

9 December 2015		ITEM: 18 01104436
Cabinet		
Re-Procurement of the Housing Concierge Contract		
Wards and communities affected: Chadwell & Grays	Key Decision: Key Decision	
Report of: Councillor L Worrall, Portfolio Member for Housing		
Accountable Head of Service: Richard Parkin, Head of Housing		
Accountable Director: David Bull, Interim Director of Housing		
This report is Public		

Executive Summary

This report sets out the proposals for the re-procurement of the Housing concierge contract which will operate at two main Council locations within the borough boundaries. The current contract has been extended up to a maximum end date of 30th June 2016 and a new contract will be put in place with a start date on or before 1 July 2016.

The current contract operates at Chadwell St Mary High Rise tenanted blocks in Godman Road, Chadwell St Mary and has performed satisfactorily. A further operating site is now proposed at one of the Extra Care facilities, located at Piggs Corner Sheltered Housing Scheme, Southend Road, Grays. Although the scope of the concierge contract remains unchanged, the service is moving towards a more detailed performance framework which should ensure bidders evidence 'safe and secure' outcomes for tenants living at the sites.

Housing tenants and leaseholders living at the sites have been consulted as to the most appropriate standards for the service going forwards and the specification has been designed to ensure regular feedback is received from residents to ensure compliance with the specification standards.

1. Recommendation(s)

Cabinet is recommended to:

- 1.1 Agree the proposed process for re-procurement of the Housing concierge contract for a period of up to 5 years (3 years plus 1+1year periods, subject to performance and funding).**

1.2 Approve delegation to award to the Interim Director of Housing in consultation with the Portfolio holder in order to ensure service continuity.

2. Introduction and Background

- 2.1 A concierge service is currently provided at Chadwell St Mary for the three Thurrock housing tenanted blocks. This service provides a landlord management measure to address anti-social behaviour on estates, helping to ensure a safe and secure environment for residents, through security, patrolling and checking access to the blocks for visitors and contractors. It has helped to reduce antisocial behaviour and residents are generally favourable.
- 2.2 The current contract is delivered by Profile Security and has been in operation since October 2010 and has just been extended to (maximum end date) 30th June 2016 to allow for retender.
- 2.3 Housing Services have been approached by Adult Services to include the requirement for a Concierge provision at the Extra Care Facility at Piggs Corner. This will support the care staff by monitoring and controlling access, and dealing with contractors, incidents and emergencies.
- 2.4 The opportunity provided here for a re-procurement allows for improvements in specification scope and performance management, to support and incentivise good service delivery. The contract period is sufficient time to ensure interest in the contract and allows the Council to consider its long term requirement for security services borough wide.
- 2.5 The new specification has been updated and contains KPIs around customer satisfaction and resident perception of security. Having regard to the current redevelopment of the housing stock, the specification has also introduced flexibility, allowing a future contractor to price for provision of Concierge Services at other Council sites.
- 2.6 Spend on the current contract (Chadwell St Mary only) for two staff on duty at all times is £180K per annum. Funding for this service is contained within the Housing Revenue Account and forms a service charge to tenants and leaseholders of the affected blocks.

3. Issues, Options and Analysis of Options

Contract Specification

- 3.1 Overall, the Service shall provide a Concierge Service that will create a safe, secure and welcoming environment for both residents and authorised visitors to the Chadwell St Mary blocks and Piggs Corner Extra Care Facility. The Concierge Service provides a vital tool in assisting and enhancing community safety within the flats and surrounding areas.

- 3.2 The inclusion of the Extra Care site was not covered by the existing specification, but the service requirements are the same and will enhance the total service ability to provide a flexible approach to meet residents' needs.
- 3.3 The Contract for all sites shall provide a 24 hours, 365/6 days a year service, to control access and ensure that unauthorised persons do not gain access to the resident blocks.
- 3.4 The Concierge are responsible for ensuring the blocks and immediate surroundings are clean, tidy, incident-free by reporting all such occurrences to the relevant authority as soon as they become aware. This specifically includes taking appropriate action in relation to smoke, fire and lift alarm systems and to security breaches. In addition the service will deliver a high standard of customer service, offering assistance and to elderly, disabled or otherwise vulnerable residents and visitors to the block/s. Specifically with regard to vulnerable residents, the Concierge will carry out a regular check on their well-being generally through making contact, but to a frequency and in a manner agreed by the Council.
- 3.5 The Contract will be established and priced flexibly, to ensure that changes in requirements can be accommodated yet still deliver best value. Contractors will be asked to provide an hourly rate for additional security staffing if the needs increase during the contract term. Contract performance and the achievement of service aims will be measured through the KPIs and through day-to-day contract management.

4. Reasons for Recommendation

- 4.1 This report is submitted to Cabinet in accordance with the Council's Contract Procedure rules to seek approval to proceed to tender for a contract with a whole life cost valued above £750K. The total estimated value for this contract over the maximum 5 year period of delivery is c. £1.35 million based on historical spend plus the additional requirement for Piggs Corner. The required Form B: Commissioning Form is attached as Appendix 1 to this report.

5. Consultation (including Overview and Scrutiny, if applicable)

- 5.1 Housing residents have been consulted about the ongoing services at Chadwell St Mary and. Residents living in the extra care flats at Piggs Corner are currently being consulted on the proposed provision of a concierge service on the site. This consultation ends on 7 December. A report on the responses to the consultation will be made to Health and Well-Being Overview and Scrutiny Committee on 12 January 2016. Subject to the decision of the Committee, the concierge service for Piggs Corner will be included in this procurement on the terms set out in this report.

- 5.2 Once the new contractor is awarded, a communications plan will be implemented to ensure all residents are aware of the new contractor and any changes in arrangements
- 5.3 Customer Satisfaction and continual improvement will be monitored in accordance with the KPI and agreed concierge standards. Regular feedback will be sought from the Extra Care facilities and a representative from Adult Services will be invited to contract management meetings.

6. Impact on corporate policies, priorities, performance and community impact

- 6.1 The new Housing concierge contract aims to meet corporate priorities overall through the delivery of high quality services, ensuring pride in Thurrock properties for staff, housing tenants and visitors.

The following two examples show how priorities will be delivered through the contract:

Priority	Delivered By
Build pride, responsibility and respect	Supporting the reduction in anti-social behaviour, working in partnership and involving residents. Making good use of assets
Improve health and well-being	Supporting housing residents including children to live in a safe and secure environment.

7. Implications

7.1 Financial

Implications verified by: **Jonathan Wilson**
Financial Account

The procurement aims to secure a contract with enhanced performance outcomes within or below the current annual price. As this is a charge which is passed on to tenants and leaseholders via service charges the costs will not impact on the HRA bottom line. Costings in relation to the enhanced concierge contract have already been factored into the Housing Revenue Account financial strategy.

7.2 Legal

Implications verified by: **Assaf Chaudry**
Major Project Lawyer

This report provides an update on the procurement of this contract given its value it had to comply with the Public Contract Regulations 2006 (as amended), the EU regulations and the Council's constitution. External legal advisors along with the in-house legal officer have worked with the Council's procurement officers and Housing team in the provision of ongoing advice and assistance in relation to these legislative requirements, which have been complied with. There are no other legal implications arising from this report.

7.3 Diversity and Equality

Implications verified by: **Natalie Warren**
Community Development and Equalities Manager

This is a front line service, aimed at enhancing quality of life on estates which will benefit all equality and diversity groups and particularly address those who may feel vulnerable in their home and environment. The procurement process will establish a suitable list of tenderers who can evidence their commitment to the council's social value priorities and demonstrate excellent practice in employment including equal opportunity recruitment, training and staff terms and conditions.

7.4 Other implications (where significant) – i.e. Staff, Health, Sustainability, Crime and Disorder)

The Housing concierge contract and its partnership work will support Housing to manage and tackle crime and disorder on estates.

Staffing Issues - There are no direct staffing implications for the Council arising from this report although there is the potential for TUPE between concierge contractors.

8. Background papers used in preparing the report (including their location on the Council's website or identification whether any are exempt or protected by copyright):

- None

9. Appendices to the report

- Appendix 1: Form B Commissioning Form

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Housing