

## Procurement Plan for Norfolk

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### Procurement Summary

#### 1. Family Services

We intend to invite bids for approximately **4,950** new matter starts (NMS) for the provision of face-to-face Family advice within the procurement area (PA) of Norfolk.

Clients in this area currently have a good level of access in this PA to the full range of Family services, particularly in the three urban centres of Norwich, Kings Lynn and Great Yarmouth. We wish to maintain client access to services in this area and will therefore invite providers to bid under **Service Specification A**.

- Providers will be required to deliver 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 **75** Legal Help cases per year and **5** public law certificated cases per 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 (Combined Service)

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

There has previously been limited demand this service combination within the PA and we therefore intend to invite tenders for **100** NMS in Housing for providers wishing to deliver a combined Housing and Family service.

Providers wishing to provide 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 invite bids for approximately **5,650** NMS across the Social Welfare Law (SWL) categories of Housing, Debt and Welfare Benefits advice and **100** NMS in Community Care and **270** NMS in Employment.

Access to SWL services is currently focused in the urban parts of the PA although services considerably are limited in the smaller market towns in the PA. To ensure access to SWL services across the PA we will invite these bids under **Service Specification B**.

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 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 be required to have a permanent presence in the PA and a presence in the access point(s) tendered for as specified.
- 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 SWL 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. 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.

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 |
|---------|-------|---------|------------------|
| Norfolk | 2,080 | 1,510   | 2,060            |

#### 4. Access

This is a large and predominantly rural PA with poor public transport links, meaning there are the potential access issues within Norfolk. Services are currently centred in Norwich, Kings Lynn and Great Yarmouth and outside these main urban centres access to services is limited.

We will therefore make NMS available for particular access points within the PA as specified. In order to bid for these matter starts, the provider must have a permanent presence somewhere within the Access Point(s) they are bidding for.

| <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> |
|---|---------------------------------|-------------------------------|----------------------------------|---|
| Norwich   | 1750                            | 1150                          | 1000                             | 1500                                      |
| Great Yarmouth  | 925                             | 100                           | 130                              | 160                                       |
| King's Lynn & West Norfolk  | 825                             | 100                           | 130                              | 100                                       |
| Rest of Norfolk:<br>Breckland, South Norfolk, Broadland & North Norfolk | 1450                            | 730                           | 250                              | 300                                       |

## 5. Budget

Current spend in this area is higher than that which we would expect to spend in Family services 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.

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## 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)  | 30                      | 5,493             | 784                        |
| Family (private) | 37                      |                   | 1,403                      |
| Debt             | 6                       | 2,308             | 5                          |
| Housing          | 5                       | 1,777             | 50                         |
| Welfare Benefits | 4                       | 2,304             | 0                          |
| Employment       | 2                       | 299               | 2                          |
| Community Care   | 1                       | 26                | 2                          |

|                  |                        | <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 | Providers delivering 5+Public law certs | Providers delivering family private only |
| <b>Solicitor</b> | <b>36</b>              | <b>0</b>                             | <b>0</b>                             | <b>0</b>                             | <b>2</b>                             | <b>3</b>                            | <b>1</b>                              | <b>22</b>                               | <b>7</b>                                 |
| <b>NFP</b>       | <b>5</b>               | <b>0</b>                             | <b>0</b>                             | <b>2</b>                             | <b>2</b>                             | <b>1</b>                            | <b>0</b>                              | <b>0</b>                                | <b>0</b>                                 |