

## Procurement Plan for Cornwall & Isles of Scilly

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### 1. Family Services

We intend to invite bids for approximately **3,170** New Matter Starts (NMS) for the provision of face-to-face Family advice within the procurement area (PA) of Cornwall & Isles of Scilly.

This procurement is both large and mainly rural. Family services are currently available across the PA but are predominantly centred in the main towns of Truro, Falmouth, St Austell, Newquay, Bude, Launceston, Liskeard, Bodmin, Camborne, Redruth, Helston and Penzance. We wish to maintain access to both public and private family law services for clients across the PA.

In recognition of the likelihood that the market across the more rural parts of Cornwall & Isles of Scilly is unlikely to be sufficiently well developed to be able to require providers to undertake the full range of Family services, we will advertise these tenders as **Service Specification B**.

- Providers will be able to tender for either the full range of private Family work and/ or public law children work.
- Providers will need to have a permanent presence in the access point(s) tendered for.
- Where providers wish to undertake private Family work they must tender for and undertake a minimum of **50** Legal Help cases per year.
- Those wishing to undertake only public law children cases must commit to undertake at least **5** certificated cases per year.

### 2. Family & Housing (Combined Service)

We will set aside a small proportion of the available NMS in Housing for providers wishing to deliver a combined Housing and Family service.

There has historically been some client demand for this combination of services in the PA and there will be a total of **150** Housing NMS made available across the procurement area for providers wishing to deliver Family and Housing together.

Providers wishing to deliver Housing as part of this service combination will be required to tender for and deliver a minimum of **50** NMS in Housing.

### 3. Social Welfare Law Services

We will invite tenders for approximately **2,730** NMS across the Social Welfare Law (SWL) categories of Housing, Debt and Welfare Benefits advice, **100** in Community Care and **120** in Employment.

As with Family, most services in SWL categories are located in the main towns. Although the number of SWL providers is smaller than the number of Family providers, the market is well developed with clients already having reasonable access to the full range of services.

We wish to maintain client access to this level of service and we will therefore advertise these tenders as **Service Specification A**.

Housing, Welfare Benefits and Debt will be tendered together as a bundle of services and providers will be required to both tender for and provide services in all three categories.

- Providers may bid to deliver Housing, Debt and Welfare Benefits either as a single legal entity or as part of a consortium.
- Providers delivering Housing, Debt and Welfare Benefits will need to have a permanent presence in the access point(s) tendered for.
- Providers delivering Housing, Debt and Welfare Benefits will be required to undertake a minimum of **50** NMS in each category per schedule year.
- Providers delivering Community Care will be required to undertake a minimum of **20** NMS per schedule year.
- Providers delivering Employment will be required to undertake a minimum of **30** NMS per schedule year.
- Community Care and Employment providers will be required to have a part-time presence in the PA.
- As tenders are invited under **Service Specification A**, we will require providers to employ an authorised litigator in order to conduct Housing and / or Community Care services.

In the categories of Debt, Housing and Welfare Benefits, the allocation of NMS is divided within the procurement area as follows:

PA	Debt	Housing	Welfare Benefits
Cornwall & Isles of Scilly	1,480	550	700

### 4. Access

Access is a potential problem in this large rural county with some communities facing real challenges in accessing face-to-face services. Most services are located in the main towns of Truro, Falmouth, St Austell, Newquay, Bude, Launceston, Liskeard, Bodmin, Camborne, Redruth, Helston and Penzance.

To maintain access to services across the whole PA, we have divided the PA into two access points within the procurement area where we would want to secure services. Providers (other than those delivering Community Care and Employment – see above) will be required to have a permanent presence in the access point(s) in which they deliver services.

<b>Access Point</b>	<b>NMS allocated for Family</b>	<b>NMS allocated for Debt</b>	<b>NMS allocated for Housing</b>	<b>NMS allocated for Welfare Benefits</b>
<b>West Cornwall</b> (Carrick, Kerrier, Penwith and Restormal)	2,270	1,050	400	470
<b>East Cornwall</b> (Caradon and North Cornwall)	900	430	150	230

## 5. Budget

Current spend in this area is higher than that which we would expect to spend in Family services according to the Indicative Spend Budget Model. It is therefore unlikely that we would wish to actively increase the provision of Family services and matter starts will be carefully managed with the aim of remaining within the level of current spend.

Current spend in this area is lower than that which we would expect to spend in SWL Legal Help according to the Indicative Spend Budget Model. Therefore, the total number of NMS available in this area will be increased from that which is currently being delivered to enable an increase in access to services which moves closer to that suggested by the Model.

## 6. Current Supply (September 08 – August 09)

<b>Category</b>	<b>No. of Providers</b>	<b>NMS opened</b>	<b>Certificates issued</b>
Family (public)	41	3,522	700
Family (private)	51		926
Debt	8	1,481	16
Housing	9	690	65
Welfare Benefits	5	686	0
Employment	3	124	2
Community Care	1	102	9

		<b>Current SWL Services</b>						<b>Current Family Services</b>	
	<b>Total Providers</b>	Providers delivering 5 core SWL cats	Providers delivering 4 core SWL cats	Providers delivering 3 core SWL cats	Providers delivering 2 core SWL cats	Providers delivering 1 core SWL cat	Housing & Family	5+Public law certs	Family private only
<b>Solicitor</b>	<b>52</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>3</b>	<b>6</b>	<b>4</b>	<b>24</b>	<b>10</b>
<b>NFP</b>	<b>6</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>