



## Report to Policy Committee

**Author/Lead Officer of Report:** Jason Peck – Contract Manager

**Tel:** 0114

**Report of:** *Ajman Ali, Executive Director Neighbourhood Services*  
**Report to:** Housing Policy Committee  
**Date of Decision:** 20/06/2024  
**Subject:** *Commissioning of Operational Services – Contracts – Supply and Fit – Windows and Doors*

Type of Equality Impact Assessment (EIA) undertaken	Initial <input checked="" type="checkbox"/>	Full <input type="checkbox"/>
Insert EIA reference number and attach EIA	2503	
Has appropriate consultation/engagement taken place?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Has a Climate Impact Assessment (CIA) been undertaken?	Yes <input checked="" type="checkbox"/>	No <input type="checkbox"/>
Does the report contain confidential or exempt information?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>

### Purpose of Report:

This report will seek approval to commission a contract with an external provider for the supply and fit of external windows and doors to repair domestic properties on the Council's social housing estate.

### Recommendations:

It is recommended that the Committee:

Approve the commission of a contract for a period of up to 4 years with a provider for the supply and fit of windows and doors to repair domestic properties, with an estimated value of £5.154m as set out in this report.

Lead Officer to complete:-		
1	I have consulted the relevant departments in respect of any relevant implications indicated on the Statutory and Council Policy Checklist, and comments have been incorporated / additional forms completed / EIA completed.	Finance: <i>Helen Damon</i>
		Legal: <i>Gemma Beecroft</i>
		Equalities & Consultation: <i>Louise Nunn</i>
		Climate: <i>Jason Peck</i>
	<i>Legal, financial/commercial and equalities implications must be included within the report and the name of the officer consulted must be included above.</i>	
2	<b>SLB member who approved submission:</b>	<i>Ajman Ali</i>
3	<b>Committee Chair consulted:</b>	<i>Councillor Douglas Johnson</i>
4	I confirm that all necessary approval has been obtained in respect of the implications indicated on the Statutory and Council Policy Checklist and that the report has been approved for submission to the Committee by the SLB member indicated at 2. In addition, any additional forms have been completed and signed off as required at 1.	
	<b>Lead Officer Name:</b> <i>Jason Peck</i>	<b>Job Title:</b> <i>Contract Manager</i>
	<b>Date:</b> <i>10/06/2024</i>	

## **1. PROPOSAL**

### **1.1 Background**

- 1.1.1 The Council has direct repairs accountability for its social housing estate. Most repair works are undertaken by the Council's in-house Housing Repairs and Maintenance Section (HRM) which sits within Operational Services. However, the service has a reliance on external providers to deliver specialist goods and services that cannot be delivered by in-house staff as well as providing additional resource to help manage fluctuating workloads in some key areas.
- 1.1.2 The existing process for the supply and fitting of external doors and windows to social housing properties is as follows. The requirement for a new door or window is assessed by HRM staff following a fault call raised by the property resident. If the door or window can be repaired this is completed by HRM staff. If the door or window are beyond economical repair a replacement door/window is ordered. The resident has a choice of doors and windows to select from, the choice of doors is restricted to an agreed list of styles which is specified by the Housing Service.
- 1.1.3 When the style of door/window has been agreed with the resident, measurements taken by HRM staff, and a new door/window is ordered by HRM from our current approved suppliers. Once manufactured the new door/window is delivered into our stores at the Manor Lane depot. When the door/window has been delivered to Manor Lane an appointment is made with the resident by HRM staff and it is installed on the agreed date by either HRM staff or a third-party service provider.
- 1.1.4 New doors and windows are required for several reasons including customer damage, vandalism, break-ins, age and general wear and tear.

### **1.2 Current Position**

- 1.2.1 The current arrangement with contractors for new door and window installations is not as efficient as it could be and although the Service is managing to keep pace with existing orders with the assistance of external contractors it is not able to make any significant headway into the backlog of work.

### **1.3 Proposal**

- 1.3.1 It is proposed that changes are made to the Council's current way of working. Windows and doors also form part of a new elementals contract being procured (which also includes planned investment in kitchens, bathrooms and other planned replacements). It is proposed that we consider channelling this new spend through the new elementals contract to aggregate spend and maximise value for money for the Council. If however, this will not deliver value for money, we will commission a new

stand-alone contract to deliver these works.

- 1.3.2 There will be much less time required in managing the sub-contracted element of the new door/window process and no requirement to store doors/windows at our Manor Lane depot for a third-party installer to collect and install.
- 1.3.3 Under the new arrangement when a new door or window is allocated to be fitted under the supply and fit arrangement the appointed service provider will attend the property, take the necessary measurements, agree the style of door with the resident and make arrangements to supply and fit the door.
- 1.3.4 It is expected that the new arrangement of having the supply and fitting of doors/windows undertaken by a single service provider will provide a more efficient and streamlined service to residents. It will reduce the amount of time officers are required to organise the different aspects of the current arrangements and reduce the current wait time for residents requiring a new door or window. It will also remove the requirement of storing doors and windows at our Manor Lane depot for and the associated officer time loading, unloading and storing the doors and windows intended for installation by the service provider. Crucially, it will also deliver better value for money.
- 1.3.5 The proposed contract will include for the supply of doors and windows to be fitted by HRM staff. These will be delivered to the Manor Lane depot for storage prior to installation.

## **1.4 Commission**

- 1.4.1 It is therefore proposed that the Council commission a contract with a single service provider for a period of up to 4 years with an estimated value of £5.154m over the next four years for the supply and fit of external doors on the Council's social housing estate.

## **2. HOW DOES THIS DECISION CONTRIBUTE?**

### **2.1 Strong economy**

- 2.1.1 Local or regional companies will have the opportunity of tendering for the proposed works.

### **2.2 Better health and wellbeing**

- 2.2.1 The provision of an efficient and speedy service for the installation of new external doors and windows will ensure that the Council's social housing residents receive the expected level of service.

### **2.3 Thriving neighbourhoods and communities**

- 2.3.1 High quality door replacements will contribute to health and wellbeing of

council house residents by ensuring homes are safe, dry and warm.

## 2.4 **Tackling inequalities**

2.4.1 The proposed contract will cover the entire social housing estate and as such will be available to all tenants. Overall, there are no significant differential, positive or negative, equality impacts from this proposal. It will ensure that we keep council homes to the required level of decency and therefore contributing to the health and wellbeing of council home residents by ensuring homes are safe, dry and warm.

## 3. **HAS THERE BEEN ANY CONSULTATION?**

3.1 No external consultation is required / has taken place as the proposed procurement is for the provision of general building works to support the internal Housing Repairs and Maintenance service.

3.2 This report has been jointly developed in consultation with relevant stakeholders in the Housing Repairs and Maintenance Service, Housing Services, Legal Services and Financial & Commercial Services.

## 4. **RISK ANALYSIS AND IMPLICATIONS OF THE DECISION**

### 4.1 Equality Implications

4.1.1 Overall, there are no significant differential, positive or negative, equality impacts from this proposal.

### 4.2 Financial and Commercial Implications

4.2.1 The proposed contract spend will commit the Council to expenditure of up to £5.154m over the proposed 4-year period.

4.2.2 The proposed spend figure is based on installation and supply costs provided by our current suppliers and a review of actual spend data over the past few years. It also allows for an inflationary increase over the life of the contract.

4.2.3 The proposed contract is for the supply and installation of windows and doors to the Council's housing stock, so will be funded through the Housing Revenue Account (HRA).

4.2.4 Funding for this contract will be managed through the existing Housing Repairs and Maintenance Budget, there is no additional funding identified in the HRA 2024/25 Budget for this contract. We will look at opportunities to capitalise some of this expenditure, as part of the Housing Investment Programme, if actual expenditure meets the definition of capital expenditure.

4.2.5 Aggregating this spend with the larger capital investment sums already approved will drive better value for money. Competitive procurement will

also ensure compliance with the Public Contracts Regulations (2015).

#### 4.3 Legal Implications

- 4.3.1 This report seeks approval to commission a contract for a period of up to 4 years for the supply and fit of windows and doors to repair domestic properties, with an estimated value of £5.154m.
- 4.3.2 The Council has direct repairs accountability for its social housing estate. In accordance with the Landlord and Tenant Act 1985, the Council must ensure that any dwelling they rent out is fit for human habitation both at the time the lease is granted and during the term of the lease. Commissioning the above contract will ensure the Council is able to carry out the replacement of windows and doors required to ensure that tenants homes are safe, warm and dry.
- 4.3.3 The Council will need to ensure the proposed contract award complies with the Council's Contract Standing Orders, and all applicable legislation and regulations including but not limited to the Public Contracts Regulations 2015, UK GDPR, the Data Protection Act 2018 and the Equality Act 2010.

#### 4.4 Climate Implications

- 4.4.1 A Climate Impact Assessment has been completed for this procurement. All potential suppliers will be required to provide information regarding the environmental impact of their activities in general in addition to specific measures to be taken in reducing the impact of their activities in the execution of this contract. Measures such as minimising carbon emissions from travel by efficient route planning and the potential use of electric vehicles along with waste management and minimising the environmental impact of their products' manufacturing process will be factors in assessing potential contractors.

### 5. **ALTERNATIVE OPTIONS CONSIDERED**

- 5.1 **Do nothing** – This is not an option as the Council has the ongoing requirement to install new windows and doors and public procurement regulations dictate that these services are procured in a compliant manner as described in this report.
- 5.2 **Self-Deliver** - This is not an option; HRM does not have the capacity to install all required doors and windows and does not have the ability to manufacture doors and windows.
- 5.3 **Further extend existing contracts** – this is not an option as all available contract extensions have been utilised. As ever, Council must adhere to the Public Contract Regulations (2015) (PCR) thus further variations (value and duration) are not deemed easily reconcilable with the provisions set out within PCR.

## 6. REASONS FOR RECOMMENDATIONS

- 6.1 **Preferred option** – to procure the appropriate contract in the manner described in section 1 of this report. This will help enable the Council to continue to provide this key service. The procurement of the contract will ensure the Council is operating in accordance with the Public Contract Regulations 2015 and achieving best value in its procurement of the services

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