

Procurement Plan for Croydon

Procurement Summary

1. Family Services

We intend to invite bids for **1,830** New Matter Starts (NMS) for the provision of face-to-face Family advice within the procurement area (PA) of Croydon.

There is currently a good level of access to Family services in the area and we anticipate that this will continue to be the case. Significant demand for public law services is evident in this PA and we consider that these clients may require advice across a wide range of family issues. We will therefore advertise the tender as **Service Specification A**.

- Providers will be required to deliver the full range of private family work **and** public law children work.
- Providers will need to have a permanent presence in the PA.
- Providers will be required to tender for and undertake a minimum of **75** Legal Help cases per year and **5** public law certificated cases per year.

Providers who wish to undertake only work for children will be able to tender for a specialist children contract with no requirement to undertake the full range of family services.

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.

We have seen some demand for this service combination within the PA. We will therefore make **200** NMS in Housing available for providers wishing to deliver a combined Housing and Family service.

Providers wishing to bid for this service combination will be required to tender for and undertake a minimum of **50** NMS in per schedule year.

3. Social Welfare Law Services

We intend to place tenders for **1,480** NMS across the core Social Welfare Law (SWL) categories of Housing, Debt and Welfare Benefits advice, **100** in Community Care and **100** in Employment.

Access to SWL services is currently available across the PA, and we anticipate that there may be some competition to deliver services in the area. Although access to services is currently good, there is limited access to Welfare Benefits, Debt and Housing advice in the same location. To ensure continued access to services we will therefore invite bids under **Service Specification A** but will set the minimum NMS requirement at **50**.

Housing, Debt and Welfare Benefits will be tendered together as a bundle of services and providers will be required to bid 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 PA.
- 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.

For Debt, Housing and Welfare Benefits, we will divide the available NMS for the PA between the three categories as follows:

PA	Debt	Housing	Welfare Benefits
Croydon	580	350	550

4. Access

There are no potential access issues within Croydon as, although the area is one of the largest among the London PA, good public transport links are available across the whole of the PA. Therefore no criteria will be used to select providers on the basis of their location within the area and providers will be required to have a permanent presence within the PA.

5. Budget

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

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 to enable an increase in access to services which moves closer to that suggested by the Model.

6. Current Supply: September 08 – August 09

Category	No. of Providers	NMS opened	Certificates issued
Family (Public)	15	1,663	818
Family (Private)	17		716
Debt	3	575	1
Housing	6	454	92
Welfare Benefits	4	531	0
Employment	2	18	0
Community Care	1	1	0

	Total providers	Current SWL Services						Current Family Services	
		5 core SWL cats	4 core SWL cats	3 core SWL cats	2 core SWL cats	1 core SWL cat	Housing & Family	5+Public law certs	Family private only
Solicitor	19	0	0	2	2	2	2	10	2
NFP	2	0	0	1	0	1	0	0	0