

Procurement Plan for North West Wales

Procurement Summary

1. Family Services

We intend to invite bids for approximately **1,610** new matter starts (NMS) for the provision of face-to-face Family advice within the procurement area of North West Wales.

Currently, provision of Family services is focused around the A55 corridor and away from this, the PA is mainly rural with poor public transport links and limited access to services.

To encourage access to services in the more rural parts of this PA, we have set the minimum NMS requirement at **25** and will also invite providers to bid under **Service Specification B**.

- Providers 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 **25** 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 Family and Housing service.

There has not previously been demand for a combined of 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** NMS in Housing.

3. Social Welfare Law Services

We intend to invite tenders for approximately **1,860** NMS across the Social Welfare Law (SWL) categories of Housing, Welfare Benefits and Debt, **100** in Community Care and **100** in Employment.

In addition to the problems in accessing services away from the A55 corridor, SWL services in this PA have historically been difficult to place, particularly in Housing where a significant proportion of work is currently delivered under outreach and Tolerance. To encourage the development of SWL services across the PA 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, Welfare Benefits and Debt either as a single legal entity or as part of a consortium.
- Providers delivering Housing, Welfare Benefits and Debt will need to have a permanent presence in the PA and in the access point(s) tendered for.
- Providers delivering Housing, Welfare Benefits and Debt 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:

PA	Debt	Housing	Welfare Benefits
North West Wales	820	600	440

4. Access

North West Wales covers a large geographic area, and is predominantly rural. We are concerned that if we organise bids around the whole of the procurement area we will not ensure adequate access across the whole area. We have therefore divided the PA into three access points to ensure access across the PA. 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 Points	NMS allocated for Family	NMS allocated for Debt	NMS allocation for Housing	NMS allocated for Welfare Benefits
Isle of Anglesey	340	260	190	140
Conwy	790	260	190	140
Gwynedd	480	300	220	160

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

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 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

Category	No. of Providers	NMS opened	Certificates issued
Family (public)	19	1,546	279
Family (private)	23		504
Debt	4	987	4
Housing	1	719	24
Welfare Benefits	3	303	0
Employment	0	49	0
Community Care	1	43	12

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

		Current SWL Services						Current Family Services	
	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 only	Providers delivering 5+Public law certs	Providers delivering Private family law only
Solicitor	26	0	0	0	1	1	0	10	4
NFP	3	0	0	0	3	0	0	0	0