

WELWYN HATFIELD BOROUGH COUNCIL
CABINET – 11th JULY 2023
REPORT OF THE SERVICE DIRECTOR (RESIDENT AND NEIGHBOURHOODS)

ADAPTATIONS CONTRACT

1 Executive Summary

- 1.1 The initial term of the Adaptations contract expires on 31st March 2024 and this report considers the extension of that contract.

2 Recommendation(s)

- 2.1 That the contract for adaptations with Gracelands Complete Maintenance Services is extended by 12 months until 31st March 2025.

3 Explanation

- 3.1 On 9th March 2021, Cabinet agreed that a three year contract (from 1/4/2021 to 31/3/2024), with an optional one year extension, was awarded to Gracelands Complete Maintenance Services Limited.

- 3.2 The contract includes:

- a) **Internal adaptations** - Adapted Bathrooms/wetrooms and kitchens , door widening , stair- lifts, tracking hoists through floor lifts and extensions
- b) **External adaptations** - installation of grab bars / Balustrades and concrete ramps to the external areas of housing.

- 3.3 The works are carried out in both council stock and private sector housing. Whilst the works will be to the same specification, there are differences regarding the application and approval process:

3.3.1 Council stock – In case of need the resident will be referred to an occupational therapist who will assess the situation and recommend changes to the accommodation. The council will then be responsible for making the changes (through this contract).

3.3.2 Private Sector Housing – The council receive referrals from Occupational Therapist and provide a service of adaptations for private home owners. In addition the contractor will have to promote and administer this system which will include means testing for grant funding and administering the completion of valid applications with the supporting documentation

- 3.4 Gracelands have generally performed well against the requirements of the contract: The following numbers of jobs have been completed so far under the contract by Gracelands.

Year	Private Sector Housing	Council Housing stock
2022/23	55	484
2021/22	36	410

During this period there have been very few formal complaints and any minor problems / snagging are rectified promptly.

Gracelands have also generally performed well in terms of their KPI performance. On our **housing stock** customer satisfaction for internal works has been consistently at 92% over the last 2 years and at 89% for external works. Works completed in time for internal works has also been consistent at 97% and external works completed in time at 94%.

With the **Private Sector Housing team**, their KPI's are based upon the time taken in the determination of client eligibility and undertaking the financial test of resources, the provision of a valid DFG application and time taken to complete adaptation works. Gracelands have also performed well in these areas and any exceptions are discussed during monthly contract meetings.

- 3.5 There are no further extensions available and considerations will be given for a new contract in summer 2024.

Implications

4 Legal Implication(s)

- 4.1 The extension of the contract is in accordance with Regulation 72 of the Public Contracts Regulations 2015.

5 Financial Implication(s)

- 5.1 The current spend on the contract is approximately £1 million per annum which is met from existing budgets.

6 Risk Management Implications

- 6.1 There are not considered to be any additional risks as a result of this recommendation.

7 Security and Terrorism Implication(s)

- 7.1 There are not considered to be any additional Security and Terrorism implications as a result of this recommendation.

8 Procurement Implication(s)

- 8.1 See legal implications.

9 Climate Change Implication(s)

9.1 There are not considered to be any additional Climate Change implications as a result of this recommendation.

10 Human Resources Implication(s)

10.1 There are not considered to be any additional Human Resources implications as a result of this recommendation.

11 Health and Wellbeing Implication(s)

11.1 There are not considered to be any additional Health and Wellbeing Implications as a result of this recommendation.

12 Communication and Engagement Implication(s)

12.1 There are not considered to be any additional Communication and Engagement implications as a result of this recommendation.

13 Link to Corporate Priorities

13.1 The subject of this report is linked to the Council's Corporate Priority 'Quality homes through managed growth and the commitment to provide high quality housing, thriving neighbourhoods and sustainable communities.

14 Equality and Diversity

14.1 An EqlA was not completed because this report does not propose changes to existing service-related policies or the development of new service-related policies.

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