

Procurement Plan for Gloucestershire

Procurement Summary

1. Family Services

We intend to invite bids for **2,640** New Matter Starts (NMS) for the provision of face-to-face Family advice within the procurement area (PA) of Gloucestershire.

Current Family services are mainly focused in and around the three main centres of population: Gloucester, Cheltenham and Stroud. Supply is limited outside of these areas.

We recognise that it may take some time for providers to develop services in the rural areas and have therefore decided to 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 & Family service.

There has previously been little demand for this combination of services and we therefore intend to invite bids for **100** Housing NMS made available across the PA for providers wishing to deliver Family and Housing services together.

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

3. Social Welfare Law Services

We intend to place tenders for **2,890** NMS across the Social Welfare Law (SWL) categories of Housing, Debt and Welfare Benefits advice, **100** in Community Care and **300** in Employment. In contrast to family services, it

has not been difficult to place SWL services in the PA and the market place is relatively well developed. 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 tender to deliver Housing, Debt and Welfare Benefits either as a single legal entity or as part of a consortium.
- Providers are required 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
Gloucestershire	980	900	1,010

4. Access

There are potential access issues in this rural area. Gloucestershire is a predominantly rural area with a number of small towns without easy transport links to the larger centres. A significant number of the population live in relatively isolated locations.

To ensure that services are available across the PA, we will make NMS available for two distinct access points, one covering the East of the PA and the other covering the West. 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.

Access Point	NMS allocated for Family	NMS allocated for Debt	NMS allocated for Housing	NMS allocated for Welfare Benefits
East Gloucestershire (Cheltenham, Cotswold and Tewkesbury)	850	240	220	240
West Gloucestershire (Forest of Dean, Gloucester and Stroud)	1790	740	680	770

Tenders to deliver SWL and Family services in the East Gloucestershire access point will be preferred from providers who can deliver a service in Tewkesbury.

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 from that which is currently being delivered 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 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)

Category	No. of Providers	NMS opened	Certificates issued
Family (public)	17	2,400	371
Family (private)	19		588
Debt	4	978	1
Housing	2	847	8
Welfare Benefits	4	912	0
Employment	2	302	0
Community Care	1	5	0

		Current SWL Services	Current Family Services
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	Total Providers	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	Providers delivering Housing & Family	Providers delivering 5+Public law certs	Providers delivering family private only
Solicitor	19	0	0	0	0	1	0	11	2
NFP	6	0	0	2	2	2	0	0	0