

## Resident Involvement

The Residents were a  
key part of the  
Procurement process

They played a pivotal  
role in the shaping of  
the Tender documents  
and in the final  
outcome of the process

# Learning from current contract

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Key lessons learnt from the current contract has been developed following discussion with residents, members, staff and from our market advisor, Echelon. These have helped shape this procurement and will influence how the contract is managed. Key areas are:

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Resident contact – all contact currently is managed through Axis, meaning the Council isn't sighted immediately of any issues.

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Contract number – there are pros and cons to having a single or multiple contracts. Having more than one contract can provide additional resilience

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Contract pricing model – all pricing models can drive different types of contractor behaviour that needs to be managed through effective contract management. The PPP/PPV should incentivise first time fix but also can incentivise spending less per property

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Stronger contract management – contract management needs to be tightened

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Better use of data – better use of data drives delivery of the responsive repairs contact, informs future cyclical and capital programs

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Review of the back office – the last restructure in the back office was undertaken in 2013 and is now out of date and not up to date with current best practise.

# Themes from Resident Engagement

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To be part of procurement exercise and involved in contract management of the new contractor

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Residents would prefer to make repairs requests to the Council rather than a contractor.

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Not to put 'all eggs into one basket' to have more than one contractor

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To encourage local labour and local supply chains

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Residents understood the pricing model and the rational

## Residents also raised:

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To be able to make an appointment at first point of contact at a time that suits the resident.

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A contractor that arrives at the appointed time or if there is going to be a delay to inform the resident and provide an alternative appointment.

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Contractors to be skilled, competent, polite and professional operatives.

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To fix the problem on the first visit but accept this cannot always be achieved and where this is not possible to expedite the repair in a reasonable time.

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To provide a good quality, value for money service.

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# Resident Involvement since June 2022

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| 28-Jul-22          | Online meeting with repairs procurement group regarding repairs policy and minimum lettable standards. Looked at wording of the documents and made adjustments so reads more clearly from a resident perspective and to ensure clarity.  |
| 01-Aug-22          | Repairs SQ evaluator training for panel members involved in scoring the bids submitted by potential repairs contractors. Online training session to prepare residents for scoring the submitted bids.  |
| 4-9 Aug 22         | Repairs SQ evaluation period – panel members scored the submitted bids in their own time according to given criteria. Only looking at the question around resident engagement and social value.  |
| 10-Aug-22          | Repairs SQ moderation session. Resident scorers met to discuss given scores and reach consensus on each.   |
| 15-Aug-22          | Online presentation of repairs reprocurement survey findings and also further discussion with panel members on minimum lettable standards  |
| 24-Aug-22          | Gas SQ evaluator training. Online training for panel members who will score the bids submitted by potential gas contractors. Residents taken through process, scoring criteria, etc  |
| 31 Aug- 18 Sept 22 | Gas evaluation period. Resident evaluators went through bids and scored according to given criteria.   |
| 19-Sep-22          | Gas SQ Moderation session at BWH. Resident evaluators attended moderation session at BWH to discuss scoring and to reach consensus on the score for each contractor.   |
| 6-19 Oct 22        | ISIT scoring period – panel members scored submitted bids in their own time based on agreed criteria.  |
| 10-Oct-22          | Panel members completed ISIT evaluator training in preparation for scoring bids from contractors who successfully came through selection questionnaire stage. Scoring re social value and resident engagement. Worth ¼ of the score. They look at set questions and score based on set criteria. Had to read through responses from all bidders. Time consuming. Looking at what bidders are offering to do. |
| 19-Oct-22          | ISIT moderation at BWH – resident evaluators attend moderation session at BWH to discuss scores and reach consensus.   |
| 08-Nov-22          | Training for Repairs Negotiators – online training for resident evaluators   |
| 15-16 Oct 22       | Repairs Negotiation Sessions – resident evaluators have online meeting with shortlisted bidders to ask questions regarding aspects of their submitted bids.  |
| 17-Nov-22          | Heating ITT training   |
| 19 Nov-12 Dec 22   | Residents score ITT submissions and questions sent to residents for scoring  |
| 14-Dec-22          | Residents scores moderated   |
| Jan- Feb 23        | ISFT evaluation training and scoring – resident evaluators will receive training to evaluate and score final bidders.  |