

## ANNEX A: Criteria for Debt, Housing and Welfare Benefits Services

LSC Applicable ITT	Criteria
Reading, West Berkshire, Wokingham Social Welfare Services	By 11 April 2011 the Applicant Organisation must, for each Category of Law it is tendering to deliver these Social Welfare Law services in, employ at least one full time equivalent (FTE) Supervisor (who meets the relevant Supervisor Standard and actively supervises) for every six employed FTE Caseworkers.
Reading, West Berkshire, Wokingham Social Welfare Services	By 11 April 2011, at all the Applicant Organisation's Offices (from which it is tendering to deliver these Social Welfare Law Services from), clients must be able to access Debt, Housing and Welfare Benefits Social Welfare Law Services delivered either by the Applicant Organisation or through the Consortium (in accordance with the terms of the Contract).
Reading, West Berkshire, Wokingham Social Welfare Services	The Applicant Organisation must not have received a 'Confirmed Peer Review' rating of 4 or 5 in the Category of Law in which they are tendering since 10 January 2008.
Reading, West Berkshire, Wokingham Social Welfare Services	By 11 October 2011, the Applicant Organisation, if tendering to deliver Debt advice, must employ an Approved Intermediary to deliver Debt Relief Orders who will be available to all Offices (including the Offices of the other Consortium Members if tendering as part of a Consortium).
Reading, West Berkshire, Wokingham Social Welfare Services	All Offices from which the Applicant Organisation wishes to deliver these Social Welfare Law Services must tender for and commence (in each contract year) at least 50 Matter Starts in each of the Categories of Law it is tendering for.
Reading, West Berkshire, Wokingham Social Welfare Services	By 11 April 2011 all the Applicant Organisation's Offices where it is tendering to deliver these Social Welfare Law Services from must be a Permanent Presence.

### SELECTION CRITERIA AND SCORING - DEBT

Applicable ITT	Criteria	Scoring
Reading, West Berkshire, Wokingham	Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through having an Office in the	Marked out of 5  Points will be awarded to an Individual Bid as follows:

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<p>Social Welfare Services</p>	<p>Access Point.</p>	<ul style="list-style-type: none"> <li>- The Applicant Organisation's Office in the Access Point is currently operational and delivering face-to-face advice services in the Debt Category of Law (5 points)</li>   <li>- The Applicant Organisation's Office in the Access Point is currently operational and delivering face-to-face advice services in a Category of Law other than Debt (4 points)</li>   <li>- The Applicant Organisation already has a formal written and agreed arrangement in place to set up an Office in the Access Point to deliver face-to-face advice services in the Debt Category of Law by 11 April 2011 (2 points)</li>   <li>- The Applicant Organisation has plans to set up an Office in the Access Point to deliver face-to-face advice services in the Debt Category of Law by 11 April 2011 (1 point)</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through experience of delivering legal services in a Social Welfare Law Category of Law (particularly Debt) in the last 12 months</p>	<p>Marked out of 8</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has advised or represented clients face-to-face in at least 50 cases in the Debt Category of Law since 10 January 2010 (8 points)</li>   <li>- The Applicant Organisation is not yet operational but its Key Personnel/Debt Supervisor have advised or represented clients face-to-face in at least 50 cases in the Debt Category of Law since 10 January 2010 (7 points)</li> </ul>

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		<ul style="list-style-type: none"> <li>- The Applicant Organisation has advised or represented clients face-to-face in at least 25 cases in the Debt Category of Law since 10 January 2010 (5 points)</li> <li>- The Applicant Organisation is not yet operational but its Key Personnel/Debt Supervisor have advised or represented clients face-to-face in at least 25 cases in the Debt Category of Law since 10 January 2010 (4 points)</li> <li>- The Applicant Organisation has advised or represented clients (face-to-face) in at least 50 cases in any Social Welfare Law Category of Law other than Debt since 10 January 2010 (2 points)</li> <li>- None of the above (0 points)</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through having a lower percentage of caseworkers to recruit to deliver the Debt Services at the relevant Office</p> <p>N.B. Applicants may select an 'Exceptional Circumstances' option for use where Applicants consider that none of the other options provided apply to their Individual Bid. Applicants to whom this is relevant should set out their exceptional circumstances and how they meet the relevant criterion for the Individual Bid. Applicants setting out exceptional circumstances will be scored according to how well they meet our criteria and may be awarded scores from 0 – 5.</p>	<p>Marked out of 5</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has to recruit less than 25% of the total number of caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (5 points)</li> <li>- The Applicant Organisations has to recruit between 25% and 49% of the total number of caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (3 points)</li> <li>- The Applicant Organisation has to recruit between 50% and 74% of the total number of caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid</li> </ul>

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		<p>(2 points)</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has to recruit 75% or more of the total number of caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (0 points)</li> <li>- Exceptional Circumstances apply</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to those Applicant Organisations who will employ a Debt Supervisor based and regularly working from the Office related to the Individual Bid for a greater proportion of time that the Office is open.</p> <p>N.B. Applicants may select an 'Exceptional Circumstances' option for use where Applicants consider that none of the other options provided apply to their Individual Bid. Applicants to whom this is relevant should set out their exceptional circumstances and how they meet the relevant criterion for the Individual Bid. Applicants setting out exceptional circumstances will be scored according to how well they meet our criteria and may be awarded scores from 0 – 5.</p>	<p>Marked out of 6</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- From 11 April 2011 the Applicant Organisation will employ a Debt Supervisor based and regularly working from the Office in the Access Point 80% or more of the time that the Office is open. (6 points)</li> <li>- From 11 April 2011 the Applicant Organisation will employ a Debt Supervisor based and regularly working from the Office in the Access Point 60 - 79% of the time that the Office is open. (4 points)</li> <li>- From 11 April 2011 the Applicant Organisation will employ a Debt Supervisor based and regularly working from the Office in the Access Point 40 - 59% of the time that the Office is open. (2 points)</li> <li>- From 11 April 2011 the Applicant Organisation will employ a Debt Supervisor based and regularly working from the Office in the Access Point less than 40% of the time that the Office is open. (0 points)</li> </ul>

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		- Exceptional Circumstances apply
Reading, West Berkshire, Wokingham Social Welfare Services	Preference will be given to those Applicant Organisations that employ an Approved Intermediary from the Office related to the Individual Bid (and where tendering as part of a Consortium, will be available to the Offices of the other Consortium Members) before 11 April 2011.	<p>Marked out of 5</p> <p>Points will be awarded to Individual Bids as follows:</p> <ul style="list-style-type: none"> <li>- By 11 April 2011 the Applicant Organisation will employ an Approved Intermediary whose services are available to the Office related to the Individual Bid (5 points)</li> <li>- From 11 April 2011 the Applicant Organisation will not employ an Approved Intermediary (0 points)</li> </ul>

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### SELECTION CRITERIA AND SCORING – HOUSING

Applicable ITT	Selection Criteria	Scoring system
Reading, West Berkshire, Wokingham Social Welfare Services	Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through having an Office in the Access Point.	<p>Marked out of 5</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation's Office in the Access Point is currently operational and delivering face-to-face advice services in the Housing Category of Law (5 points)</li> <li>- The Applicant Organisation's Office in the Access Point is currently operational and delivering face-to-face advice services in a Category of Law other than Housing (4 points)</li> <li>- The Applicant Organisation already has a formal written and agreed arrangement in place to set up an Office in the Access Point to deliver face-to-face advice services in the Housing Category of Law by 11 April 2011 (2 points)</li> <li>- The Applicant Organisation has plans to set up an Office in the Access Point to deliver face-to-face advice services in the Housing Category of Law by 11 April 2011 (1 point)</li> </ul>
Reading, West Berkshire, Wokingham Social Welfare Services	Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through experience of delivering legal services in a Social Welfare Law Category of Law (particularly Housing) in the last 12 months	<p>Marked out of 8</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has advised or represented clients face-to-face in at least 50 cases in the Housing Category of Law since 10 January 2010 (8 points)</li> </ul>

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		<ul style="list-style-type: none"> <li>- The Applicant Organisation is not yet operational but its Key Personnel/Housing Supervisor have advised or represented clients face-to-face in at least 50 cases in the Housing Category of Law since 10 January 2010. (7 points)</li> <li>- The Applicant Organisation has advised or represented clients face-to-face in at least 25 cases in the Housing Category of Law since 10 January 2010 (5 points)</li> <li>- The Applicant Organisation is not yet operational but its Key Personnel/Housing Supervisor have advised or represented clients face-to-face in at least 25 cases in the Housing Category of Law since 10 January 2010 (4 points)</li> <li>- The Applicant Organisation has advised or represented clients (face-to-face) in at least 50 cases in any Social Welfare Law Category of Law other than Housing since 10 January 2010 (2 points)</li> <li>- None of the above (0 points)</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through having a lower percentage of caseworkers to recruit to deliver the Housing Services at the relevant Office</p> <p>N.B. Applicants may select an 'Exceptional Circumstances' option for use where Applicants consider that none of the other options provided apply to their Individual Bid. Applicants to whom this is relevant should set out their exceptional circumstances and how they</p>	<p>Marked out of 5</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has to recruit less than 25% of the total number of caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (5 points)</li> <li>- The Applicant Organisation has to recruit between 25% and 49% of the total number of caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid</li> </ul>

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	<p>meet the relevant criterion for the Individual Bid. Applicants setting out exceptional circumstances will be scored according to how well they meet our criteria and may be awarded scores from 0 – 5.</p>	<p>(3 points)</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has to recruit between 50% and 74% of the total number of caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (2 points)</li> <li>- The Applicant Organisation has to recruit 75% or more of the total number of caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (0 points)</li> <li>- Exceptional Circumstances apply</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to those Applicant Organisations who will employ a Housing Supervisor based and regularly working from the Office related to the Individual Bid for a greater proportion of time that the Office is open.</p> <p>N.B. Applicants may select an 'Exceptional Circumstances' option for use where Applicants consider that none of the other options provided apply to their Individual Bid. Applicants to whom this is relevant should set out their exceptional circumstances and how they meet the relevant criterion for the Individual Bid. Applicants setting out exceptional circumstances will be scored according to how well they meet our criteria and may be awarded scores from 0 – 5.</p>	<p>Marked out of 6</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- By 11 April 2011 the Applicant Organisation will employ a Housing Supervisor based and regularly working from the Office in the Access Point 80% or more of the time that the Office is open. (6 points)</li> <li>- By 11 April 2011 the Applicant Organisation will employ a Housing Supervisor based and regularly working from the Office in the Access Point 60 - 79% of the time that the Office is open. (4 points)</li> <li>- By 11 April 2011 the Applicant Organisation will employ a Housing Supervisor based and regularly working from the Office in the Access Point 40 - 59% of the time that the Office is open. (2 points)</li> </ul>

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		<ul style="list-style-type: none"> <li>- By 11 April 2011 the Applicant Organisation will employ a Housing Supervisor based and regularly working from the Office in the Access Point less than 40% of the time that the Office is open. (0 points)</li> <li>- Exceptional Circumstances apply</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to Applicant Organisations whose Individual Bids delivering Housing provide a greater level of access to an Authorised Litigator (that will be available to the Office and where tendering as part of a Consortium, will be available to the Offices of the other Consortium Members).</p>	<p>Marked out of 5</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation currently employs an Authorised Litigator whose services are available to the Office related to the Individual Bid (5 points)</li> <li>- By 11 April 2011 the Applicant Organisation will employ an Authorised Litigator whose services are available to the Office related to the Individual Bid (3 points)</li> <li>- By 11 April 2011 the Applicant Organisation will have a formal referral process in place with a named organisation employing Authorised Litigators (or a named Authorised Litigator) whose services are available to the Office related to the Individual Bid (1 point)</li> <li>- The Applicant Organisation will not have an Authorised Litigator by 11 April 2011 (0 points)</li> </ul>

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### SELECTION CRITERIA AND SCORING – WELFARE BENEFITS

Applicable ITT	Selection Criteria	Scoring system
Reading, West Berkshire, Wokingham Social Welfare Services	Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through having an Office in the Access Point.	<p>Marked out of 5</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation's Office in the Access Point is currently operational and delivering face-to-face advice services in the Welfare Benefits Category of Law (5 points)</li> <li>- The Applicant Organisation's Office in the Access Point is currently operational and delivering face-to-face advice services in a Category of Law other than Welfare Benefits (4 points)</li> <li>- The Applicant Organisation already has a formal written and agreed arrangement in place to set up an Office in the Access Point to deliver face-to-face advice services in the Welfare Benefits Category of Law by 11 April 2011 (2 points)</li> <li>- The Applicant Organisation has plans to set up an Office in the Access Point to deliver face-to-face advice services in the Welfare Benefits Category of Law by 11 April 2011 (1 point)</li> </ul>
Reading, West Berkshire, Wokingham Social Welfare Services	Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through experience of delivering legal services in a Social Welfare Law Category of Law (particularly Welfare Benefits) in the last 12 months.	<p>Marked out of 8</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has advised or represented clients in at least 50 cases face-to-face in the Welfare Benefits Category of Law since 10 January 2010 (8 points)</li> </ul>

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		<ul style="list-style-type: none"> <li>- The Applicant Organisation is not yet operational but its Key Personnel/Welfare Benefits Supervisor have advised or represented clients face-to-face in at least 50 cases in the Welfare Benefits Category of Law since 10 January 2010 (7 points)</li> <li>- The Applicant Organisation has advised or represented clients face-to-face in at least 25 cases in the Welfare Benefits Category of Law since 10 January 2010 (5 points)</li> <li>- The Applicant Organisation is not yet operational but its Key Personnel/Welfare Benefits Supervisor have advised or represented clients face-to-face in at least 25 cases in the Welfare Benefits Category of Law since 10 January 2010 (4 points)</li> <li>- The Applicant Organisation has advised or represented clients (face-to-face) in at least 50 cases in any Social Welfare Law Category of Law other than Welfare Benefits since 10 January 2010 (2 points)</li> <li>- None of the above (0 points)</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through having a lower percentage of Caseworkers to recruit to deliver the Welfare Benefits Services at the relevant Office</p> <p>N.B. Applicants may select an 'Exceptional Circumstances' option for use where Applicants consider that none of the other options provided apply to their Individual Bid. Applicants to whom this is relevant should</p>	<p>Marked out of 5</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has to recruit less than 25% of the total number of Caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (5 points)</li> <li>- The Applicant Organisation has to recruit between 25% and 49% of the total number of Caseworkers required to deliver the</li> </ul>

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	<p>set out their exceptional circumstances and how they meet the relevant criterion for the Individual Bid. Applicants setting out exceptional circumstances will be scored according to how well they meet our criteria and may be awarded scores from 0 – 5.</p>	<p>Matter Starts at the Office related to the Individual Bid (3 points)</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation has to recruit between 50% and 74% of the total number of Caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (2 points)</li> <li>- The Applicant Organisation has to recruit 75% or more of the total number of Caseworkers required to deliver the Matter Starts at the Office related to the Individual Bid (0 points)</li> <li>- Exceptional Circumstances apply</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to those Applicant Organisations who will employ a Welfare Benefits Supervisor based and regularly working from the Office related to the Individual Bid for a greater proportion of time that that Office is open.</p> <p>N.B. Applicants may select an 'Exceptional Circumstances' option for use where Applicants consider that none of the other options provided apply to their Individual Bid. Applicants to whom this is relevant should set out their exceptional circumstances and how they meet the relevant criterion for the Individual Bid. Applicants setting out exceptional circumstances will be scored according to how well they meet our criteria and may be awarded scores from 0 – 5.</p>	<p>Marked out of 6</p> <p>Points will be awarded to an Individual Bid as follows:</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation will employ a Welfare Benefits Supervisor who will be based and regularly working from the Office in the Access Point more than 80% of the time that the Office is open. (6 points)</li> <li>- The Applicant Organisation will employ a Welfare Benefits Supervisor who will be based and regularly working from the Office in the Access Point 60 - 79% of the time that the Office is open. (4 points)</li> <li>- The Applicant Organisation will employ a Welfare Benefits Supervisor who will be based and regularly working from the Office in the Access Point 40 - 59% of the time that the Office is open. (2 points)</li> </ul>

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		<ul style="list-style-type: none"> <li>- The Applicant Organisation will employ a Welfare Benefits Supervisor who will be based and regularly working from the Office in the Access Point less than 40% of the time that the Office is open. (0 points)</li> <li>- Exceptional Circumstances apply</li> </ul>
<p>Reading, West Berkshire, Wokingham Social Welfare Services</p>	<p>Preference will be given to Applicant Organisations whose Individual Bids can provide us with a higher level of confidence of delivery through experience of delivering appeals to the Social Entitlement Chamber of the Upper Tribunal (Administrative Appeals) or First-tier Tribunal in relation to Social Security and Child Support.</p>	<p>Marked out of 5</p> <ul style="list-style-type: none"> <li>- The Applicant Organisation (or Key Personnel/Welfare Benefits Supervisor) has made oral or written representations on behalf of clients in at least 10 appeal cases to the Social Entitlement Chamber of the Upper Tribunal in relation to Social Security and Child Support (this includes leave to appeal) since 10 January 2010 (5 points)</li> <li>- The Applicant Organisation (or Key Personnel/Welfare Benefits Supervisor) has made oral or written representations on behalf of clients in at least 5 appeal cases to the Social Entitlement Chamber of the Upper Tribunal in relation to Social Security and Child Support (this includes leave to appeal) since 10 January 2010 (4 points)</li> <li>- The Applicant Organisation (or Key Personnel/Welfare Benefits Supervisor) has made representations on behalf of clients in at least 10 appeal cases to the Social Entitlement Chamber of the First-tier Tribunal in relation to Social Security and Child Support since 10 January 2010 (2 points)</li> <li>- The Applicant Organisation (or Key Personnel/Welfare Benefits Supervisor) has made representations on behalf of</li> </ul>

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		<p>clients in at least 5 appeal cases to the Social Entitlement Chamber of the First-tier Tribunal in relation to Social Security and Child Support since 10 January 2010 (1 point)</p> <p>- None of the above (0 points)</p>
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