

**Report to:** **Housing Review Board**

**Date of Meeting:** 11 January 2018

**Public Document:** Yes

**Exemption:** None

**Review date for release**



**Agenda item:** **11**

**Subject:** **Renewal of the Day to Day Repairs and Void work to Council Housing Stock.**

**Purpose of report:**

**Recommendation:**

**To note the appointment of Echelon Consultancy Limited as procurement consultants for the Day to Day Repairs and work to Voids contract.**

**To note early stage progress that has been made on the procurement of the Day to Day Repairs and Void work to Council Housing stock contract.**

**Reason for recommendation:**

To assist the project team with the renewal of the contract and ensure the Housing Review Board are up to date with progress.

**Officer:**

Amy Gilbert-Jeans, Property and Asset Manager  
[agilbert-jeans@eastdevon.gov.uk](mailto:agilbert-jeans@eastdevon.gov.uk)

**Financial implications:**

Finance comments to follow.

**Legal implications:**

There are no legal implications.

**Equalities impact:**

Medium Impact

The repairs service must be open and accessible to all tenants.

**Risk:**

High Risk

Not having sufficient contracting arrangements in place presents risks to management and maintenance of tenant's homes.

**Links to background information:**

<http://eastdevon.gov.uk/media/1973368/combined-hrbagenda-120117.pdf> (item 14 and 15)  
<http://eastdevon.gov.uk/media/2022994/combined-hrbagenda-090317.pdf> (item 11)  
<http://eastdevon.gov.uk/media/2140883/combined-hrbagenda-150617.pdf> (item 9)  
<http://eastdevon.gov.uk/media/2197069/combined-hrb-agenda-070917.pdf> (item 10)

**Link to Council Plan:**

Encouraging communities to be outstanding.

## **1. Background**

- 1.1 In January 2017 the Board considered a report on alternative methods for the delivery of the repairs and maintenance contract, and agreed an extension of the existing contracts with Skinners and MD until the end of July 2018. A request for a further extension until January 2019 is being presented to the Board at this meeting.
- 1.2 Since then the Board has received further reports on the progress being made to renew the contract and in September 2017 approved the appointment of procurement consultants to assist with drafting the specification for the contract and the tendering process. This paper updates the Board with progress on the appointment of the procurement consultants and provides a general overview of progress to date.

## **2. Current position**

- 2.1 At the June 2017 meeting the Board agreed to adopt the 'East Devon core repairs offer' as the way forward for the development of the repairs contract in the future, and the adoption of a price per property (PPP) and price per void (PPV) model going forward.
- 2.2 Part of the role of the procurement consultant will be to develop these models and assist us with the drafting of the specification for the new contract.
- 2.3 The project team drew up a specification for the role of the procurement consultant and this was presented to the Board at the September 2017 meeting (Item 10, Annex 2).
- 2.4 The procurement team from Devon County Council (DCC) has been assisting us with the work to appoint a consultant and a 'request for quotation' (RFQ) was sent out via the procurement portal 'Supplying the Southwest'.
- 2.5 The tender closed on 13 October 2017. A total of two bids were received.
- 2.6 The evaluation team (Property and Asset Manager, Senior Technical Officer -Asset Management and Compliance, Senior Technical Officer- Responsive Repairs and Voids) considered the bids and carried out the evaluation, with guidance and support from the DCC Procurement team.
- 2.7 The winning bid was submitted by Echelon Consultancy Limited and following notification of approval we have now held the first session with the Team in the format of a launch workshop.

## **3. Next stage of procurement**

- 3.1 The project team have now been fully established with the recent addition of our Housing Systems Manager in order to ensure the integration and consideration of our Open Housing system when designing and procuring the new contract.
- 3.2 The launch workshop was held with our consultants on the 27<sup>th</sup> November. The purpose of this session was to revisit the outcomes of the options appraisal carried out as well as our internal stakeholder's workshop. We also looked at the opportunities there are in terms of ensuring our new contract captures our aspirations for future service delivery, and what this could look like.
- 3.3 We are considering closely what's not working currently and using this as an opportunity to scope the new contract around how we can improve in these areas. We are focusing greatly on what our residents told us at the options appraisal workshop earlier in the year as well as the useful data that has come from a series of telephone consultations we have carried out with tenants.
- 3.4 Time is being spent studying in depth the proposal of a 'price per property model' and we are comforted by the breadth of experience our consultants have in terms of rolling

this model out in other organisations. We are considering a trip to a similar authority that has recently rolled out a price per property/ price per void model, this will be an excellent opportunity for us to learn from good practice and consider more closely how this model could work for us.

- 3.5 The project team are excited and enthused at the opportunity we now have to set up a future contracting arrangement that will continue delivering outstanding services to our tenants. We are keen to explore innovation and new ways of working that we can benefit from in a number of areas, including the assurance that we are getting value for money, providing outstanding customer service to tenants, as well as protecting our assets for the future.
- 3.6 We will attempt to provide an update report to every Board meeting in 2018 in order to ensure that Members are kept fully up to date with progress being made.