

**Care & Repair**

**Minor Adaptations Specification**

**Reference: DN427025**

**Purpose**

Blackpool Equipment Service supports and enables both children and adults to achieve their individual potential, maintain their health and independence and improve their quality of life. The service is responsible for administering a full range of minor adaptations and aids to independent living at properties of residents of all tenures.

The service will arrange for works to be carried out quickly to meet the eligible person’s needs. Typical work is small adaptations (under 1k), which include installation of external handrails, step adaptations, threshold ramps for wheelchair users, lever taps, lowering kitchen cupboards and worktops and door widening.

Referrals are made to the service following an assessment of need via Blackpool Clinical Staff.

**Aims and objectives**

Deliver a full range of minor adaptations to properties of residents of all tenures within the Blackpool borough within agreed timescales.

**Days/Hours of operation**

The service will operate from Monday to Thursday between the hours of 8.30 am and 16.30 pm and Friday between the hours of 08.30 am and 16.00pm, excluding Bank Holidays.

**Response times**

Routine minor adaptations – up to 5 working days or less.

Urgent minor adaptations – up to 2 working days.

**Requirements**

To carry out the following minor adaptations as requested by Blackpool Equipment Services Helpdesk:

|  |  |
| --- | --- |
| External Handrails | Lever Taps |
| Step Adaptions | Internal Rails |
| Ramp Access | Shower Screens |
| Re-hang Doors | Stairgates |
| Door Widening’s | Balustrades |

**Clinician fitting instructions to be included on work orders.**

Historic data shows the following volume of jobs:

|  |  |
| --- | --- |
| **Minor Works Completed 1/4/18-31/3/19**  ***Routine (up to 5 working days or less) - 256***  ***Urgent (up to 2 working days or less) - 66*** | |
|  |  |
| **Type of Job** | **Quantity** |
| Steps and Rails Combined | 96 |
| Handrail External Only | 128 |
| Step Adaptation Only | 42 |
| Lever Taps | 6 |
| Handrail Internal Only | 10 |
| Door Widening | 5 |
| Re-Hang Door | 2 |
| New Door | 6 |
| Ramp Alterations | 3 |
| Ramp Installation | 3 |
| Remove Ramp | 2 |
| Shower Screen | 5 |
| Stairgate Installation | 2 |
| Toilet Installation | 5 |
| Lock Changes | 2 |
| Carpet Grips | 1 |
| New Flooring | 1 |
| Porch Infill | 1 |
| Bed Fixing | 1 |
| Pathway Alterations | 1 |

***Please note:***

***The amount and type of work may be subject to change and may increase or decrease accordingly. It is an expectation that the successful bidder is adequately resourced to accommodate such changes. Blackpool Coastal Housing cannot guarantee the amount of business which will be generated to the successful tenderer***

***Blackpool Coastal Housing reserves the right not to award as a result of this exercise.***

**Scope of Works/Services**

Contractors will be appointed to supply and fit various types of minor adaptation work to dwellings across the Blackpool Borough.

Authorisation to proceed with every type of adaptation work will be required in all cases by Blackpool Equipment Services Help Desk.

It is the responsibility of the Contractor to organise appointments with the building occupier. After 3 attempts have been made to attend the appointment it must be reverted back to the helpdesk.

Any appliances or products shall be installed in line with manufacturer’s instructions.

All works to be completed to the full satisfaction of Blackpool Coastal Housing.

The Contractor shall strive to recycle waste materials wherever practicable.

The Contractor shall carry out his duties in such a manner as to afford the building occupiers quiet enjoyment of their premises and so as to avoid disruption of their activities.

The Contractor will ensure that, wherever applicable, all materials used and replacement parts shall conform to all relevant British Standards.

All installations must comply with building regulations.

Any complaints emanating from works completed by the contractor will be investigated by BCH. The contractor’s co-operation will be expected at all times during investigations.

Prior to the start of this contract the successful tenderer must have completed DBS checks on all staff who may visit any property within this contract and should be maintatied across the full contract duration.

The Contractor and his staff shall comply with all relevant statutory requirements, and shall carry out all adaptation works to a standard that will enable BCH's obligations under the Health & Safety at Work etc. Act 1974 to be met.

The Contractor's staff shall be required at all times to perform in a manner that is safe both to themselves (including the wearing of safety kit and PPE) and safe to residents who may have to pass in the vicinity of the work in progress.

The Contractor should make all the necessary arrangements to protect the building occupiers home and contents during the works e.g. the wearing of overshoes, protective coverings.

BCH's Representative or Safety Officer shall have the authority to immediately stop the Contractor's staff if they are considered to be working in an unsafe manner, and they shall not resume until a safe method of working has been agreed. Any cost or delay resulting there from shall be the responsibility of the Contractor.

The Contractor shall submit a copy of his Company's Health & Safety Policy Statement for retention by BCH and to keep updated for the duration of the contract.

The Contractor will provide personalised identification tags that carry the following information and are to be displayed clearly whilst carrying out his duties: -

a) Name of Company.

b) Name of Individual.

c) Issue Date.

d) Up-to-date Photograph.

The Contractor shall be entirely responsible for guarding against the theft of his own vehicles, tools, materials, equipment etc., including any replacement parts awaiting fitting. BCH shall not accept liability for any such losses howsoever occurring.

The Contractor should supply staff on the contract with any plant, equipment or tools needed to carry out the work. Such items should be in good repair, safe and adequate to carry out the works safely and effectively.

Any vehicles should be in good repair with valid tax, MOT and insurance. Vehicles should be parked in a considerate and legal way whilst undertaking any work on this contract.

At intervals not exceeding six months, and may initially be monthly, a contract review meeting shall be held at the offices of Blackpool Coastal Housing to review the performance of the contract. A senior manager from the Contractor shall attend and should be prepared to supply full details of the works carried out.

The Contractor shall submit a monthly electronic invoice to the Project Manager covering all the services provided. The invoiced amount must clearly show the split of labour and materials. The invoice must be received by Blackpool Coastal Housing within 14 days of the end of the month and should ideally be e-mailed to ***exchequer@bch.co.uk***

Accounts shall be fully detailed to show site, nature of work carried out and basis of charge.

Payment will be made as soon as the Contractor’s accounts have been agreed and processed by the Authority within 30 days of receipt of invoice.

**Invoices shall include the following information:**

1. Site name
2. Date(s) work carried out
3. Order number (if relevant)
4. Description of work carried out
5. Any costs split to show the labour and materials elements separately.
6. VAT where applicable shall be shown separately on all invoices as a strictly net extra charge.

**Invoicing**

* Invoices are to be submitted for payment on a monthly basis (by the 8th of each month), payment will be within 30 day of receipt of invoice.

Should the standard of workmanship not meet BCH’s requirements it is expected that the contractor will return and remedy the works cost free.

**Call Outs & Repairs**

To carry out repairs or install replacements to the minor adaptations as requested by Blackpool Equipment Services Helpdesk in line with response times above.

**De-Installation**

Occasional removal of specific types of minor adaptations as requested by Blackpool Equipment Services Helpdesk

**Joint Working with Clinicians**

On occasions meet/liaise with Blackpool Clinical staff to discuss/clarify instructions on work orders

**Days/Hours of operation**

* The service will operate from Monday to Thursday between the hours of 08.30 and 16.30 and Friday between the hours of 08.30 and 16.00, excluding Bank Holidays
* Resource must be available on days and hours as outlined above

**Monitoring**

Blackpool Coastal Housing will monitor the following:

* Customer Satisfaction Surveys
* Work Order completion timescales
* Submission to BCH of Invoices
* Number of issues reported in contract period

**Outputs**

* Supplier must have the relevant trades persons qualifications to enable them to complete all tasks
* Supplier must have completed all Health & Safety training e.g. HAVs, COSHH, Lone Working, Manual Handling, SafeD
* Supplier must have the relevant DBS check
* Supplier must have back up resource in periods of absence
* Supplier must complete work orders within the agreed timescales. Standard jobs: 5 working days. Urgent jobs: 2 working days.

**BCH will provide**

* Feedback on Customer Satisfaction Survey results will be provided at the quarterly contract, meetings.

**Social Value**

Both locally and nationally, there has been increasing crystallisation in recent years of the importance of public services in generating wider benefits to residents alongside just simply delivering core services. Most recently, this has culminated in the passing of the Public Services (Social Value) Act 2012 (SVA), which makes it a legal requirement for public bodies to consider how they might improve the social, economic and environmental wellbeing of their local area.

This has led many Contracting Authorities to develop their own initiatives to meet this requirement. Detailed requirements of any initiatives applicable to works detailed in this specification will be outlined during the mini competition process. These may include (but are not limited to):

* Use of local employment hubs for any recruitment directly linked to the contract
* Requirements to take on apprentices
* Supporting local community schemes
* Working with local schools and colleges
* Development of an Employment and Skills plan for the duration of the contract
* Monitoring social value through a nominated measurement tool
* Support of initiatives such as Women in Construction
* Employing local labour
* Not deploying zero hour contracts

BCH are keen to support these initiatives and all successful Contractors will be expected to engage with and fully support BCH where required.