**006945 – Adaptation Feedback**

**Consultation Feedback Document**

**The Adaptation Working Group consists of comprising representatives from: Adult Social Care (ASC); Your Homes Newcastle (YHN); and the Fairer Housing Unit (FHU).**

**Over the period 27 September 2019 to 29 November 2019:**

* **One Provider Workshop has taken place with Providers of Adaptation Services.**
* **Following the Workshop three formal consultations took place:**
  + **First consultation - 27 September 2019 to 18 October 2019 (3 weeks)**
  + **Second consultation – 15 November 2019 to 22 November 2019 (1 week)**
  + **Third consultation – 22 November to 29 November 2019 (1 week)**

**Set out below is the feedback that the Adaptation Working Group has received to date from the Provider Market during the engagement and consultation period. In order to demonstrate traceability, the Adaptation Working Group have provided an initial reply addressing the points raised following each Provider Engagement Event and this document summarises all feedback received during the Commissioning phase.**

**The purpose of this document is to allow those who have provided feedback over the last 6 months, to ensure that their feedback has been correctly captured. Providers are asked to review the feedback below and satisfy themselves that their comment has been captured appropriately and have until 12 noon on Wednesday 1 April to notify the Commissioning and Procurement Officer if they believe anything needs to be added to this document. Due to the volume of feedback received, Providers may see that their feedback has been paraphrased or summarised if we have received similar comments from other Providers.**

**We would just like to remind Providers that it is not possible or appropriate for the Framework Agreement (the Contract) to be based on a single Provider’s Model. All Models presented to the Market have been designed with consideration of all feedback received from a number of different Providers.**

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| **006945 – Adaptation Framework** | | |
| **Feedback - comment/question/point of clarification** | | **Initial response from the Adaptation Working Group** |
| **1.** | **Reduce Lots**  During the commissioning phase we received multiple comments from Providers regarding their preference for a reduced Lotting Structure based on the original proposal:   * Lot 9 Temporary Access (Steps and Ramps) move into Lot 4 General Building Works * Lot 8 Door Entry move into Lot 4 General Building Works * Lot 7 Key Safe Installations move into Lot 5 Minor Adaptations | The Adaptation Working Group considered feedback and but will not be moving:   * Lot 9 Temporary Access (Steps and Ramps) into Lot 4 General Building Works  Access Works [Temporary - Ramps and Steps / Safety Provisions /Permanent Ramps / Paving Shallow Steps] will become a separate Lot. * Lot 8 Door Entry into Lot 4 General Building Works   Due to both Lots being specialist  The Adaptation Working Group agreed considered feedback and will movie Lot 7 Key Safe Installations into Lot 5 Minor Adaptations since both have the same skill set requirement.  Please note the Lot references are based on the original proposal. |
| **2.** | **Remove Material Lot**  A materials lot caused confusion for most Providers since they believed they could get better value for money through their own supply chain / preferred suppliers. | The Adaptation Working Group considered feedback and agreed to remove this Lot. Providers will source materials as identified for each Lot. |
| **3.** | **Separate Servicing & Repair from Installation**  The Provider market indicated they could not offer servicing and repair of other manufacturers equipment, due to availability of parts / components. | The Adaptation Working Group considered feedback and identified that the Provider market were not in a position to meet our desired needs at this point in time. The Council will develop a wider market development plan to work with the market during the length of this solution to work with Providers to get them to a position of being able to install and repair other manufacturers equipment for the next time we renew this procurement solution.  The Adaptation Working Group have inserted these requirements into a separate Lot. |
| **4.** | **SMEs and Size of Lots**  Two SME’s who attended the Provider Workshop felt that Newcastle City Council should look at the size of the Lots since larger providers may be advantaged to the detriment of SME’s. | The Working group have tried to accommodate SME’s in the design of the final Model as to not disadvantaged them.  The Council believe that the creation of nine Lots will improve the ability for SME’s to tender for individual Lots and demonstrate Social Value. |
| **5.** | **Capacity to store own equipment only**  Due to feedback from the Provider Workshop that Providers only had capacity to store own equipment. Further consultation took place:  The first consultation was on the Adaptation Working Group three stage process for equipment owned by Newcastle City Council:  1. Where equipment is installers brand then they will remove / refurbish / re-install or recycle as part of the specification  2. Where equipment is not installers own then it will be covered by Lot 10 Servicing and Repair. Service and Repair lot will include removal / refurbishment / used for repairs or recycled.  3. Where equipment cannot be refurbished or used for spares / repairs then it will be disposed of by the Provider and a credit to Newcastle City Council for the scrap raised.  Further consultation was undertaken on a scrappage scheme at the end of the 5-year warranty period on council equipment, the provider would:  • Remove council equipment  • Pay scrappage value to the Council for the removed equipment and dispose of the equipment  • Install new equipment in property | The Adaptation Working Group considered all feedback and incorporated a scrappage scheme at the end of the 5-year warranty period, the rational for this approach is to:   * Improve equipment stock * Reduce repairs * Remove concerns over availability of components / parts * Reduce environmental impact. |
| **6.** | **Warranty Period**  Manufacturers warranties range between 2 and 10 years. | The Adaptation Working Group proposes that all adaptation equipment should have the maximum manufacturer’s warranty, where this is less than 5 years then a 5-year warranty will be required. |
| **9.** | **Response Times**  Response times caused some confusion with Providers as to whether a response time was a phone response or a ‘boot’s’ on-site response.  Providers asked for Council to review 24 x 7 staffed phone line against each Lot. | The Adaptation Working Group clarified the requirement per Lot based on risk ratings of:  HIGH – Priority / Emergency  MEDIUM – Standard  The Adaptation Working Group also clarified their phone line requirement per Lot and these requirements are set out in Appendix A. |
| **10.** | **Social Value**  Providers gave good feedback on how Social Value was currently being delivered within their business model or how they could incorporate into their business if they were successful in the tendering process. | The Adaptation Working Group considered feedback and will include Social Value as part of the award criteria for the tender process. |
| **11.** | **Ensuring Newcastle residents feel safe when they let a repair person into their property**  Feedback included:   * Pre-booked appointment * Photo ID badge * Prior notification * DBS checked * No unannounced call * Cold call last resort * Logo's on uniforms * Full ID * Safeguard trained staff | The Adaptation Working Group considered feedback and confirms they will include requirements within the Tender document pack. |

**Appendix A - Risk Ratings and Service Levels**

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| **Lot** | **Categories** | **Sub-Category** | **Risk** | **Servicing** | **Repairs** | **Call-outs** | | |
| 1 | Stair Lifts | Straight Track Stair Lift | Emergencies **HIGH**  Standard  **MEDIUM** | 12 months guarantee for labour and parts  +  Annual – included within  5-year warranty | 2 hours emergencies  +  Standard – 24 hours | 24 x 7 – staffed phone line | | |
| Curved Track Stair Lift | Emergencies **HIGH**  Standard  **MEDIUM** | 12 months guarantee for labour and parts  +  Annual – included within  5- year warranty | 2 hours emergencies  +  Standard – 24 hours | 24 x 7 – staffed phone line | | |
| Refurbished | Emergencies **HIGH**  Standard  **MEDIUM** | 6 months guarantee for labour and parts +  Annual – included within  5- year warranty | 2 hours emergencies  +  Standard – 24 hours | 24 x 7 – staffed phone line | | |
| 2 | Ceiling Track Hoists | Ceiling Track Hoists | All are emergencies **HIGH** | 12 months guarantee for labour and parts +  Annual – included within  5-year warranty | 2 hours | 24 x 7 - staffed phone line | | |
| Refurbished | All are emergencies **HIGH** | 6 months guarantee for labour and parts +  Annual – included within  5- year warranty | 2 hours | 24 x 7 - staffed phone line | | |
| 3 | Platform Lifts & Through Floor Lifts | Vertical Lifts | Emergencies **HIGH**  Standard  **MEDIUM** | 12 months guarantee for labour and parts  +  Annual – included within  5- year warranty | 2 hours emergencies  +  Standard – 24 hours | 24 x 7 – staffed phone line | |
| Step Lifts | Emergencies **HIGH**  Standard  **MEDIUM** | 12 months guarantee for labour and parts  +  Annual – included within  5- year warranty | 2 hours emergencies  +  Standard – 24 hours | 24 x 7 – staffed phone line | |
| Refurbished | Emergencies **HIGH**  Standard  **MEDIUM** | 6 months guarantee for labour and parts +  Annual – included within  5- year warranty | 2 hours emergencies  +  Standard – 24 hours | 24 x 7 - staffed phone line | |
| 4 | General Building Works | Bathroom Modifications | Standard  **MEDIUM** | 12 months guarantee for labour and parts +  Annual – included within  5- year warranty | Standard – 24 hours | 24 x 7 - staffed phone line |
| Automated Toilets | Standard  **MEDIUM** | 12 months guarantee for labour and parts +  Annual – included within  5- year warranty | Standard – 24 hours | 24 x 7 - staffed phone line |
| Extensions  Room Conversions  Garage Conversions  Kitchens | Standard  **MEDIUM** | 12 months guarantee for labour and parts | Standard – 24 hours | 24 x 7 - staffed phone line |
| 5 | Door Entry | Supply and Fit | Emergencies **HIGH**  Standard  **MEDIUM** | 12 months guarantee for labour and parts | 2 hours priority / emergencies / hospital discharges  +  24 hour - standard | 24 x 7 emergency call-out 365/366 per year  Staffed phone line |
| 6 | Service and Repair – Stair Lifts, Ceiling Track Hoists, Platform Lifts and Through Floor Lifts | Stair Lifts | Emergencies **HIGH**  Standard  **MEDIUM** | Only YHN properties | 2 hours emergencies  +  Standard – 24 hours | 24 hour – staffed phone line |
| Ceiling Track Hoists | All are emergencies **HIGH** | All properties | 2 hours | 24 x 7 – staffed phone line |
| Platform Lifts and Through Floor Lifts | Emergencies **HIGH**  Standard  **MEDIUM** | All properties | 2 hours emergencies  +  Standard – 24 hours | 24 x 7 – staffed phone line |
| **Lot** | **Categories** | **Sub-Category** |  | **Servicing** | **Repairs** | **Call-outs** |
| 7 | Service and Repair - Bathing Equipment | Showers, circuit breakers, macerators, extractor fans. | Standard  **MEDIUM** | Only YHN properties | Next day | 9am – 5pm  staffed phone line |
| Auto wash / dry toiles | Standard  **MEDIUM** | All properties | Next day | 9am – 5pm  staffed phone line |
| 8 | Access Works | Temporary Ramps  Temporary Steps  Safety Provisions  Permanent Ramps  Paving Shallow Steps | Standard  **MEDIUM** | All properties | Next day | 9am – 5pm  staffed phone line |
| 9 | Specialist | Bariatric Stair Lifts  Step Lifts | Emergencies **HIGH**  Standard  **MEDIUM** | 12 months guarantee for labour and parts +  Annual – included within  5- year warranty | 2 hours priority / emergencies / hospital discharges  +  24 hour - standard | 24 x 7 emergency call-out 365/366 per year  Staffed phone line |
| Closimat – auto wash/dry toilet  Gerberit – auto wash/dry toilet | **Emergencies HIGH**  **Standard**  **MEDIUM** | 12 months guarantee for labour and parts +  Annual – included within  5- year warranty | 2 hours priority / emergencies / hospital discharges  +  24 hour - standard | 24 x 7 emergency call-out 365/366 per year  Staffed phone line |

**Note: The Lot references within Appendix 1 refer to the Final proposed Commissioning Model**