

## DECISION RECORD <sup>1</sup>

Officer Key Decisions are subject to the Council's Call-In Procedure (Part 4 of the Council's Constitution [Part 4e - Overview and Scrutiny Procedure Rules \(stevenage.gov.uk\)](http://stevenage.gov.uk))

<b>Subject: Procurement of support contractors for Repairs and Voids service</b> <i>(Please use the same title as provided in the Forward Plan)</i>	
Staff Contact: Denise Lewis Assistant Director Building Safety and Housing Property Services  Tel: 07512315822	Executive Member: Jeannette Thomas  Portfolio: Housing and Housing Development

### 1. Decision

That the procurement of support contractors for the Repairs and Voids service be carried out by way of a compliant open tender process based on multiple Lots in accordance with Contract Standing Orders.

### 2. Reasons for the decision

- 1.1 The Repairs and Voids service is primarily delivered through an in-house team of Operatives who cover various trades including plumbing, carpentry, and electrical. However, the service does require contractor support to ensure that all types of repairs can be undertaken and are completed in line with service standards. There is a need for the following types of contractor support:
  - specialist contractors to undertake repairs which cannot be undertaken in-house such as roofing, drainage, glazing (windows and doors)
  - provide extra capacity during busy periods to avoid delays in repairs being completed and/or mitigate the risk of repair backlogs
  - undertake refurbishment works to empty properties.
- 1.2 A procurement process for the appointment of support contractors for the Repairs and Voids service was last undertaken in 2018.
- 1.3 Interim contractors were appointed during August 2023 pending a procurement process being undertaken to award longer term contracts (up to 4 years).
- 1.4 On balance an open tender process is preferred to the use of a framework because although it is not the quickest route to market it will likely deliver more optimal outcomes in the longer term in terms of strategic fit with the Council's Corporate Plan.

### 3. Alternative options considered and rejected <sup>2</sup>

- 1.5 In considering the route to market regard has been had to the open tender process previously undertaken in 2018, the availability of and access to suitable frameworks and/or dynamic purchasing systems (DPS) and an evaluation of the potential benefits and risks of each of these routes to market in terms of timeliness, delivering value for money and strategic fit.

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- 1.6 Whilst initially it was felt that procuring a single support contractor could be attractive in terms of simplifying contract management the options having been more recently reviewed it is now proposed that appointing multiple specialist contractors would provide more flexibility and control around service delivery and should achieve higher levels of customer satisfaction whilst demonstrating value for money taking into account financial and non-financial considerations.

### 4. Consultation

- (a) Comments of Executive Member

Supportive of proposal as we need contractors to support the Repairs and Voids service who can carry out quality works within required timescales.

- (b) Comments of other consultees<sup>3</sup>

Not applicable.

5. **Following consultation with, and the concurrence of the Executive Member, I am proceeding with the proposed decision.**

Signed:

**[SIGNATURE REDACTED]**

Title: Richard Protheroe, Strategic Director      Date: 29 February 2024

6. **PLEASE RETURN COMPLETED/SIGNED FORM TO CONSTITUTIONAL SERVICES FOR PUBLICATION**

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<sup>1</sup> for guidance see Borough Solicitor's note "Taking Decisions"

<sup>2</sup> details of any alternative options considered and rejected by the officer at the time the decision was made

<sup>3</sup> If the matter has local significance, but no general significance for the Council and no controversial aspects, the officer shall consult or inform the local member in writing (or by e mail) and proceed. It is essential that all officers responsible for delivering services ensure that local members are kept well briefed on issues affecting their areas.