



# **BUILDINGS & PROJECTS COMPLIANCE & MAINTENANCE PARTNERSHIP CONTRACT 2014 PROJECT INITIATION DOCUMENT**

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## Document Control

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### Distribution

Name	Position	Organisation/ Service
Carol Chen	Head Of Legal & Property Services	Legal & Property Services

### Approval

Name	Position	Date approved

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# 1 Introduction

## 1.1 Purpose of the document

The Project Initiation Document provides the basic information needed to correctly direct and manage the project. It addresses the following fundamental aspects of the project and is the basis against which the project's success will be determined.

- Why is this project important
- What will the project do, what are the success factors and risks
- How will the project be implemented, how will it be managed, how much will it cost
- When will the project be implemented
- Who will be involved and who will be impacted

## 1.2 Background

The aim of this project is to procure a partnership framework agreement with a number of other Authorities to ultimately engage a single service provider to deliver the Councils Statutory and Landlord compliance (Health and Safety) and building maintenance responsibilities that cannot reasonably be provided as an in house service.

In addition the Future Council Roadmap places an additional requirement on the Buildings & Projects Service to reduce its operational overheads and costs.

This is an opportunity to realise both of those objectives.

The transfer of Charter Place Shopping Centre to Intu and the transfer of a number of operational assets within the Waste & Parks Services to Veolia have prompted the reduction of the reactive maintenance staff by 50% through redundancy. In order to continue to ensure the Council maintains its' health and safety responsibilities as a building owner and undertakes necessary repairs and maintenance the Section Head for Buildings & Projects is recommending the actions detailed in this document for adoption by the council.

### Project Objectives

Key Objectives of this project are as follows.

1. To reduce the volume of individual statutory inspection/service contracts to a single contract through a sole service provider
2. To provide resilience to the council for routine repairs and maintenance and compliance checks not currently undertaken by outside contractors
3. To collect quality asset data for the future management strategy of the portfolio.
4. To provide a series of key performance indicators for future management and evaluation purposes.

5. To further reduce operational costs through effective proactive property management.
6. To deliver additional savings through economies of scale.
7. To minimise the level of risk exposure to the council through statutory requirements under the Health & Safety at Work Act 1974

## **2 Business Case**

This project is required in order to maintain a satisfactory level of repair and maintenance of our properties and to deliver statutory testing and inspection of services and installations that are operated in our buildings.

There is also an opportunity to expand this service to include third party occupiers of our leased properties.

- Presently the council procures numerous contracts from many individual suppliers. This is inefficient and costly both financially and in officer time.
- By combining with other councils in Hertfordshire to procure one contractor under a framework agreement to undertake all the council's compliance and routine repairs work will future proof the council. It will provide resilience, will enable the council to meet it's statutory responsibilities and free up officer time to undertake other project management of capital works. The economies of scale of procuring with other councils should see savings in contract prices compared with costs of our existing contracts

## **3 Project Definition**

### **3.1 Approach**

The Compliance and Maintenance Contract is being developed through a partnership project group, a consultant Critical Friend for challenge purposes and procurement will be made through the OJEU process via Delta e-sourcing. Final contracts will be awarded by the individual partners under a framework agreement.

### **3.2 Project Scope**

Included in the Scope of the Project.

Revenue Funding

Asset Data Collection

Statutory Compliance

Non Statutory (Landlord) Compliance requirements

Value for Money

Efficient Effective Work Programmes

Flexibility to manage change

Condition Surveys

Investment Programming

24 Hr call out facility & helpdesk

Repairs & Maintenance Functions

Utility Meter Reading

Vacant Property Management

K,P,I reporting

I.T. management infrastructure.  
Intruder & Fire Alarm monitoring

Not included in the Scope of the Project.

Capital Funding  
Cleaning Contracts  
Hygiene Services  
Security Services  
CCTV Operations  
Access Control systems  
Physical Projects  
Utility services

### **3.3 Interfaces and Dependencies**

This contract will enable satisfactory levels of service for repairs and compliance to be maintained through an intelligent client function by being commission based. An additional dependency linked to this project is the Atrium Asset Management Database. The Atrium system requires populating with asset data and the Compliance Contract requires asset data for tender purposes. Collecting this valuable data will benefit the Authority and provide contract management and future planning data. Preliminary discussions have already taken place with cross service stakeholders and feedback obtained for those parties future involvement and use of the data acquired.

## **4 Project Plan**

### **4.1 Outputs and Outcomes**

Key Outputs through the delivery of this projects are as follows.

Asset Data Collection through appointment of a consultant surveyor to include.

- C.A.D. Drawings
- G.I.A. figures
- Room Schedules
- Location Plans
- Asset Plans
- Photographic references
- Installation equipment surveys to identify type, quantity and location, e.g. Fire alarm panels, sounders, break glass points. Emergency light fittings, electrical distribution boards, heating and ventilation plant and equipment, valves fittings and safety devices. Control gear pressurisation equipment intruder alarms, utility meters. Assessment and survey of condition with a suggested programme of improvement/replacement for strategic management.

The cost of procurement for the above services are as detailed in section 6.1 of this report. All identified costs are those likely to be incurred by the Authority directly.

Resilience through repairs and maintenance provision as a result of downsizing the existing in house service provision.

Monitoring and evaluation of property assets.

High Quality property Management and management systems.

Key Performance Indicators that are measurable.

Full Statutory Compliance and assurance in accordance with the Health & Safety Executive.

Financial Savings through efficiencies and economies of scale.

#### **4.2 Timetable of activities**

11<sup>th</sup> Jan 2013 Signed M.O.U with Partner Authorities.

24<sup>th</sup> Feb Provided Site List & Budgets

5<sup>th</sup> April Issued OJEU Notice

July 1<sup>st</sup> Tender Period

October 1<sup>st</sup> Approval of Contractor to be appointed

April 1 2014 Contract Commencement date.

#### **4.3 Milestones**

<b>Milestone</b>	<b>Date</b>
Sign Off PQQ	8 April 2013
Social Value Consultation	23 April 2013
Asset Data Collection	1 June 2013
Post Tender Interviews	1 Sep 2013
Contract Commencement	1 April 2014

#### **4.4 Communication plan**

Key Stakeholders in this project are as follows

Watford Borough Council

Ian Browne

Howard Hughes

Martin Square

Anthony Petts

Anne Collins

Stevenage Borough Council

John Ford

Keith Brown

Andrew Sowden

Lisa Baldock

Hertsmere Borough Council

Andrew Harper

John Byworth

Broxbourne Borough Council  
Stuart Elms  
Tracy Brannick  
North Herts District Council  
Ian Davis  
Andy Cavanagh  
Tracey Sargent

East Herts District Council  
Steve Whinnet  
Claire Warwick  
Roy Crow

The above project board are engaged and informed through an agreed channel of communication. Regular meetings are scheduled with agendas and minutes of previous meetings. Actions are agreed and recorded. Information is distributed through a single point of contact and agreed protocols of communication have been signed up to by all parties. Contract documentation is accessed through Delta e-sourcing as a collaboration group and strict document control measures are in place to prevent document contamination.

WBC Officers involved in this project will be subject to prolonged periods of time delivering the relevant work streams and therefore adequate management prioritisation of other tasks will be achieved through the regular one to one meetings.

#### **4.5 Social Value Assessment**

This project required an assessment of public consultation under the new Social Value Assessment criteria.

A template was devised under this requirement and assessment made.

#### **(Appendix A)**

The conclusion of the Assessment is as follows.

The Act places a requirement on commissioners to consider whether they should consult on the economic, environmental and social benefits of the potential procurement before the process starts.

It is clear from the contract and the vision that the Buildings Compliance service is ultimately for the benefit of building users but is not delivered directly to them. Rather it is delivered directly to the councils in their capacity as building owners, or to supported or voluntary organisations that use their buildings.

The councils have a duty to ensure that the public and/or groups using the buildings in the course of their day are not put at risk. But the users do not have direct interaction with the service provider. In fact, the goal is to procure a service that is essentially invisible to the building users. On these grounds, it has been decided that consultation would not add any value to the procurement or the design of the service.



## 4.6 Procurement

Procurement of this contract will follow all legal requirements and WBC policy requirements. The contract is being procured under OJEU procedures and practices. There is a requirement to procure a specialist company to provide a data capture service. Current internal resources are insufficient to capture all the data required within the timescale available. The project team are able to collect some of the information required but the level of detail is too great for the whole process to be completed in house. Procurement of these additional services will be financed from the budgets identified in 6.1 below. Appointment of any contractor will be in line with the Authority's current procedures and will be based on obtaining competitive quotes from approved suppliers. The data capture programme is expected to run for a period of one month from June 2013 and will be collated with the information being gathered by the internal team to provide a complete overview of the assets forming this contract. The data to be gathered is as identified at 4.1 above.

## 5 Project Organisation

Individual Authorities will deliver their own specific requirements through the partnership.

The project for Watford Borough Council will be resourced through the Buildings & Projects Section with additional technical and procurement assistance from the Corporate Procurement Manager and Property Management Team. Additional ad hoc services will be provided by the Legal Team and Human Resources. All parties have been advised of this and are aware of their own involvement levels.

Name	Organisation/ Service	Role	Responsibility/ Authority within the project
Ian Browne	WBC	Head Of Buildings & Projects	Project Sponsor
Martin Square	WBC	Surveyor	Project Coordinator
Anthony Petts	WBC	M&E Surveyor	Project Coordinator
Howard Hughes	WBC	Procurement Manager	Procurement Advisor
Anne Collins	WBC	Management Surveyor	Property Advice

## 6 Costs & Savings

### 6.1 Project Delivery Costs

It is intended that funding for this project will be met through the existing Repairs and Maintenance Budget Provision. There is no additional strain on the Authority's budgets as a result. Consultancy fees are estimated at £3,000 and data capture £20,000 based on quotations received. An additional £7,000 is provided as a

contingency sum to be expended at the discretion of the Sponsor. These are the estimated costs to Watford Borough Council only.

	Project Cost profile (£)								
	Year 1				Year 2				Total
	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
<b>Capital Costs</b>									
- Insert cost item									
- Insert cost item									
<b>Total capital costs</b>									
<b>Capital Income</b>									
- Contributions									
- Grants									
- Other (please specify)									
<b>Total capital income</b>									
<b>Total net capital cost</b>									
<b>Revenue</b>									
- Revenue Cost		3,000	20,000	7,000					30,000
- Revenue Income									
<b>Net Revenue Costs</b>		3,000	20,000	7,000					30,000

**N.B.** On 10<sup>th</sup> May the following additional cost information was received.

Quotations from interested parties were received and evaluated for the provision of specialist surveying services to capture asset data not currently held by the Authority but required as part of the main contract being tendered.

The value of the works required has been provisionally revised down from the £20,000.00 indicated in the table above to £10,000.00 based on these returns. This has effectively reduced the revenue strain as a result.

## 6.2 Project Savings

Through the use of this Partnership estimated annual saving will be made on the overall repairs and maintenance budgets. This will be achieved through the economies of scale through the partnership and through the anticipated efficiency of a sole provider. The current budget for routine repairs and Maintenance is £350k of which £250k has been indicated in the specification. The projected saving for this contact is £50k per annum over each year of the contract. Actual savings will only be determined after a minimum of one year of the contract period.

## 7 Constraints, Risks and Assumptions

### 7.1 Constraints

Internal.

If funding is not approved the ability to procure the data required for the successful implementation into the Atrium Database and the Compliance Contract Tender Documents will prevent the delivery of the project.

Current restructuring of the Buildings and Projects Section is having an impact on available officer time. The intention is to complete the restructure by 1<sup>st</sup> July to release officers onto this project for delivery.

Restructuring of the Buildings & Projects Section may impact on the available staff delivering this project in the event of staff moving to other departments or through redundancy etc.

The project is on a predetermined deadline which cannot be moved as this would adversely affect the other partners involved.

External.

Failure of any of the Partner Authorities to meet the programme deadlines will adversely affect all other Authorities.

TUPE legislation and future changes in TUPE requirements may impact on this project and will be monitored throughout.

## 7.2 Risks

Identify the major risks to the project and how you propose to monitor and manage these as per table below. For large projects, you will need to set up a more detailed risk log and actively manage it.

### Initial Risk Log

Risk	Level of Risk			Required actions	Owner
	Impact	Probability	Total Score		
Funding Approval	10	5	15	Leadership to approve the funding of the project through existing B&P budgets	Leadership
Asset Data Collection	7	3	10	Appoint asset data collection consultant to meet programme deadlines	IB
B & P Restructure	9	4	13	Ensure resilience through the project group is provided in the event of restructure implications. E.g. loss of staff	IB
Workloads	7	8	15	Adequate time allocation to be provided against other work streams.	IB. MS. AP.

## 7.3 Assumptions

Key assumptions.

Leadership approve the continuation and funding of this project.

Asset Data Collection is collected in a format that is transferable into Atrium.

The Future Council Roadmap will not require any further redundancies or transfer of staff currently working on this project.

The assets identified in this project are not subject to any further outsourcing through the Future Council Roadmap.

## **8 Management of project**

Provide details of how project will be managed and controlled with respect to

- Project reporting will be the responsibility of the Project Coordinators, who will report to the Head Of Buildings & Projects. This is a weekly process using meeting notes, agenda items and action points. Additional references will be made through the Partnership Meeting Agendas, Minutes and project programme.
- Monitoring of the budget will be managed by the Head of Buildings & Projects as the delegated authority.
- Issues will be dealt with through Highlight reporting and action planning. Delegated tasking will provide ownership for any issue resolution.
- Monitoring of risk will be managed by the Partnership through compilation of a risk register.
- Changes to the scope of the project will be logged in the risk register. Risk assessed and if significant in nature reported to the required Body e.g. Leadership or CMB within the Authority for a decision.
- Exception reporting will be the responsibility of the project coordinators and will be submitted to the Head of Buildings & Projects for a decision on how to proceed. .
- Cross party working protocols have been established. Communication methods follow a strict protocol using agreed terms of reference. Document sharing is via Delta e-sourcing under a collaborative workgroup option. Administrator and view only profiles have been established to prevent data corruption. Documents for distribution outside of Delta are forwarded to a central communications officer who has the responsibility for the receipt and distribution of all communications.
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## 9 Appendix A

PUBLIC SERVICES (SOCIAL VALUE) ACT 2012  
ASSESSMENT OF THE PROPOSED FRAMEWORK FOR THE BUILDINGS  
COMPLIANCE CONTRACT 2014

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## 1. INTRODUCTION

The Buildings Compliance Framework 2014 is a joint framework initiative involving the following Hertfordshire District Councils (listed below), with scope for additional Council's to participate:

- Stevenage Borough Council
- North Hertfordshire District Council
- Broxbourne Borough Council
- Watford Borough Council
- Hertsmere Borough Council
- East Hertfordshire District Council

The councils have a shared vision to refocus the delivery of their building maintenance service for non-housing properties and deliver by ensuring statutory compliance as a primary goal and to use the rigor and opportunities of compliance to provide an efficient building maintenance service.

The vision involves moving away from a process of continual procurement to one that is centred on service delivery, quality, and continual efficiency improvements through a long term partnership with one service provider that will develop over the period of the contract. A true partnering arrangement.

The councils believe that the partnering approach is the best mechanism for realising relevant and proportionate social value from their activities in providing this service.

## 2. THE ACT

The Public Services (Social Value) Act 2012 requires that contracting authorities should consider not only how to improve the economic, social and environmental well-being of the area served by them through the procurement, but also how to undertake the process of procurement with a view to securing that improvement and measuring it during the life of the contract. The Act requires the councils to take account of the following considerations at the pre-procurement stage:

- a) how what is proposed to be procured might improve the economic, social and environmental well-being of the relevant area, and*
- b) how, in conducting the process of procurement, it might act with a view to securing that improvement<sup>1</sup>*

And also whether to undertake a consultation on these matters.

The relevant area in this context is the region that will be covered by the Framework (currently East of England – to be confirmed):

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<sup>1</sup> Paragraph (3). Public Services (Social Value) Act 2012

### 3. REPORT METHODOLOGY

The methodology used in the production of this assessment is based on guidance published in Procurement Policy Information Note 10/12 – the Public Services (Social Value) Act 2012 – advice for commissioners and procurers. It also draws on discussions at project team meetings and the training of key officers in this new procurement duty.

### 4. CONSIDERATIONS

As set out in 2 above, there are three main areas which need to be considered **prior to** commencing the procurement process to ensure that the requirements of the Act are followed:

#### Economic

For example:

- Generation of Savings for the Public Purse
- Boosting the local economy
- Innovation
- Skills training

#### Environmental

For example:

- Controlled consumption
- Biodiversity
- Carbon Reduction
- Sustainability

#### Social

For example:

- Equality & Diversity
- Social Inclusion
- Fair and Ethical Trade

This assessment considers the impact of the whole and individual components of each of the areas listed above, where relevant, in terms of how the procurement may improve social, environmental and economic well being of the area, how improvements might be secured and whether there is a need to consult.

### 5. CONTRACT DETAILS AND DESCRIPTION

The building elements covered by the core of the Contract typically include the following:

#### Core Compliance Service

- Gas boiler servicing
- Water hygiene inspection and servicing
- Fire alarm servicing
- Maintenance of fire fighting equipment
- Servicing of Emergency Lighting
- Maintenance of fire Escape routes & signage.
- Portable Electrical Appliance Testing
- Fixed Installation Electrical Testing
- Asbestos Monitoring
- Water Tightness inspections
- Unblocking drains (small scale)
- Slips and Trips inspections.

#### Planned and Reactive Building Maintenance Service (When Applicable)

- Minor building maintenance, including:
  - Gutter clearance
  - Small carpentry repairs
  - Minor plumbing servicing and repairs
  - Lamp replacement
  - Re glazing
  - Floor finish repairs
  - Minor roof repairs
  - Boarding Up and making safe.
- Minor Electrical Repairs
- Meter readings
- Servicing of Air Conditioning systems (Limited number of sites)
- Other minor general building work

The councils also wish to include a 24 Hour after hours call out service to deal with the occasional emergency such as flooding, boarding up and making safe.

#### Other Services

- Commercial Estate Facilities work such as, vacant building inspections and erecting and removing 'For Sale' signs.
- Asset data collection and condition survey services in relation to Compliance and Maintenance service provision.
  - (This service will form of a preliminary and 'pre-contract' optional service for new councils wishing to join the framework)
- Annual Landlord Compliance inspections of tenanted property.

## 6. SOCIAL VALUE ASSESSMENT

The form of delivery model that the councils believe will best deliver their vision is one which uses a *Dedicated Multi Skilled* workforce, *Directly Employed* by the service provider and able to maximise the service provided at every site visit. The councils refer to this as "*self delivery*".

The workforce would be consistent and so become familiar with the buildings and their occupants and be able to contribute to the effective development of the service



through a real understanding of the individual sites. Strong management systems will ensure the workforce is properly trained and equipped and so can participate in building the knowledge of the assets and help to continually improve the service and asset condition.

Minor repairs and defects generated through inspections and service visits would be rectified at the time of the inspection/discovery and processes developed to allow an immediate proactive approach to building maintenance within agreed guidelines.

The Compliance regime dictates regular visits to buildings and this will create the opportunity for adding value to the contract by rectifying defects that would otherwise be subject to a separate reactive site visit.

#### Partnering Approach

The councils believe that their vision of Compliance cannot be delivered in a culture that is driven by price alone. Consequently our service provider will need to demonstrate an empathy with the councils' vision and an ability to work with them to continuously improve and add value to the service.

They also believe that a proactive and intelligent service maintenance regime delivered through a long term partnering arrangement will ultimately deliver good social value outcomes and efficiency savings that could be translated into cost savings-but without loss of quality or compliance. In acknowledging this the councils want to establish a collaborative relationship with the service provider where future cost savings can be shared by all parties and where good social value outcomes are seen as mutually beneficial.

#### People

The councils know that their vision will not be deliverable without the commitment, skill and dedication of the people who do the servicing and repair work. Therefore the Service Provider will be expected to demonstrate, through their recruitment, training, staff development and retention processes, that they understand this.

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## 7. SOCIAL VALUE ASSESSMENT MATRIX

<b>ECONOMIC IMPACT</b>	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
Generation of savings for the public purse	✓			Implicit in the model is the concept of “value engineering” where, as shared knowledge of the assets grows, efficiencies - without compromising quality - become possible	Value engineering workshops with the service provider that can be opened up to all the authorities drawing the service from the Framework.
Boost to local economy			✓	There may be opportunities to work with the supplier on developing material supply chains within the relevant area, but these cannot be prescribed at the procurement stage. This will be gained through an appreciation of the service provider’s supply chain arrangements during the contract term.	
Innovation	✓			For the model to be effective, investment in appropriate IT (even “cloud” based) systems are key and are positively encouraged	Incentives within the cost model that reward the early implementation of these systems
Skills training	✓			The model features “multi skilling” and	Incentives within the cost model

<b>ECONOMIC IMPACT</b>	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
				the reduced reliance on sub-contracted labour. The model also recognises that quality and not cost should take priority in the selection of the service provider. This encourages, and provides capacity for, the application of new skills for both existing and new staff.	that reward the level of multi-skilling achieved and strict conditions around the use of sub contractors.

<b>ENVIRONMENTAL IMPACT</b>	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
Controlled consumption	✓			The regular service visits will also capture energy and water consumption data from meter readings. Something that ordinarily does not happen, placing reliance on estimated readings from utilities.	Accurate information on energy and water consumption will be available to all the councils sufficient for them to take further control measures if necessary. The service provider will be well equipped to carry out many of these measures on instruction through the provisional element of the

<b>ENVIRONMENTAL IMPACT</b>	Positive	Negative	Neutral	<b>REASON FOR DECISION</b>	<b>MEASURES NECESSARY TO ENSURE POSITIVE IMPACT</b>
					contract
Biodiversity			✓	Not applicable to this contract	
Carbon reduction	✓			Regular, high quality servicing of the assets ensures they run at optimum efficiency for their age and type. Implicit in the model is the regular regime of service visits at pre-determined intervals with the maximum number of tasks being carried out at each visit. The model therefore allows for the optimum planning for vehicle fleet logistics in the relevant area.	Key Performance Indicators monitoring the service visits and aggregate vehicle mileage.
Sustainability	✓			As well as the consumption and greenhouse gas reductions above, part of the qualitative assessment of tenders will include a sustainability segment,	All proposals accepted as part of the successful tenderers submission will be enshrined in the contracted service.

<b>ENVIRONMENTAL IMPACT</b>	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
				inviting other proposals that will provide positive outcomes in this regard.	

<b>SOCIAL IMPACT</b>	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
<b>Equality &amp; Diversity</b>			✓	Equalities is enshrined in law and all shortlisted candidates will be assessed on the robustness of their equalities policies	
<b>Social Inclusion</b>	✓			The model, and the compliance service arising, is designed in such a way that it is transferable to other organisations that may become tenants of the councils, or to whom the assets may transfer in the future. This is a positive feature for voluntary or third sector groups that represent and	To make the service available to supported organisations that use, or may take over the running of, council assets from time to time.

<b>SOCIAL IMPACT</b>	Positive	Negative	Neutral	REASON FOR DECISION	MEASURES NECESSARY TO ENSURE POSITIVE IMPACT
				support people with protected characteristics. In taking a tenancy or transfer they can be re-assured that a cost effective compliance service from a pre-selected service provider will be available to them.	
<b>Fair &amp; ethical trade</b>			✓	Not applicable to this contract	
<b>Apprenticeships</b>	✓			The model recognises that quality and not cost should take priority in the selection of the service provider. This encourages, and provides capacity for the deployment of apprenticeship schemes.	Collaboration on the deployment of apprenticeships. For example, one of the partner councils has recently accessed funding for employing some of its own apprentices. (There is no reason why future funding could not be jointly accessed by the councils and the service provider).

## 8. CONSULTATION

The Act also places a requirement on commissioners to consider whether they should consult on the economic, environmental and social benefits of the potential procurement before the process starts.

It is clear from the contract and the vision that the Buildings Compliance service is ultimately for the benefit of building users but is not delivered directly to them. Rather it is delivered directly to the councils in their capacity as building owners, or to supported or voluntary organisations that use their buildings.

The councils have a duty to ensure that the public and/or groups using the buildings in the course of their day are not put at risk. But the users do not have direct interaction with the service provider. In fact, the goal is to procure a service that is essentially invisible to the building users. On these grounds, it has been decided that consultation would not add any value to the procurement or the design of the service.

## 9. MONITORING

Once a contract has been awarded it is necessary to ensure that there are mechanisms in place to record the achievement of the social value benefits required in the tender.

These are broadly as set out in the Social Value Assessment above.

## 10. GUIDANCE NOTES

- Procurement Policy Note – The Public Services (Social Value) Act 2012 – advice for commissioners and procurers. Information Note 10/12 – 20 December 2012

## 11. REPORTS AND OTHER PAPERS

- WBC Executive decision on the procurement of the building compliance and maintenance contract, 15 January 2013. (Prior to the enactment of the Social Value Act). This is accompanied by the Memorandum of Understanding subsequently signed up to by the procuring councils which *does* make reference to “positive social value and sustainability outcomes” as one of the service objectives.