

**Report to** Cabinet  
16 July 2014  
**Report of** Head of Housing  
**Subject** Award of contract for the provision of gardening services  
for vulnerable Norwich City Council social housing tenants.

**Item**

13

## **KEY DECISION**

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### **Purpose**

To consider the award of the contract for the provision of gardening services for vulnerable Norwich City Council social housing tenants.

### **Recommendation**

To award the contract for the provision of gardening services for vulnerable Norwich City Council social housing tenants to Mow & Grow Ltd for a period of up to 5 years from 1 September 2014.

### **Corporate and service priorities**

The report helps to meet the corporate priority “Decent housing for all” and the service plan priority of maintaining all homes to a good standard.

### **Financial implications**

The financial consequences of this report are awarding a contract the value of which is estimated to be £47,800. The cost of the service partly funded through charges made to tenants. The rest of the cost is funded via other budget provision

**Ward/s:** All wards

**Cabinet member:** Councillor Bremner – Housing

### **Contact officers**

Tracy John, Head of Housing

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### **Background documents**

None

# Report

## Background

1. Since 2009 the council have provided a gardening service that offers assistance to tenants who are unable to maintain their gardens due to physical or mental health issues, a disability or long term ill-health.
2. Residents are charged for the service at the rate of £20 per garden clearance and a further £4.30 per week if they choose to join the garden maintenance programme.
3. The selected supplier will be expected to manage the gardens of 220 tenants on a maintenance scheme of approximately 6 visits per year (pro rata) in addition to the clearance where required.
4. The current contract with Mow & Grow Ltd expires on 31 August 2014 and award of a contract to continue the service is required.

## Tender process

5. The council have a requirement for a supplier with a community-based or social enterprise focus who have experience of working with local volunteers or community representatives to provide a gardening service. This is an element of the current service provision and has proved successful in adding social value to the initiative.
6. Due to the value of the contract the Council were required to conduct an assessment in accordance with the Social Value Act 2012. The results of this can be found in Appendix A.
7. An open competitive tendering process has been used to identify a suitable supplier.
8. A contract notice was placed on the council's e-tendering portal and on "Contract Finder" inviting tenders.
9. Suppliers were asked to provide a number of method statements proposing how they were going to deliver the service
10. A total of 14 suppliers expressed an interest in the project and two submitted tenders by the closing date on 23 May 2014.

## Tender evaluation

11. The tenders were evaluated by a panel comprising of the Housing operations manager, the Neighbourhood team leader and the Contract and procurement manager. The evaluation criteria stated in the tender documents were weighted as 30% price and 70% quality – with the intention of awarding the contract to the highest scoring tender.
12. The tender from Mow & Grow Ltd scored a total of 68.33 (out of 70) marks for quality and 20.69 (out of 30) marks for price. This gave a total of 89.02 (out of 100) marks.

13. The tender from the second supplier scored a total of 48.33 (out of 70) marks for quality and 30.00 (out of 30) marks for price. This gave a total of 78.33 (out of 100) marks.
14. Although the tender from the second supplier was lower in cost it was also evaluated as being lower in quality in relation to engagement with community representatives and volunteers, understanding of tenants' needs, equality & diversity considerations and quality assurance.
15. In their tender, Mow & Grow Ltd (a social enterprise), gave assurances of continuing their engagement with community groups and volunteers in delivering the requirement.

## **Finance**

16. The cost of the service is covered by charges made to the tenants receiving the service.

## Integrated impact assessment



**NORWICH**  
City Council

### Report author to complete

|                         |  |
|-------------------------|--|
| <b>Committee:</b>       | Cabinet  |
| <b>Committee date:</b>  | 16 July 2014   |
| <b>Head of service:</b> | Head of Housing  |
| <b>Report subject:</b>  | Award of contract for the provision of gardening services for vulnerable Norwich City Council social housing tenants |
| <b>Date assessed:</b>   | 18 June 2014   |
| <b>Description:</b>     |  |

|  | Impact                              |                                     |                          |   |
|--|-------------------------------------|-------------------------------------|--------------------------|---|
| Economic<br>(please add an 'x' as appropriate)                             | Neutral                             | Positive                            | Negative                 | Comments  |
| Finance (value for money)  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | The tender process should ensure that the Council achieves the best value for money.                    |
| Other departments and services<br>e.g. office facilities, customer contact | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| ICT services   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| Economic development   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| Financial inclusion  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | The service assures that vulnerable tenants have access to a value for money gardening service.         |
| Social<br>(please add an 'x' as appropriate)                               | Neutral                             | Positive                            | Negative                 | Comments  |
| Safeguarding children and adults   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |   |
| <u>S17 crime and disorder act 1998</u>                                     | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Properly maintained gardens enhance neighbourhood appearance and reduce the risk of crime and disorder. |
| Human Rights Act 1998  | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |   |

|  | Impact                              |                                     |                          |  |
|--|-------------------------------------|-------------------------------------|--------------------------|--|
| Health and well being  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Properly maintained gardens can raise the self esteem and morale of the tenant and have a positive impact on their overall well being. |
| Equality and diversity<br>(please add an 'x' as appropriate) | Neutral                             | Positive                            | Negative                 | Comments   |
| Relations between groups<br>(cohesion)                       | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |  |
| Eliminating discrimination &<br>harassment                   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |  |
| Advancing equality of opportunity                            | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |  |
| Environmental<br>(please add an 'x' as appropriate)          | Neutral                             | Positive                            | Negative                 | Comments   |
| Transportation   | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |  |
| Natural and built environment                                | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | Properly maintained gardens contribute positively to the natural and built environments.   |
| Waste minimisation & resource<br>use                         | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | The requirement for environmentally friendly waste disposal was specified in the requirement.  |
| Pollution  | <input type="checkbox"/>            | <input checked="" type="checkbox"/> | <input type="checkbox"/> | The requirement for environmentally friendly waste disposal was specified in the requirement.  |
| Sustainable procurement                                      | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/> |  |

|                                    | Impact                              |                          |                          |          |
|------------------------------------|-------------------------------------|--------------------------|--------------------------|----------|
| Energy and climate change          | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |
| (Please add an 'x' as appropriate) | Neutral                             | Positive                 | Negative                 | Comments |
| Risk management                    | <input checked="" type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |          |

| Recommendations from impact assessment  |
|---|
| <div>Positive</div> <div> Value for money Financial inclusion s17 Crime &amp; disorder Act 1998 Health &amp; well being Natural &amp; built environments Waste minimisation and resource use Pollution </div> |
| <div>Negative</div>   |

None

Neutral

N/A

Issues

None



## APPENDIX A

### Public Service (Social Value) Act 2012

#### Procurement of Gardening Services for Vulnerable Tenants

| <b>How could the services above contribute to improvements in the following aspects of the Council's area?</b>  | <b>What action is necessary to encourage or achieve these outcomes?</b>  |
|---|--|
| <p>Economic well-being?</p> <ul style="list-style-type: none"><li>• Providing a paid employment opportunity for staff providing the service.</li><li>• Ensuring that staff are paid the living wage as a minimum (currently £7.65 ph).</li><li>• Providing work experience for unpaid volunteers which will be useful for their CVs when applying for paid employment.</li><li>• Providing a low cost value for money service for vulnerable tenants – many of whom are financially challenged.</li></ul> | <ul style="list-style-type: none"><li>• Award the contract to a local supplier using a local workforce.</li><li>• Council to specify that the suppliers should pay the national living wage as a minimum.</li><li>• Council to state a strong preference for a project using volunteers.</li><li>• Conduct a competitive tendering process to ensure that value for money is achieved.</li></ul> |
| <p>Social well-being?</p> <ul style="list-style-type: none"><li>• Encourage the use of volunteers to deliver the service – this will enable them to take pride in the community.</li><li>• Encouraging third sector organisations to provide the service.</li><li>• Supporting tenants to take pride in a tidy home &amp; garden – untidy gardens</li></ul>   | <ul style="list-style-type: none"><li>• Council to state a strong preference for a project using volunteers.</li><li>• Council to state a strong preference for a third sector supplier.</li><li>• Procure a value for money service so that more gardens can be serviced</li></ul>  |

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| <p>can reduce the morale of tenants.</p> <ul style="list-style-type: none"> <li>Encouraging a sense of community well being – tidy gardens add a ‘feel good’ factor to communities.</li> </ul> | <p>within the budget available.</p> <ul style="list-style-type: none"> <li>Publicity surrounding the project once the contract has been awarded. Ease of access to the service.</li> </ul>   |
| <p>Environmental well-being?</p> <ul style="list-style-type: none"> <li>Waste being disposed of in an environmentally friendly way.</li> </ul>   | <ul style="list-style-type: none"> <li>Ensure that environmentally friendly disposal of waste is a condition in the contract.</li> </ul>   |
| <p><b>How could the procurement of this contract contribute to improvements in the following aspects of the Council’s area?</b></p>  | <p><b>What action is necessary to encourage or achieve these outcomes?</b></p>   |
| <p>Economic well-being?</p> <p>By providing a formal legal agreement that ensures that the service contributes to improvements in the identified aspects of the Council’s area.</p>            | <p>Ensure that the opportunity is put out to competitive tender with a specification that:</p> <ul style="list-style-type: none"> <li>Requires payment of the national minimum living wage.</li> <li>States a strong preference for the service to be provided by a third sector supplier using volunteers.</li> <li>Awards evaluation marks for organisations able to provide solutions for the council’s preferences.</li> </ul> |
| <p>Social well-being?</p> <p>By providing a formal legal agreement that ensures that the service contributes to improvements in the identified aspects of the Council’s area.</p>              | <p>Ensure that the opportunity is put out to competitive tender with a specification that:</p> <ul style="list-style-type: none"> <li>States a strong preference for the service to be provided by a third sector supplier using volunteers.</li> <li>Awards evaluation marks for</li> </ul>   |

|  |  |
|--|--|
|  | organisations able to provide solutions for the council's preferences.   |
| <p>Environmental well-being?</p> <p>By providing a formal legal agreement that ensures that the service contributes to improvements in the identified aspects of the Council's area.</p> | <p>Ensure that the opportunity is put out to competitive tender with a specification that:</p> <ul style="list-style-type: none"> <li>• All waste is disposed of in an environmentally friendly manner.</li> <li>• The selected supplier has the required environmental accreditations.</li> </ul> |

**In order to comply with the Act, the Officer responsible for the procurement must complete this form and retain it in the contract file. The Officer must also ensure that the actions listed are included in the procurement process.**

**[Link to CLG Guidelines](#)**