a maximum period of a five years in total.

**Lotting**

There is no lotting proposed for this contract. There is a requirement to ensure referral pathways and management of the services remain focussed, responsive, and cohesive. Fragmenting services further could risk undermining this.

**Evaluation**

Quality Criteria 70%	Financial Criteria 30%
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Of which Social Value will form 10% of the quality criteria, the objective will be focused on promoting training and employment opportunities for the people of Lancashire.

**Contract Detail**

Lancashire County Council's Essential Household Goods Support Scheme is a non-statutory service that provides support for the people of Lancashire who need help to maintain or establish a home. It provides free essential household items to those individuals and families who do not have access to sufficient income or funds to meet their immediate needs, along with help and advice in seeking additional support. The overall aim of the Service is to support people to meet their immediate needs and to help them feel more secure and live more independently in their community.

The Service Provider will deliver the entire Service from the first point of contact through to the approval, provision, and delivery of essential household items. This will include managing three separate strands:

***Strand 1: Receiving and assessing applications to the Essential Household Goods Support Scheme***

***Strand 2: Sourcing and delivering essential household items to successful Service Users***

***Strand 3: Supporting Service Users to seek and access additional support***

The Service Provider will be required to work with the Authority, and in partnership with public, voluntary, faith and community sector organisations, to deliver an

innovative, flexible and holistic service that maximises resources, manages demand and prioritises those Service Users most in need.

Whilst this is existing provision the specification for the contract has been reviewed and has an increased focus on supporting service users to access additional support.

The overall objectives of the Service are to:

- help Service Users maintain or establish a home by providing them with essential household items that meet their individual needs;
- help Service Users to understand their wider needs and access additional sources of support;
- help Service Users to feel more secure, be more resilient, and live more independently in their communities;
- reduce household waste by increasing the use of second-hand household goods in Lancashire;
- support local communities by providing employment, training and work experience opportunities for the people of Lancashire;
- maximise resources to help as many people as possible; and
- manage demand to ensure the Service is delivered across the entire year.

**Procurement Title**

Contract for the Recovery Infrastructure Organisation (alcohol, drugs, and complex needs peer support)

**Procurement Option**

Open Tender

**New or Existing Provision**

Existing – the current contract will expire on 31 March 2022.

**Estimated Annual Contract Value and Funding Arrangements**

Estimated at £366,000 with a potential total contract value of £2.56m over the seven years.

**Contract Duration**

The contract is an initial four years with an option to extend beyond the initial term for a maximum period of seven years in total.

The rationale for a potential seven-year term is based on several factors:

- Extremely limited market for such provision;
- The benefits of minimising disruption to service users and staff working in services;
- The increased ability for the provider to develop additional investment with a sustained core investment;
- Such a term would provide system stability as this period would overlap with treatment service re commissioning;
- At this stage there is no funding to consider additional investment during the contract period, therefore the provider will have to operate for the duration within the financial budget, using innovation to expand where necessary.

**Lotting**

There is no lotting proposed for this contract.

There is a requirement to ensure integrity of delivery across the county ensuring equal access to support for all wishing to access including emergent recovery communities. Fragmenting delivery could risk undermining this and weaken the investment by building in more management hierarchy than required.

## Evaluation

Quality Criteria 80%
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Financial Criteria 20%
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Of which Social Value will form 10% of the quality criteria, the objective will be focused on promoting training, support and development opportunities (Social, cultural, health and economic capital) for those recovering from alcohol and drug dependence.

## Contract Detail

The Recovery Infrastructure Organisation (RIO) contract is based on historical development work undertaken in Lancashire to develop meaningful support, based on the experience of those with lived experience, for those working through alcohol and drug dependence and to support the moving into and sustaining alcohol and drug free lifestyles. The RIO will also by default need to support people with wider multiple disadvantages such as rough sleeping/homelessness, dual diagnosis, Hepatitis C, and a range of long term conditions.

The RIO contract will actively support the development of recovery communities across the Lancashire footprint and engage pro-actively with a range of partners, stakeholders, and service users locally and nationally.

The RIO will be required to support and finance the Lancashire User Forum (LUF). The LUF is a peer led forum for those still in active dependence, those in treatment and those abstinent and in recovery, providing peer led support, recognition and working to reduce social stigma. The LUF is fundamentally linked to the RIO in that the RIO provides support and an outlet for individuals to develop beyond the forum.

The RIO will be required to oversee the Building Recovery in Communities (BRiC) fund. BRiC is a fund, managed by the RIO to support and develop initiatives that foster positive recovery in our communities, examples have included training, establishing new social enterprise business, and creating the conditions for positive social connection such as mother and child groups in local community settings..

The RIO will continue to develop and innovate, for example embedding the learning from the COVID pandemic in switching to digital channels where meaningful, but further developing face to face work when needed.

The Public Health Team will be conducting an engagement exercise to inform a re-development of the service specification and contract management requirements through June and July, subject to COVID outbreak work.

**Procurement Title**

Provision of Enforcement Agency Services for the collection of unpaid Penalty Charge Notices

**Procurement Option**

Call-off Contract from Yorkshire Purchasing Organisation (YPO) framework 953: Enforcement Agency Services Dynamic Purchasing System (DPS)

**New or Existing Provision**

Existing – current contract end date 31 August 2021.

Please note that provision of Enforcement Agency Services is currently provided through the wider Parking Enforcement Services and Notice Processing System contract with NSL Limited. The NSL Limited contract is due to cease at the end of August 2021 and the parking enforcement services that are provided through that contract are to be managed in-house by the Council from 1 September 2021.

**Estimated Contract Value and Funding Arrangements**

Concession Contract Value: approximately £278,250 - £1,558,200 per annum.  
Overall Concession Contract Value: approximately £1,113,000 - £6,232,800 over a maximum four year term.

(Figures based on 35% collection success rate and using a minimum fee of £75 and maximum fee £420).

There are no charges incurred by the Council in letting this contract. Fees are recovered by the Enforcement Agency directly from the debtor.

**Contract Duration**

Initial contract period of two years with an option to extend the contract beyond the initial term by any number of defined periods for up to maximum of a further 2 years. Maximum duration of the contract no more than four years.

**Lotting**

The contract is not lotted as there is no discernible benefit in doing so. However, the two highest scoring service providers at mini-competition stage will be appointed to the framework by the Council, with the work initially allocated equally between them. If deemed feasible within the contract documents, it is proposed to include a performance metric that monitors the success rates of both providers, with the aim of passing more work over to the service provider with the higher collection success rate over time.

**Evaluation**

<b>Quality Criteria 100%</b>	<b>Financial Criteria 0%</b>
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Social value will account for 10% of the quality weighting. This will include promoting training and employment opportunities and raising living standards of local residents, by maximising access to entitlements such as child care and encouraging suppliers to recruit from within Lancashire.

Quality criteria may cover service areas such as customer focus, dealing with debtors, complaint handling, contract management, training, processes, management information and innovation.

Financial criterion is set at 0% as the fees charged by the Enforcement Agency are determined by the 'The Taking Control of Goods (Fees) Regulations 2014.' The fees are recovered directly by the Enforcement Agency from the debtor. No charge is incurred by the Council for the provision of the services.

### **Contract Detail**

Lancashire County Council enforce on and off-street parking restrictions across Lancashire, and also undertake enforcement for off-street car parks on behalf of interested district councils. The Council also undertakes bus lane enforcement to ensure bus lanes remain clear for use by permitted vehicles. Enforcement is undertaken under the provisions of the Traffic Management Act 2004 and Transport Act 2000.

The purpose of enforcing parking and bus lane restrictions is to improve road safety for all road users, to improve the flow of traffic, and to ensure emergency vehicles and public transport are able to travel without obstruction or delay. The money received from Penalty Charge Notices (PCNs), once costs are covered, can only be re-invested into highway and transportation related schemes.

Where a motorist fails to pay a PCN within the time allowed, a charge certificate is ultimately served on the registered keeper which increases the penalty by 50%. The Council increase this penalty to a maximum of £75.00, £90.00 or £105.00 depending on the type of contravention.

Should the penalty continue to remain unpaid, the Council can register the debt at the Traffic Enforcement Centre (TEC) which is a unique unit attached to the County Court Bulk Centre, Northampton. It was established as a central location for the registering of unpaid PCNs in accordance with the legislation.

When the penalty charge has been registered and it remains unpaid or unchallenged, the TEC can issue authority for a warrant for Execution of Recovery to be prepared. Currently a debt registration fee charge of £8.00 is then added to the outstanding penalty increasing the debt to £83.00, £98.00 or £113.00.

Enforcement Agents, sometimes also referred to as Bailiffs, assist the Council in collecting revenue from unpaid parking and traffic fines.

The warrant issued by TEC authorises the recovery of the debt by certificated Enforcement Agents who may ultimately resort to the seizure of property belonging to the registered keeper which may then be sold to recover the outstanding amount and the Enforcement Agency fees.

The fees to be charged by Enforcement Agents for collection of debt are set in accordance with statutory tariffs detailed in The Taking Control of Goods (Fees) Regulations 2014. There are no charges incurred by the Council in recovering such monies as the Enforcement Agent fees are recovered directly from the debtor alongside the relevant PCN debt.

The approximate number of warrants issued over previous years is as follows:

<b>Year</b>	<b>Number of warrants issued</b>
2018	8872
2019	13490
2020	9440*

\*The number of PCNs issued during 2020 has significantly reduced due to the impact of Covid-19 lockdown measures and government advice to suspend bailiff action during that time. As it can take 4-6 months from the issue of a PCN to reach bailiff action, the figures represented in 2020 are likely to represent overspill from PCNs issued in 2019.

The successful collection rate of cases sent to Enforcement Agents is anticipated to be in the region of 35%.

The assignment of Enforcement Agencies to collect unpaid charges in relation to PCNs is a sensitive issue. It is necessary that any debt recovery operation is dealt with professionally and in a fair but firm manner by any such organisations appointed to act on behalf of the Council. It is important that such companies should be experienced in this type of recovery operation.

The recommended procurement route is to run a mini-competition from the Yorkshire Purchasing Organisation (YPO) Enforcement Agency Services Ref: 953 Dynamic Purching System (DPS). Accessing the YPO DPS provides the Council with a route to market that is compliant with the Councils Standing Orders, Public Contract Regulations 2015 and Concession Contracts Regulations 2016.

Service providers appointed to the DPS are registered members of Certificated Enforcement Agency (Bailiff) Register and have been pre-vetted by YPO prior to being admitted onto the DPS. Part of the vetting process included confirmation that service providers have practices and procedures that comply with the:

- Taking Control of Goods Regulations 2013
- Taking Control of Goods (Fees) 2014
- Certification of Enforcement Agents Regulations 2014
- MoJ Taking Control of Goods: National Standards

The mini-competition process requires the Council to invite all approved service providers appointed to the DPS to bid for the Contract. Currently there are 26 service providers on the DPS. Following the mini-competition process, the top two ranked service providers will be awarded the contract. Cases will initially be allocated on an equal basis, although over time the service provider with a higher collection success rate may be offered more cases. If one service provider fails to collect the debt, then the case may be offered to the second service provider to try and recover the debt (subject to warrants being taken back and re-issued).

The overarching objective of this contract is to achieve the maximum revenue possible from the PCNs issued by the Council. The contract is required to complement a wider set of contracts (bodycams, cash collection, cashless parking) required by the Highways Service to be able to provide parking enforcement services following expiry of the NSL Limited contract.