

Workshop 1c:

Further moves into the 21st century: What's new in M3NHF Schedule of Rates version 6.2?

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 Room: Warwick Room



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Further moves into the 21st Century:

What's new in M3NHF Schedule of Rates version 6.2?

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Background

- ☐ Repriced Version 6 was issued in 2008, revisions are on normally a 5 year cycle.
- ☐ Version 6.1 (additional items etc) was issued in 2012 in conjunction with the redrafted Specification and the NHF Form of Contract 2011
- ☐ Version 7 would have been due in 2013 but deferred by NHMF

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Why the need for 6.2?

- ☐ Changes in legislation
- ☐ Additional contract clauses and preliminary items arising from procurement requirements
- ☐ Implications of E-tendering
- ☐ Changes in evaluation procedures
- ☐ Requests for additional SoR items
- ☐ Clarification on measurement rules
- ☐ New Specification sections

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All modules are affected (1)

- ☐ Responsive Maintenance and Void Property Works
- ☐ Repairs Ordering Schedule
- ☐ VIPER Voids Ordering Schedule
- ☐ Planned Maintenance and Property Reinvestment
- ☐ Cyclical Redecoration and Pre-Decoration Repairs
- ☐ Disabled Adaptations
- ☐ Fire Safety Works
- ☐ Retrofit Works
- ☐ Estate Services (Grounds Maintenance, Building and Window Cleaning)

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All modules are affected (2)

- ☐ Communal Mechanical and Electrical
- ☐ Gas Appliance Servicing and Maintenance
- ☐ CCTV
- ☐ Communal TV
- ☐ Controlled Door Entry
- ☐ Fire Alarms
- ☐ Lifts
- ☐ Solid Fuel Appliance Servicing and Maintenance
- ☐ OAP Alarms and Warden Call
- ☐ Water Hygiene
- ☐ Asbestos Remediation Works

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Invitation to Tender

- ☐ E- Tendering - OJEU
 - Queries and Clarifications
 - Submission of Tenders
- ☐ Branding
- ☐ Energy Efficiency and Green Deal
- ☐ Scope of Works
- ☐ Types of properties covered by Contract
- ☐ Social Value
- ☐ Evaluation Criteria

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Public Services (Social Value) Act

- ☐ Under the Act, which took effect in January 2013, Social Landlord's will have to factor in social value when they procure Contracts and Services. By law, the Landlord's will have to look at the social benefits of what they and their Contractors /Service Providers are trying to achieve.

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Effect on Procurement

- ☐ Social Landlord's should consider what social impact they want to achieve and set clear indications within Invitations to Tender of their expectations. Evaluation of tenders can be weighted towards local labour, training and employment, including apprenticeships.
 - Local suppliers and contractors
 - Apprenticeships
 - Work placements
 - Training opportunities
 - Employment opportunities

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Social Landlord's Responsibilities

- ☐ Social Landlord's should not consider "does our Corporate Social Responsibility programme offer social benefits", but rather "how are we maximising the value of our pound?". They need to challenge their Contractors, Service Providers and suppliers to go further too.

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What can the Social Landlord do?

- ☐ Social Landlord should go beyond what the Social Value Act requires. Why not establish or support a social enterprise or charity of your own? to support education and re-employment. It has been established by other Social Landlords that a million pound investment has resulted in helping more than 250 young people into training and jobs.

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What has been drafted into 6.2?

As a minimum requirement, for every £1,000,000 of the annual contract value, the Social Landlord should expect the following to be delivered for their residents and local communities:

- ☐ one trade apprenticeship (to be in employment for at least three years, and trained to a minimum of NVQ level 2)
- ☐ One trainee to be recruited to work in back office tasks
- ☐ two work placement opportunities (each of at least 3 weeks unpaid duration) to be created and filled.
- ☐ four training programmes (CSCS, health and safety, skills and careers workshops. The training can be accredited or non accredited but must provide opportunities for residents and their local communities to gain skills)

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Desired Outcomes

The creation of employment and skills opportunities does not need to be limited to roles associated with the direct delivery of the contract but can also include the wider organisational and back office functions, for example; positions in customer services, IT, sales and administration.

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Pre-Contract Stage 1

At **Pre-contract stage** Service Providers should be requested to consider:

- ▣ how the activity proposed will reflect the Contractors approach to social value and/or corporate and social responsibility;
- ▣ consider if a dedicated member of staff is provided to co-ordinate and ensure that contractual obligations are met and reports produced;
- ▣ which trades or occupational areas will be providing work placement /job opportunities ;
- ▣ providing details of the apprenticeship vocational areas, NVQ frameworks and levels;
- ▣ the age range for the apprenticeship opportunities;
- ▣ which colleges/ schools/ training providers/ shared apprenticeship schemes will be involved to ensure the delivery of the employment and skills plan and why (for example vocational expertise, existing partnership arrangements);
- ▣ the types of accredited and non-accredited training to will be provided;
- ▣ how compliance will be managed with the contractor's supply-chain and embedded within contractual obligations;

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Pre-Contract Stage 2

- ▣ how quality will be implemented to ensure that the opportunities created via this contract are consistent and meaningful and delivered within a safe environment;
- ▣ how feedback from the local community and participants will be used to ensure the continuous development of social value;
- ▣ providing details of local networks including colleges/ jobs brokerage agencies;
- ▣ will the Client and Job Centre Plus to be engaged to recruit candidates for opportunities;
- ▣ how the Contractor will manage capacity as the take up of employment and training opportunities increases throughout the contract;
- ▣ how the local community will be engaged to access the opportunities
- ▣ a risk register detailing potential impact on the ability of the contactor to deliver and action to be taken;

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Post Commencement Monitoring and Reporting

All progress against Social Value KPIs should be monitored on a monthly basis and monthly reports produced for the Client to include:

- ▣ performance against KPI's;
- ▣ quarterly case studies;
- ▣ quarterly updated risk register;
- ▣ up- coming opportunities to enable Client to publicise these amongst their resident base;

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Implementation Plan Monitor

	Year 1	Year 2	Year 3	Year 4	Year 5
New apprentices (No of people)					
Sustained Apprentices (No of people)					
Sustained office trainee (No of people)					
Employment opportunities created (No of people)					
Work placements create (No of people)					
Accredited Training programmes provided (No of people)					
Non-accredited Training Programmes (No of people)					
% of local people engaged on contract					

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What do you think they should provide ?

	No's per £1m spend per annum
Trade Apprenticeships	
Trainees – Back office	
Work Experience Placements – Tasters	
Work Experience Placements – Onsite Work Experience	
Training Programmes – Technical and on what	
Training Programmes – Practical and on what	
Resident inspectors – Training and mentoring	



Evaluation Criteria – Method Statements

- ▣ Affects of E-Tendering – Word Count, Font size etc
- ▣ Additional suggested questions in Customer Care in respect of working with Vulnerable Customers.
- ▣ Additional suggested questions in Management of Works in respect of health and safety, resident inspectors
- ▣ Additional suggested question in Collaborative Working on Social Value

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Evaluation Criteria – Interview

- ▣ Further Information on how Interview is to be conducted, who should attend from Service Provider, Suggested Duration etc
- ▣ Suggested amendments to questions in Customer Care in respect of working with Vulnerable Customers and Customer Satisfaction
- ▣ Additional suggested questions and amendment to questions in Management of Works in respect of mobilisation and minimising disruption
- ▣ Suggested amendments to question in Collaborative Working on sustainable employment and corporate social responsibility

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Evaluation Criteria – Site Visit

- ▣ Further Information on how Site Visit is to be conducted, who should attend from Service Provider, Suggested Duration etc
- ▣ IT System Assessment now a separate Evaluation Criteria
- ▣ Suggested amendments to questions and topics to be reviewed in Management of Works and Office Procedures
- ▣ Suggested amendments to questions and topics to be reviewed in Customer Care and Quality of Works

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Evaluation Criteria – IT Systems

- ▣ With the development of real time working and direct IT links between Client and Service Provider it was viewed that IT System Assessments should "stand on its own two feet" as part of the evaluation criteria.
- ▣ IT System Assessments are often undertaken as a remote exercise in viewing how they work on other contracts etc.

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Contract Conditions (1)

- ▣ Additional definitions
- ▣ Disclosure Barring Scheme (DBS) in replacement to CRB Checks
- ▣ Further alignment of the Payment Conditions to the Construction Act
- ▣ TUPE Regulation changes
- ▣ New Clause on Supervisors
- ▣ New Clause on Service Provider's own business continuity plans

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Contract Conditions (2)

- ▣ Change of Title from Community Benefits and Training to Social Value, and additions to sub-clauses
- ▣ Linking variable part of payment to KPI performance

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Contract Details (1)

Arising from Contract Conditions:

- ▣ Scope of Works – Workstreams
- ▣ Social Value – no of apprenticeships, trainees, placements etc
- ▣ Break Provision
- ▣ Cosmetic changes

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Preliminaries (1)

- ▣ IT Links – real time requirement
- ▣ IT Links – increasing scope of coverage
- ▣ Service Provider's OOH Call Centre we have ability to make/change appointments
- ▣ Service Provider's staff – new or amended paragraphs on supervision, prohibition on alcohol and drugs, DBS checks
- ▣ Asbestos – Service Provider to co-ordinate with Client's Asbestos Consultant and Asbestos Contractor
- ▣ Change in Asbestos Regulations

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Preliminaries (2)

- ▣ Clarification of Right to Repairs
- ▣ Appointments made by Service Provider's staff – appointments slots etc
- ▣ Contact Customers on day of appointment
- ▣ Change in Asbestos Regulations
- ▣ Customer Satisfaction and Order Sign off- real time PDA requirement

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Contract Details (2)

Arising out of Preliminaries:

- ▣ OOH Call Handling
- ▣ Details on co-ordination with Client's Asbestos Consultant and Asbestos Contractor
- ▣ Details of appointment slots etc when Service Provider makes the appointments
- ▣ Details of whether Service Provider is to contact Customer on day of appointment
- ▣ Details of Client's gas servicing and electric servicing contractors
- ▣ Detail of whether Service Provider is to collect Customer Satisfaction data

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Specification (1)

Responsive Maintenance and Voids:

- ▣ Maintenance of Microgeneration and Electrical Power generation Installations
- ▣ Performance Specification for Replacement Windows and Doors

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Specification (2)

Planned Maintenance:

- ▣ Performance Specification for Replacement Windows and Doors
- ▣ Performance Specification for Kitchens
- ▣ Performance Specification for Bathrooms
- ▣ Performance Specification for Central Heating and Boiler Upgrades
- ▣ Performance Specification for Electrical Installations

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Specification (3)

Communal Mechanical and Electrical (and individual modules): Performance Specifications for:

- ☐ Maintenance and cleaning of Catering Equipment
- ☐ Maintenance of Laundry Equipment
- ☐ Maintenance and cleaning of Ventilation and AC
- ☐ Landlord's Lighting and Testing of External, Car Park, Communal and Street Lighting
- ☐ Lightning Conductors
- ☐ Lift Refurbishments

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Specification (4)

Communal Mechanical and Electrical (and individual modules): Amendments and enhancement of Performance Specifications for:

- ☐ Controlled Door entry
- ☐ CCTV
- ☐ Automatic opening doors
- ☐ Fire Alarms and Emergency Lighting
- ☐ Intruder Alarms
- ☐ Lifts

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Schedules of Rates

Measurement Rules:

- ☐ Clarification that removal and disposal of non regulated asbestos containing material is deemed to be included in all rates.
- ☐ Clarification that works involving non-regulated asbestos containing material is deemed to be included in all rates.
- ☐ New Roofing section.
- ☐ New Cleaning and Clearance section.
- ☐ We will now look at the last 2 in detail.

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New Schedule of Rates Items

Responsive Maintenance and Voids:

- ☐ Internal doors with decoration
- ☐ Fire doors complete with stops
- ☐ High performance GRP and UPVc Doors and Doorsets
- ☐ Keysafes
- ☐ 5mm skim coat over artex
- ☐ Decoration to walk in cupboards, larders
- ☐ Strip wallpaper to whole dwelling
- ☐ Class "o" fire retardant paint
- ☐ Safety impact glass in lieu of GWCG, GWPP
- ☐ 28mm Double Glazing units

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New Schedule of Rates Items

Responsive Maintenance and Voids:

- ☐ Sinks, Baths and Wash-handbasins with mixer taps
- ☐ Baths with shower mixers and wet area tiling
- ☐ Level access shower tray
- ☐ Overhaul close coupled WC pan and cistern
- ☐ Capped end to waste pipes
- ☐ Dishwasher plumbing
- ☐ Unvented and Vented Cylinders
- ☐ Electric hot water tanks/cylinders
- ☐ Wireless components (programmer, room thermostat, smoke detectors etc)

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New Schedule of Rates Items

Responsive Maintenance and Voids:

- ☐ Provision of Energy Performance certificates
- ☐ Renew or refix extract fan grilles
- ☐ Renew or refix balance flue grilles
- ☐ Electric fires and surrounds (in lieu of solid fuel or gas fire and backboiler)
- ☐ Domestic built in ovens
- ☐ Domestic inset hobs
- ☐ Freestanding and integrated dishwashers.

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New Schedule of Rates Items

Communal Mechanical and Electrical (and individual modules):

- ☐ Landlord's lighting renewals and upgrading
- ☐ Additional emergency lighting testing items
- ☐ Additional fire alarm response callouts
- ☐ Additional CCTV items and callouts
- ☐ Additional lift maintenance and callouts
- ☐ Installation of stairlifts
- ☐ Response callouts on Commercial Catering Equipment
- ☐ Response callouts to Commercial/Communal Heating installations
- ☐ Ventilation Duct Cleaning.

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New Modules for 2014

- ☐ Contract Documentation for Electrical Upgrading and Maintenance
- ☐ Consultancy Documentation for Asbestos Surveys
- ☐ Consultancy Documentation for Fire Risk Assessments

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