

## Procurement Plan for Suffolk

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### Procurement Summary

#### 1. Family Services

We intend to invite bids for **3,520** new matter starts (NMS) for the provision of face to face Family advice within the procurement area (PA) of Suffolk.

Clients in this PA currently have a good level of access to the full range of Family services, particularly in the main urban areas of Ipswich and Lowestoft. We wish to maintain good levels of client access to services and will 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. Housing & Family (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 some demand for this service combination within the PA and we therefore intend to invite bids for **150** 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 **1,310** NMS across the Social Welfare Law (SWL) categories of Housing, Debt and Welfare Benefits advice and **100** NMS in Community Care and **100** NMS in Employment. Historically SWL services have been hard to place outside of Ipswich and Waverley. We wish to encourage increased access to services. In recognition of this 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 either as a single legal entity or as part of a consortium.
- Providers delivering Housing, Debt and Welfare Benefits are 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
Suffolk	640	250	420

#### 4. Access

Suffolk is a large and mainly rural PA. Outside and between the main towns, public transport is not widely available. We are therefore considering the use of selection criteria that prefer tenders from providers able to deliver Family or SWL services in the harder to reach areas.

#### 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.

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 from that which is currently being delivered to enable an increase in access to services which moves closer to that suggested by the Model.

#### 6. Current Supply: September 08 – August 09

Category	No. of Providers	NMS opened	Certificates issued
Family (public)	31	3,916	767
Family (private)	38		930
Debt	3	637	3
Housing	4	250	33
Welfare Benefits	3	419	0
Employment	2	100	0
Community Care	0	14	0

	Total Providers	Current SWL Services						Current Family Services	
		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 Private family only
<b>Solicitor</b>	<b>39</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>3</b>	<b>3</b>	<b>19</b>	<b>7</b>
<b>NFP</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>