

Immigration Procurement Plan for England and Wales

Procurement Summary

We intend to invite bids for 51,520 New Matter Starts (NMS) for the provision of face-to-face Asylum advice and 48,320 NMS for the provision of face-to-face Immigration Non-asylum in England and Wales.

1. Immigration Procurement Areas (IPAs)

1.1. As the Home Office Asylum process and dispersal policy is a major influence on the location of demand for legal advice for mainstream asylum clients, we will use UKBA regions as our overarching Immigration Procurement Areas (with the exception of Wales and the South West, which will form individual procurement areas). A detailed breakdown of the areas covered by each IPA is set out at Appendix 3. NMS will be split by IPAs as follows:

	Immigration Procurement Area	Asylum NMS	Immigration Non-asylum NMS
L&SE	London and South East England	21,740	27,680
M	Midlands and East of England	9,340	7,990
NE	North East, Yorkshire and the Humber	11,810	5,610
NW	North West England	5,740	4,380
SW	South West England	1,180	1,130
W	Wales	1,710	1,530

1.2. Providers will be required to tender for and provide services in both Asylum and Immigration Non-asylum advice.

1.3. We consider that the provision of advice in London is distinct from the rest of the South East and therefore we will be running two separate tenders for this IPA. The New Matter Starts will be divided as follows:

		Asylum NMS	Immigration Non-asylum NMS
L	London	18,480	24,910
SE	South East England	3,260	2,770

2. Access Points

2.1. There will be one tender covering each of the IPAs (with the exception of London and the South East which will have two – see above) but we will make NMS available for particular Access Points within the IPAs where we want services to be delivered (see Appendix 1).

2.2. We have generally defined Access Points in line with the level of smaller Social Welfare Law Procurement Areas or clusters of these where we have identified significant demand for services. This is based on our estimates of where clients live as distinct from where providers have historically been located. We believe that this approach will help us to more closely align the allocation of matter starts to a client's location.

3. Service Specifications

London

3.1. In London there is currently a good level of access to legal representation and there is a high demand for this service. Additionally, the volume of NMS available indicates more demand for Controlled Work compared to other procurement areas and suggests that a higher minimum matter start size would be sustainable here. We will therefore invite these bids under **Service Specification A:**

- Providers will be required to tender for and undertake a minimum of 100 cases per year of which at least 35 are Asylum and 15 are Immigration Non- Asylum cases
- The requirement to employ an authorised litigator will be an essential criterion
- Providers will be required to have a permanent presence in London

IPAs excluding London

3.2. Whilst we recognise that some Access Points within wider procurement areas have historically had levels of access and demand to support Service Specification A, there are equally Access Points within each procurement area that could not support this service. Therefore, all tenders for IPAs outside of London will be invited under **Service Specification B.**

- Providers will be required to tender for and undertake a minimum of 35 Asylum and 15 Immigration Non-asylum cases per year
- Providers will be required to have a permanent presence in at least one Access Point in the procurement area
- As these tenders are invited under **Service Specification B**, the requirement to employ an authorised litigator will **not** be an essential criterion.

3.3. However, in Service B areas 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. This might mean giving preference to those with an employed authorised litigator. We will also consider alternative arrangements but providers are advised that this may score lower in the ranking.

4. Service Specifications for particular Access Points

4.1. In addition to the services set out above, we will be tendering for differing services that respond to specific local needs in two Access Points within IPAs as set out below.

South West England (Devon)

4.2. The Access Point of Devon within the South West England IPA has demand for Non-asylum advice but insufficient Asylum demand to meet the minimum bid size. Therefore, we will invite bids for 120 NMS in Non-asylum only in Devon and bids will be invited under **Service Specification B:**

- Providers will be required to tender for and undertake a minimum of 15 Immigration Non-asylum cases per year
- Providers wishing to tender to deliver Immigration (Non asylum only) services in Devon will be required to have at least a part-time presence in either Torbay or Exeter, as these areas have historically had a higher concentration of clients located in them
- As these tenders are invited under **Service Specification B**, the requirement to employ an authorised litigator will **not** be an essential criterion.

4.3. In allocating Matter Starts for Non asylum services in Devon we will not use a competitive process but will instead pro-rata the available Matter Starts between all providers who meet the essential criteria within the ITT.

Midlands and East of England, North West England and Wales (North East Wales)

4.3. North East Wales¹ has been highlighted as an area with potential access issues - geographically it is relatively remote but we would anticipate some demand for services there. We will therefore set aside 90 NMS in Asylum and 100 NMS in Non-asylum specifically for North East Wales. As part of the Invitations to Tender for the Midlands and East of England, North West England and Wales expressions of interest will be invited to deliver this service through a part-time presence.

5. Access

5.1. All applicants will be required to have a permanent presence in at least one Access Point in the IPA and must have a minimum of a part-time presence in any additional Access Points bid for. However, to ensure that where possible, the best access to services for clients is secured, those

¹ North West Wales SWL Procurement Area consists of Sir Ddinbych/Denbighshire, Sir Y Fflint/Flintshire and Wrexam/Wrexham Local Authorities. SWL Procurement Areas match or are composites of Local Authority Areas.

able to deliver services through a permanent presence within an Access Point will be awarded NMS first. Any remaining NMS will then be allocated to those delivering services through a part-time presence.

- 5.2. In North West England, UKBA dispersal processes and the location of UKBA initial accommodation mean that historic client postcodes do not represent likely usage of NMS within this procurement area. Therefore, we have adjusted the NMS available in Access Points to reflect this.

6. Minimum number of contracts

- 6.1. We will aim to award a minimum of three contracts in Access Points where sufficient NMS will be allocated to support this. We are requiring a minimum of three contracts as this provides two alternatives for a client should a conflict of interest arise and reduces the risk to client access should one provider withdraw.

- 6.2. We will aim to achieve this in those Access Points with the largest projected volumes of NMS. This is because these areas have the most projected clients and so present the biggest risk to client access if a single provider was lost. They also have sufficient NMS to allow for at least three sustainable contracts. These Access Points are as follows:

Corresponding Immigration Procurement Area	Access Point
London and South East England	London
Midlands and East of England	MA - South Staffordshire, Sandwell and Birmingham
	ME - Greater Nottingham
	NEA - Tyne & Wear and Gateshead
North East, Yorkshire and the Humber	NEB - County Durham East and Teesside
	NEC - West Yorkshire
	NED - South Yorkshire
	NWA - Greater Manchester
North West England	NWB - Merseyside
	NWC - East & West Lancashire
	SWA - City of Bristol, South Gloucestershire and North Somerset
South West England	SWA - City of Bristol, South Gloucestershire and North Somerset
Wales	WA - Bridgend, Cardiff and South East Wales

Current Supply – Explanation of Appendices

Details of IPAs, Access Points, proposed matter start allocations and current provision are set out in the attached Appendices:

Appendix 1 - a full breakdown of the six IPAs by Access Point, as well as details of the service specification being applied and the number of NMS available in each Access Point.

Appendix 2 - a breakdown of current supply by IPA and Access Point.

Appendix 3 - a full list of Immigration Procurement Areas, Access Points and constituent SWL Procurement Areas. Also listed are locations of Initial Accommodation and Immigration Removal Centres (IRCs).

Immigration Removal Centres

In addition to face to face advice we will also advertise a tender for the provision of 'on site' advice services for clients held in Immigration Removal Centres (IRCs). The award of a mainstream immigration and asylum contract will be an essential criterion for applicants who wish to provide services through an IRC contract schedule.

Clients detained in IRCs will be provided access to advisers through regular duty advice rotas and bidders will be invited to tender for rota slots. We will aim to award a minimum of 2 contracts in each IRC. However, this may be more in centres where the volume of work available justifies it.

We will tender for two types of advice services:

- On-site Advice Surgeries Rota
- Fast Track Rota

On-site advice surgeries will operate in all IRCs. We anticipated that each IRC will require surgeries to take place twice a week. These will take place on Tuesdays and Thursdays. There will be a maximum of ten appointments available for each surgery day; therefore each IRC will offer at least twenty appointment slots per rota week. In bidding for a rota week a provider will be committing to attend both the on-site advice surgeries during that rota week.

Fast Track Rotas will operate only in two IRCs - Harmondsworth and Yarl's Wood. Advisers will be required, each week from Monday through to Friday, to provide advice to clients who are subject to the UKBA 'fast track' asylum processes. Bidders will be able to tender for rota slots in order to provide advice and representation to clients in relation to their asylum claim.

Jointly Commissioned Services

Jointly commissioned Community Legal Advice Services for social welfare law and immigration advice awarded before the start of the 2010 contract will not form part of this bid process. We will not be offering additional work as part of this bid round where Derby Community Legal Advice Centre (City of Derby SWL and Family Procurement Area) and Hull Community Legal Advice Centre (City of Kingston upon Hull SWL and Family Procurement Area) deliver services.

APPENDIX 1 –Access Point Summary

Immigration Procurement Area	Access Point	Service Specification	Minimum of 3 contracts required	Asylum NMS offered	Immigration Non-asylum NMS offered	Total Population	BME population	BME % per Access Point
London and South East England	London	A	Y	18480	24910	7,172,085	2,068,865	29%
	SEA - Oxfordshire	B	N	320	680	605,478	29,410	5%
	SEB - Buckinghamshire	B	N	280	340	686,076	56,972	8%
	SEC - Berkshire	B	N	360	350	800,112	90,624	11%
	SED - Surrey	B	N	220	220	1,059,010	53,069	5%
	SEE - Mid and South West Kent	B	N	450	90	562,491	12,763	2%
	SEF - The Kent Coast	B	N	450	110	462,779	11,677	3%
	SEG - Sussex	B	N	670	520	1,493,753	51,117	3%
	SEH - Southampton	B	N	170	170	217,442	16,549	8%
	SEI - Portsmouth & Isle of Wight	B	N	220	150	319,439	11,553	4%
SEJ - Hampshire	B	N	120	140	1,240,090	27,305	2%	
London and South East England Total				21740	27680	14,618,755	2,429,904	17%
Midlands and East of England	MA - South Staffordshire, Sandwell and Birmingham	B	Y	4210	3350	2,055,239	453,362	22%
	MB - Coventry	B	N	790	380	300,851	48,148	16%
	MC - City of Stoke-on-Trent	B	N	810	190	240,645	12,559	5%
	MD - Derby and South Derbyshire	B	N	230	270	529,855	33,407	6%
	ME - Greater Nottingham	B	Y	820	770	591,958	53,716	9%
	MF - City of Leicester	B	N	570	500	279,924	101,209	36%
	MG - Northamptonshire	B	N	250	570	629,664	30,618	5%

	MH - Bedfordshire	B	N	470	300	565,926	77,379	14%
	MI - South Hertfordshire	B	N	190	250	610,872	43,115	7%
	MJ - Cambridgeshire	B	N	460	640	708,731	38,540	5%
	MK - Norfolk	B	N	120	360	796,718	12,005	2%
	ML - Suffolk	B	N	170	260	668,576	18,458	3%
	MM - East Essex	B	N	250	150	679,088	18,255	3%
Midlands and East of England Total				9340	7990	8,658,047	940,771	11%
Immigration Procurement Area	Access Point	Service Specification	Minimum of 3 contracts required	Asylum NMS offered	Immigration Non-asylum NMS offered	Total Population	BME population	BME % per Access Point
North East, Yorkshire and the Humber	NEA - Tyne & Wear and Gateshead	B	Y	2940	1410	1,075,937	33,914	3%
	NEB - County Durham East and Teesside	B	Y	1700	840	638,830	17,886	3%
	NEC - West Yorkshire	B	Y	4250	1630	2,079,201	236,428	11%
	NED - South Yorkshire	B	Y	2920	1730	1,266,348	61,342	5%
North East, Yorkshire and the Humber Total				11810	5610	5,060,316	349,570	7%
North West England	NWA - Greater Manchester	B	Y	2340	2380	2,482,273	221,829	9%
	NWB - Merseyside	B	Y	2810	690	1,362,036	39,130	3%
	NWC - East & West Lancashire	B	Y	590	1310	1,414,721	93,128	7%
North West England Total				5740	4380	5,259,030	354,087	7%
South West England	SWA - City of Bristol, South Gloucestershire and North Somerset	B	Y	590	630	814,816	39,531	5%
	SWB - Gloucestershire	B	N	210	250	564,567	16,048	3%
	SWC - City of Plymouth	B	N	380	130	240,729	3,969	2%

	SWD - Devon Non-asylum Only	N/A	N	0	120	834,205	9,599	1%
South West England Total				1180	1130	2,454,317	69,147	3%
Wales	WA - Bridgend, Cardiff and South East Wales	B	Y	1290	1360	1,105,718	40,705	4%
	WB - Neath Port Talbot and Swansea	B	N	420	170	357,768	6,209	2%
Wales Total*				1710	1530	1,463,486	46,914	3%
Grand Total				51520	48320	37,513,951	4,190,393	11%

*For arrangements for North East Wales, please see page 3 of main document.

APPENDIX 2 – Provision by Access Point

Below is a summary of current provision of asylum and immigration non-asylum services for the financial year 2008/09. NMS opened figures will include clients in Immigration Removal Centres, however this work will be subject to a different tender process.

Immigration Procurement Area	Access Point	Type of provider	Number of providers	Asylum NMS opened	Non-asylum NMS opened	Certs issued
London and South East England	London	Sol	104	18616	14344	1426
		NFP	42	4971	7843	83
	SEA - Oxfordshire	Sol	1	257	883	33
		NFP	0	0	0	0
	SEB - Buckinghamshire	Sol	1	61	106	5
		NFP	1	10	64	0
	SEC - Berkshire	Sol	0	0	0	0
		NFP	0	0	0	0
	SED - Surrey	Sol	0	0	0	0
		NFP	0	0	0	0
	SEE - Mid and South West Kent	Sol	1	213	20	4
		NFP	0	0	0	0
	SEF - The Kent Coast	Sol	0	0	0	0
		NFP	1	437	447	0
	SEG - Sussex	Sol	1	243	274	9
		NFP	1	120	83	0
	SEH - Southampton	Sol	2	58	149	5
		NFP	0	0	0	0
	SEI - Portsmouth & Isle of Wight	Sol	0	0	0	0
		NFP	1	281	79	0
SEJ - Hampshire	Sol	1	37	53	1	
	NFP	0	0	0	0	
Midlands and East of England	MA - South Staffordshire, Sandwell and Birmingham	Sol	16	2012	1540	203
		NFP	4	981	2433	0
	MB - Coventry	Sol	1	283	247	2
		NFP	0	0	0	0
	MC - City of Stoke-on-Trent	Sol	1	145	166	1
		NFP	1	16	79	0
	MD - Derby and South Derbyshire*	Sol	0	0	0	0
		NFP	1	165	301	0
	ME - Greater Nottingham	Sol	2	510	664	54
		NFP	1	224	24	0
	MF - City of Leicester	Sol	0	0	0	0
		NFP	1	459	658	0

	MG - Northamptonshire	Sol	0	0	0	0
		NFP	1	56	280	0
	MH - Bedfordshire	Sol	2	153	116	4
		NFP	3	520	747	0
	MI - South Hertfordshire	Sol	0	0	0	0
		NFP	0	0	0	0
Immigration Procurement Area	Access Point	Type of provider	Number of providers	Asylum NMS opened	Non-asylum NMS opened	Certs issued
Midlands and East of England (cont)	MJ - Cambridgeshire	Sol	0	0	0	0
		NFP	3	305	874	2
	MK - Norfolk	Sol	0	0	0	0
		NFP	1	72	463	0
	ML - Suffolk	Sol	0	0	0	0
		NFP	1	353	197	0
	MM - East Essex	Sol	0	0	0	0
		NFP	0	0	0	0
North Derbyshire [Not an Access Point]**	Sol	0	0	0	0	
	NFP	1	6	41	2	
North East, Yorkshire and the Humber	NEA - Tyne & Wear and Gateshead	Sol	3	2237	1261	29
		NFP	1	55	121	3
	NEB - County Durham East and Teesside	Sol	1	100	167	11
		NFP	1	358	266	0
	NEC - West Yorkshire	Sol	6	859	517	23
		NFP	4	1867	1234	6
	NED - South Yorkshire	Sol	3	1934	950	12
		NFP	2	581	1048	0
North West England	NWA - Greater Manchester	Sol	3	236	207	6
		NFP	9	1465	1825	30
	NWB - Merseyside	Sol	2	1353	369	20
		NFP	1	739	595	0
	NWC - East & West Lancashire	Sol	2	81	282	0
		NFP	1	282	638	0
South West England	SWA - City of Bristol, South Gloucestershire and North Somerset	Sol	2	139	213	18
		NFP	2	186	583	6
	SWB - Gloucestershire	Sol	0	0	0	0
		NFP	1	67	272	0
	SWC - City of Plymouth	Sol	1	169	250	4
		NFP	1	80	99	2
	SWD - Devon	Sol	1	0	106	7

	(non-asylum)	NFP	0	0	0	0
Wales	WA - Bridgend, Cardiff and South East Wales	Sol	3	1249	1054	9
		NFP	1	301	302	0
	WB - Neath Port Talbot and Swansea	Sol	0	0	0	0
		NFP	0	0	0	0

* Jointly commissioned CLA Services for social welfare law and immigration advice awarded before the start of the 2010 contract will not form part of this bid process. This will mean that in those procurement areas where centres have opened we will not be offering additional work as part of this bid round.

** This area has a current provider but is not part of an Access Point.

APPENDIX 3 – Details of the Immigration Procurement Areas

The table below lists the 6 overarching Immigration Procurement Areas which are based on UKBA regions. Areas where we are making NMS available are designated as Access Points. All SWL Procurement Areas are also shown for greater clarity in identifying which areas fall into which Access Points.

Initial accommodation and IRCs are also listed below.

Immigration Procurement Area	Access Point	SWL Procurement Area	Initial Accommodation Location (& provider)	Immigration Removal Centre
London and South East England	London	Barking and Dagenham	None	None
		Barnet	None	None
		Bexley	None	None
		Brent	None	None
		Bromley	None	None
		Camden	None	None
		City of Westminster	None	None
		Croydon	Croydon (Migrant Welfare)	None
		Ealing	None	None
		Enfield	None	None
		Greenwich	None	None
		Hackney & City of London	None	None
		Hammersmith and Fulham	None	None
		Haringey	None	None
		Harrow	None	None
		Havering	None	None
		Hillingdon	None	Colnbrook Harmondsworth
		Hounslow	None	None
		Islington	None	None
		Kensington and Chelsea	None	None
		Kingston upon Thames & Richmond upon Thames	None	None
		Lambeth	None	None
		Lewisham	None	None
		Merton & Sutton	None	None
		Newham	None	None

Immigration Procurement Area	Access Point	SWL Procurement Area	Initial Accommodation Location (& provider)	Immigration Removal Centre
London and South East England (<i>cont</i>)	London (<i>cont</i>)	Redbridge	None	None
		Southwark	None	None
		Tower Hamlets	None	None
		Waltham Forest	None	None
		Wandsworth	None	None
	No Access Point	North Kent and Medway	None	None
	SEA - Oxfordshire	Oxfordshire	None	Campsfield House
	SEB - Buckinghamshire	Buckinghamshire	None	None
	SEC - Berkshire	Berkshire	None	None
	SED - Surrey	Surrey	None	None
	SEE - Mid and South West Kent	Mid and South West Kent	None	None
	SEF - The Kent Coast	The Kent Coast	Dover (Migrant Helpline)	Dover
	SEG - Sussex	City of Brighton and Hove	None	None
		East Sussex	None	None
		West Sussex	None	Brook House Tinsley House
	SEH - Southampton	Southampton	None	None
	SEI - Portsmouth & Isle of Wight	Portsmouth & Isle of Wight	None	None
SEJ - Hampshire	Hampshire	None	Haslar	
Midlands and East of England	MA - South Staffordshire, Sandwell and Birmingham	Birmingham	Birmingham (Astonbrook – West Midlands)	None
		City of Wolverhampton	None	None
		Dudley	None	None
		Sandwell	None	None
		Walsall	None	None
	MB - Coventry	Coventry	None	None
	MC - City of Stoke-on-Trent	City of Stoke-on-Trent	None	None
	MD - Derby and South Derbyshire	City of Derby	None	None
		South Derbyshire	None	None
	ME - Greater Nottingham	Greater Nottingham	None	None

Immigration Procurement Area	Access Point	SWL Procurement Area	Initial Accommodation Location (& provider)	Immigration Removal Centre	
Midlands and East of England (<i>cont</i>)	MF - City of Leicester	City of Leicester	None	None	
	MG - Northamptonshire	Northamptonshire	None	None	
	MH - Bedfordshire	Bedfordshire	None	Yarl's Wood	
	MI - South Hertfordshire	South Hertfordshire	None	None	
	MJ - Cambridgeshire	Cambridgeshire	None	Oakington*	
	MK - Norfolk	Norfolk	None	None	
	ML - Suffolk	Suffolk	None	None	
	MM - East Essex	East Essex	None	None	
	No Access Point		Herefordshire & Worcestershire	None	None
			Leicestershire & Rutland	None	None
			Lincolnshire	None	None
			North Derbyshire	None	None
			North Hertfordshire	None	None
			North Nottinghamshire	None	None
			Shropshire	None	None
			Solihull	None	None
			Staffordshire	None	None
			Warwickshire	None	None
	West Essex	None	None		
	North East, Yorkshire and the Humber	NEA - Tyne & Wear and Gateshead	Gateshead	None	None
Newcastle upon Tyne			None	None	
North Tyneside			None	None	
South Tyneside			None	None	
Sunderland			None	None	
NEB - County Durham East and Teeside			Darlington	None	None
			Hartlepool	None	None
			Middlesbrough	None	None
			Redcar and Cleveland	None	None
NEC - West Yorkshire			Stockton-on-Tees	None	None
			Bradford	None	None
			Calderdale	None	None
			Kirklees	None	None
		Leeds	Leeds - Hillside	None	

Immigration Procurement Area	Access Point	SWL Procurement Area	Initial Accommodation Location (& provider)	Immigration Removal Centre	
North East, Yorkshire and the Humber (cont)	NEC - West Yorkshire (cont)	Wakefield	Wakefield – Angel Lodge	None	
	NED - South Yorkshire	Barnsley	Barnsley - Belmont	None	
		Doncaster	None	Lindholme	
		Rotherham	None	None	
		Sheffield	None	None	
	No Access Point	City of Kingston upon Hull	None	None	
		Durham	None	None	
		East Riding of Yorkshire	None	None	
		North East Lincolnshire & North Lincolnshire	None	None	
		North Yorkshire	None	None	
		Northumberland	None	None	
	North West England	No Access Point	Cheshire	None	None
			Cumbria	None	None
Warrington & Halton			None	None	
NWA - Greater Manchester		Bolton	None	None	
		Bury	None	None	
		Manchester	None	None	
		Oldham	None	None	
		Rochdale	None	None	
		Salford	None	None	
		Stockport	None	None	
		Tameside	None	None	
		Trafford	None	None	
		Wigan	None	None	
NWB - Merseyside		Knowsley	None	None	
		Liverpool	Liverpool (Liverpool City Council)	None	
		Sefton	None	None	
		St. Helens	None	None	
		Wirral	None	None	
NWC - East & West Lancashire		East Lancashire	None	None	
	West Lancashire	None	None		
South West England	No Access Point	Bournemouth & Poole	None	None	
		Cornwall	None	None	
		Dorset	None	None	

Immigration Procurement Area	Access Point	SWL Procurement Area	Initial Accommodation Location (& provider)	Immigration Removal Centre
South West England (<i>cont</i>)	No Access Point (<i>cont</i>)	Somerset	None	None
		Wiltshire	None	None
	SWA - City of Bristol, South Gloucestershire and North Somerset	City of Bristol, South Gloucestershire and North Somerset	None	None
	SWB - Gloucestershire	Gloucestershire	None	None
	SWC - City of Plymouth	City of Plymouth	None	None
	SWD - Devon Non-asylum Only	Devon	None	None
Wales	No Access Point	Central Wales	None	None
		North East Wales	None	None
		North West Wales	None	None
		Rhondda Cynon Taff & Merthyr Tydfil	None	None
		South West Wales	None	None
	WA - Bridgend, Cardiff and South East Wales	Bridgend, Cardiff and the Vale	Cardiff (Clearsprings)	None
		South East Wales	None	None
	WB - Neath Port Talbot and Swansea	Neath Port Talbot and Swansea	None	None

* An announcement has been made that Oakington will close within the next 2 years. We will therefore review the position prior to going out with the immigration tender.