

## Procurement Plan for North East Wales

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### Procurement Summary

#### 1. Family Services

We intend to invite bids for approximately **2,520** new matter starts (NMS) for the provision of face-to-face Family advice within the procurement area of North East Wales. There is currently good client access to Family services in this PA and in light of this will require providers have a permanent presence in the access point(s) in which they wish to deliver services.

However, given that the PA is largely rural outside the main urban centres of Wrexham Central, Deeside, Rhyl, Prestatyn, and Buckley, we recognise there are parts of the PA where providers will be unable to undertake a large volume of work and may not at the present time be able to deliver the full range of Family services.

In recognition of the fact that it may take time to build provision in the more rural parts of the PA, we will invite providers to bid under **Service Specification B**.

- Providers will be able to bid 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 PA and in the access point(s) tendered for.
- Where providers wish to undertake private family work they will be required to tender for and undertake a minimum of **50** Legal Help cases per year.
- Those wishing to undertake public law children cases must commit to undertake at least **5** public law certificated cases per year.

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

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

There has not historically been demand for a combined Housing and Family service so we will only set aside **100** NMS in Housing for providers wishing to deliver this combination.

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

#### 3. Social Welfare Law Services

We intend to invite tenders for approximately **3,290** NMS across the Social Welfare Law (SWL) categories of Housing Welfare Benefits and Debt, **100** NMS in Community Care and **140** NMS Employment.

Access to SWL services, have been difficult to place in the PA and we wish to encourage providers to enter into this work. To do this we will invite providers to bid under **Service Specification B**.

Housing Welfare Benefits and Debt will be tendered 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 services 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 and 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 B**, the requirement to employ an authorised litigator in Housing and/ or Community Care will not be an essential criterion. However, where a competitive process is necessary to decide between bids, as part of the selection process we will prefer providers who can provide the best access to an authorised litigator. We will also consider alternative arrangements but providers are advised that this may score lower in the ranking.

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

<b>PA</b>	<b>Debt</b>	<b>Housing</b>	<b>Welfare Benefits</b>
North East Wales	1,090	820	1,380

#### **4. Access**

North East Wales covers a large geographic area, with some predominantly rural areas away from the coastal strip. We are concerned that if we organise bids around the whole of the PA we will not ensure adequate access across the whole area. We have therefore identified three access points 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 Points</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>
Denbighshire	760	330	250	420
Flintshire	810	330	250	420
Wrexham	950	430	320	540

All providers delivering services in this procurement area must be able to deliver those services taking account clients whose language of choice is Welsh.

## **5. Budget**

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

## **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)	23	2,806	709
Family (private)	30		707
Debt	4	1,213	9
Housing	1	*1,017	20
Welfare Benefits	4	1,528	0
Employment	1	153	1
Community Care	0	1	0

\* Includes Housing NMS delivered in the PA by way of outreach.

		<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	Providers delivering Housing & Family only	Providers delivering 5+Public law certs	Providers delivering private family law only
<b>Solicitor</b>	<b>31</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>16</b>	<b>7</b>
<b>NFP</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>