

Procurement Plan for Hounslow

Procurement Summary

1. Family Services

We intend to invite bids for **730** new matter starts (NMS) for the provision of face-to-face Family Advice within the procurement area (PA) of Hounslow. Clients currently access services in both public and private family law at several locations across the procurement area, however volumes of clients seen in some locations are low. Demand for public law services is evident in this PA and we consider that as these clients may require advice across a wide range of family issues we will advertise the tender as **Service Specification A**.

This will mean that providers will be required to deliver the full breadth of Family cases across both private and public family law. There have previously been few providers delivering services across both public and private family law and in order to allow the market to develop we have therefore set the requirement to undertake a minimum number of Legal Help cases at the lower level of **50** per year.

- Providers will be required to tender for and deliver both 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 **50** Legal Help cases per year and at least **5** public law certificates each 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

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 level of demand for this service within the PA and will therefore make **200** NMS in Housing available for providers wishing to deliver a combined Housing & Family service.

Providers will be required to tender for and deliver a minimum **50** Legal Help NMS in Housing per schedule year.

3. Social Welfare Law Services

We intend to invite bids for **480** new matter starts (NMS) across the core Social Welfare Law (SWL) categories of Housing, Debt and WB advice **100** in Community Care and **100** in Employment.

There is currently moderate access to Housing services within the area but access to Debt and Welfare Benefits services is much more limited. To ensure continued access to the full range of Housing services and encourage the development of further services in Debt and Welfare Benefits we will invite bids under **Service Specification A**, but set the minimum NMS requirement at **50**.

Housing, Welfare Benefits and Debt will be advertised together 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
Hounslow	150	180	150

4. Access

There are no potential access issues within Hounslow as the area is geographically small and good public transport links are available across the whole of the procurement area. Therefore no criteria will be used to select providers on the basis of their location within the area and providers will only 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 in Hounslow (September 08 – August 09)

Category	No. of Providers	NMS opened	Certificates issued
Family (Public)	8	663	284
Family (Private)	11		330
Debt	1	29	3
Housing	5	384	144
Welfare Benefits	2	62	0
Employment	1	13	0
Community Care	0	6	1

		Current SWL Services: number of providers delivering combinations of categories						Current Family Services: number of providers delivering public/private	
		Total providers	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
Solicitor	13	0	0	0	0	3	1	7	2
NFP	2	0	1	0	1	0	0	0	1