

REPORT TITLE	AWARD OF HOME ADAPTATIONS LIFTING SOLUTIONS CONTRACT
REPORT OF	HEAD OF HOUSING SERVICES

REPORT SUMMARY

This report proposes the award of contracts for a range of lifting and other equipment to enable disabled and vulnerable residents within Wirral to remain living independently in their homes. Each of the 6 contracts being recommended for award will be for a 3-year period with the option for a further 2 x 12month extensions.

The Home Adaptations Lifting Solutions Contract will enable the Council to undertake its statutory duties in relation to the provision of Disabled Facilities Grants and support the Active and Healthy Lives theme of the Wirral Plan 2021 - 26, specifically the aim to 'support people to live independently'.

This matter is a Key Decision and impacts all wards.

RECOMMENDATION/S

The Director of Regeneration and Place is recommended to approve the award of the following contracts for a range of lifting and other equipment to enable disabled and vulnerable residents within Wirral to remain living independently in their homes for a 3-year period with the option for a further 2 x 12 month extensions and on the basis, in each case, of being the Most Economically Advantageous Tenderer

- Lot 1 Straight Stair lifts, to Stannah Lift Services Limited;
- Lot 2 Curved Stair Lifts, Stannah Lift Services Limited;
- Lot 3 Ceiling Track Hoists, to Prism UK Medical Ltd;
- Lot 4 Through Floor Lifts, to Terry Group Ltd;
- Lot 5 Step Lifts, to Terry Group Ltd; and
- Lot 8 Shower Stretchers, to Prism UK Medical Ltd

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The Council has a statutory duty to deliver Disabled Facilities Grants and over several years has delivered this assistance and developed discretionary assistance to enable disabled adults and children to remain living at home, to promote independence and an excellent quality of life, prevent carer breakdown, enable hospital discharge and to help reduce the dependence on other more expensive solutions such as residential and nursing care.
- 1.2 Housing Committee on 2nd March 2022 approved a tender exercise for the Council's Disabled Facilities Grant Funded equipment contract that was due to expire of 31st December 2022. The existing contract was extended until 31st March 2023 to allow time for the award of new contracts which will run for a period of up to 5 years (3yrs with an option for a further 2 x 12-month extensions).
- 1.3 Members also approved that delegated authority be given to the Director of Regeneration and Place to award the contract for the services within approved budget and to the highest scoring tenderer in accordance with the Most Economically Advantageous Tender criteria.
- 1.4 The tender exercise has been completed with the recommendation to appoint contractors for 6 of the 8 lots that were included in the tendering processes. The Council will need to re-tender for the remaining Lots 6 and 7 due to unsatisfactory submissions.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 A full options appraisal was completed in conjunction with the Council's procurement team and presented to the Housing Committee in the Report of 2nd March 2022 to ensure that best value was achieved in the tender strategy for these services.

3.0 BACKGROUND INFORMATION

- 3.1 The Council currently has a single contract provider for the provision of works undertaken and required for undertaking Disabled Facilities Grants and this arrangement expires on 31 march 2023
- 3.2 This existing contract has been delivered in a period of sustained increased demand for home adaptations as well as the difficulties in maintaining supply chains and increased materials costs since the UK left the EU. .
- 3.3 A new tendering exercise commenced in 2022 and was broken down into separate lots to cover the following most used items :-
 - Straight Stairlift
 - Curved Stairlift
 - CTH
 - Step Lift
 - Vertical Lift
 - Modular Ramps (permanent)
 - Domestic automatic door opening system
 - Rise fall changing tables (RFCT)

- 3.4 The tenders received have now been evaluated and concluded and there is the need for consideration to be given to the appointment of the preferred tenderers.

4.0 FINANCIAL IMPLICATIONS

- 4.1 The total value of the 6 lots being awarded is £948,000 per year across the contract term. The remaining lots will be re-tendered in 2023. The costs fall within the relevant budget for the service which is funded from allocated Disabled Facilities Grant.
- 4.2 The estimated value of the lots are as follows
- Lot 1- £150k per year.
 - Lot 2 £390k per year.
 - Lot 3 £108k per year.
 - Lot 4 125k per year.
 - Lot 5 £125k per year
 - Lot 8 £50k per year

5.0 LEGAL IMPLICATIONS

- 5.1 The Council has a statutory duty to facilitate the application and delivery of Disabled Facilities Grants under the Housing Grants, Construction and Regeneration Act 1996 and as well as mandatory assistance, other assistance for example Rapid Installation Grants and Time Critical Adaptation Grant assistance is provided by the Council's powers under the Regulatory Reform (Housing Assistance) (England and Wales) Order 2002 to help improve the homes of disabled Wirral residents, supporting them to live independently and safely.
- 5.2 The award of contract will be made based on the most economically advantageous tender (MEAT) scoring. The meaning of MEAT is currently governed by the Public Contract Regulations 2015. As criteria for the assessment of tenders on the basis of the best price-quality ratio, MEAT will always predominantly contain a cost or quality element, but the MEAT criteria may also include assessment based on various other criteria linked to the subject-matter of the contract in question, including lifecycle costing and environmental or social aspects. For example, particular award criteria may consider the inclusion of vulnerable and disadvantaged people, local wealth building, training and educational aspects or the use of non-toxic substances in the production process to deliver the requirement. The Council's Contract Procedure Rules (Standing Orders) set out how contracts are to be awarded by the Council, which will include reference to the Council's Procurement Strategy and Social Value Policy.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

- 6.1 Existing staffing resources to proceed with the successful award of tenders will be required from Legal, Procurement and Home Adaptation Services, both of which have indicated they have capacity to undertake this work. All adaptations interventions discussed are currently managed using existing staffing, ICT, and other assets.

7.0 RELEVANT RISKS

- 7.1 The risks of not having this contract in place to run seamlessly with the end of the current contract include:
- extremely vulnerable households being put at risk through the delay of installations of adaptations in the home.
 - potentially an impact of health and social care services if disabled individuals were not able to remain living independently in their homes through carer breakdown or by not being able to access basic facilities.
 - More hospital admissions through falls
 - The use of multiple contractors helps reduce risks posed through a single contractor failing to perform so that service delivery can continue in the event of a single contractor being at capacity, performing poorly or ceasing trading.

8.0 ENGAGEMENT/CONSULTATION

- 8.1 Satisfaction surveys are routinely carried out by the adaptations service and feedback incorporated into service improvements. Regular liaison with stakeholders including health and social care professionals, and external associations and advocates for disabled residents are included as part of policy reviews to ensure the service is customer focussed and continuous improvement delivered.

9.0 EQUALITY IMPLICATIONS

- 9.1 Wirral Council has a legal requirement to make sure its policies, and the way it carries out its work, do not discriminate against anyone. An Equality Impact Assessment is a tool to help council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision, or activity.
- 9.2 An EIA was completed for Wirral's Housing Strategy 2016 – 2026 [Microsoft Word - Housing Strategy 2016 - 2026 EIA \(wirral.gov.uk\)](#)
- 9.3 The adaptations service strives to support disabled Wirral residents to help them remain independent in their homes. The EIA included consideration of the work Wirral Council does in relation to adaptations in the home to meet the diverse housing needs for the borough and is still valid.

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

- 10.1 Lifting equipment installed will be as energy efficient as possible with contractors of the larger lifting equipment exploring recycling of equipment.

11.0 COMMUNITY WEALTH IMPLICATIONS

- 11.1 The Home Adaptation Team have been working with the Wirral Chamber of Commerce with the aim of expanding the number of local contractors and local supply chains that can be developed.
- 11.2 The procurement exercise has had regard to the full MEAT criteria and Council social value policy, with specific successful contractors including within their submission, growth of responsible micro small and medium enterprises through the provision of local supplier open day and recruitment of additional people within their organisation. Any social value including any local employment opportunities will be measured as part of the contract monitoring framework.

- 11.3 The Home Adaptations Team have also been working closely with the Motor Neurone Disease Association and have signed up to the MND Charter to ensure clients have a voice and their feedback regarding their customer journey contributes to service improvements.

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APPENDICES

BACKGROUND PAPERS

MEAT Criteria

MND Charter

Social Value Policy

Housing Grants, Construction and Regeneration Act 1996

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Housing Committee PROPOSED AMENDMENTS TO THE PRIVATE SECTOR HOUSING AND REGENERATION ASSISTANCE POLICY	27th January 2021
Housing Committee RENEWAL OF HOME ADAPTATIONS LIFTING SOLUTIONS CONTRACT	2nd March 2022