



## **Concierge Services contract, frequently asked questions**

**25 August 2021**

Below is a set of frequently asked questions and answers to provide you with further information on the proposed concierge service contract. Any updates to this document will be recorded.

### **What are the benefits of the new Concierge Contract with Pinnacle Housing Limited?**

The contract has been designed to ensure;

- high quality and pro-active estate service that ensures an efficient, inclusive concierge service for all those in receipt of the service.
- high standards of work in all matters to do with the concierge services;
- safe estates and buildings that are free of fire safety hazards;
- excellent levels of resident satisfaction and customer care;
- assist to ensure consistent number of jobs that are right first time;
- minimal disruption and inconvenience for residents; and
- full compliance with all statutory requirements so that the council's risks are always mitigated.

### **Why have I received this Section 20 notice?**

The London Borough of Lambeth has tendered to replace the current expiring contract which provides Concierge Services to certain tenants, leaseholders, and homeowners. You have received this S20 notice because you are a London Borough of Lambeth leaseholder or homeowner currently in receipt of concierge services and hence will continue to do so under the proposed new contract. Many of the services covered by this Section 20 notice are rechargeable to leaseholders and homeowners and if we do not consult with you, we are not able to recharge our full costs. Please do take the time to watch a short (5 minute) film which explains what a Section 20 notice is and what this means for you: [https://youtu.be/Q\\_Md5aWBU84](https://youtu.be/Q_Md5aWBU84)

### **What do you mean by Concierge Services?**

Our concierge service offers residents in specific high-rise and medium-rise buildings an improved security system. The concierge service provides:

- 24-hour controlled entry and closed-circuit video surveillance
- help to those living in the block
- a full range of caretaking duties.

## **What is the proposed scope of the long-term agreement?**

The services provided to housing estates comprise the following:

- Assistance to Residents
- Ensuring door entry system and other security measure are in full working order.
- Assisting in emergencies
- Patrolling the estate to identify any issues and keeping accurate records, referring them to the relevant service for remedy.
- To act as a police liaison both in terms of safety of the estate and when issues arise.
- Keeping accurate estate records
- To reports any repairs and defects that are noted on patrols or reported by residents and organising/chasing these with contractors as appropriate.
- Complete relevant reports for the estate, such as health and safety.
- CCTV – ensuring all equipment is working and providing access to authorities as and when required.

## **Will the agreement differ from the existing one?**

The services under the proposed new contract will be the same as those provided under the other contract. The proposed contract is however set up in a way to ensure those services are provided at the utmost quality for residents by using new performance indicators and monitoring methods.

## **How long will the agreement last?**

The length of the agreement is initially 6 years with an option to extend by a further 8 years (split into 2 sets of 4 years)

## **How will you ensure the contract is robustly managed?**

The council recognises the need for strong contract management and is expanding a dedicated contract management team and applying a governance structure across the contract. The Council is confident that this team and governance structure, together with embedding a performance management framework and financially linked KPIs, will allow it to be robustly managed.

The contractor will be required to present their performance figures to the Council for scrutiny at monthly operational level meetings, quarterly strategic meeting, and a yearly review.

## **How will I be charged for this service?**

As with the current concierge contract, you will be charged within your yearly day to day service charges. The new costs will replace the old cost once the new contract is implemented. You will only be recharged for costs that relate specifically to your block or estate and these costs will be apportioned in line with your lease.

If the new contract is implemented mid-year the actuals for 2021/22 will reflect this and you will be charged for the period under the old contract before it ceased and the period under the new contract up to 31 March 2022. The charges will be increased annually, in accordance with a basket of indices agreed in the contract.

### **How will the Council ensure costs are kept to a minimum?**

In addition to the economies of scale Lambeth Council can achieve, the procurement process which used the competitive dialogue approach ensured value for money. The bids were evaluated based on 40% price and 60% quality to ensure value for money not only in terms of cost but also the quality of the services to be provided

Furthermore, contractors will be required to work to a series of key performance indicators (KPIs), to reflect service priorities and will be linked to financial incentives and penalties.

### **Why are we proposing to enter into a long-term agreement?**

Having reviewed its current housing service delivery arrangements, the Council considers that a long-term agreement represents the best delivery mechanism for this service area. A long-term contract will provide an opportunity to continually improve services; deliver services in a consistent manner; increase cost certainty; and avoid repeated procurement exercises and the associated costs and delays these bring. Long-term contracts also create pricing economies by virtue of their scale and longevity and instil a heightened willingness for contractors to invest in the borough. The Council does however intend to build flexibility into the long-term contracts, to ensure that it can deliver services in an alternative way should it so wish in the future.

### **Why doesn't Lambeth provide these services in-house and employ officers to carry out these duties?**

An evaluation of the options for delivering the service determined that bringing the service in-house would be a higher risk option in terms of service delivery and cost.

### **How was the recommended provider selected?**

Following the successful completion of the Notice of Intention consultation, the Council initiated the procurement process. A contract notice was placed on the Find a Tender Service e-notification system (FTS), on Wednesday 17 March 2021 for 'London Borough of Lambeth's Block Cleaning and Concierge' service. The procurement process followed was the Restricted Procedure in accordance with Regulation 28 of the Public Contracts Regulations 2015 with a tender return date of 14 June 2021.

Bidders had to pass a selection questionnaire stage and successful bidders were invited to take part in dialogue with the authority and submit 'detailed solutions' which were then evaluated. Two bidders reached the final stage where final tenders were submitted. Robust evaluation of cost and quality elements were undertaken by evaluation panels and final scores were arrived at which led to the recommendation

agreed by Council Cabinet members. Please see the Cabinet report at <https://moderngov.lambeth.gov.uk/documents/s130911/CMDDR%20-%20Block%20Cleaning%20Concierge%20-%20Proc%20Legal%20Finance%20clearance%20004.pdf> for more details.

### **Will you be applying lessons learnt?**

Whilst the current contracting arrangements have mostly delivered the required volume of work, there have been several lessons which the Council has learnt. The Council will apply this learning to the new long-term delivery arrangements in the following ways:

- More straightforward forms of contract
- Embed a contract scrutiny and governance oversight across all new delivery arrangements
- KPIs that focus on the most important aspects of service delivery
- The need to capture comprehensive data so we can apply resources appropriately.

### **Will the council be getting independent advice and support?**

To design and procure the intended long-term agreements, the Council employed the services of a professional consultancy to help deliver a range of specialist procurement services. The services included are as follows:

- Service design
- Specification development
- Procurement advice
- Mobilisation support
- Technical and commercial support

### **What are the next steps?**

The key next step for the Council is to consult with you as leaseholders about our proposal to enter into an agreement with Pinnacle Housing Limited and to respond to any queries that you may have about this procurement. Once the Observation period is closed and all observations have been responded to with due regard, Lambeth will seek to sign the contract with the new provider in order that they can operate the contract from 1 October 2021.

### **Have resident views been considered?**

A Resident Procurement Panel was established to cover all the housing related procurements being carried out at the same time which provided support to the procurement process from a resident's perspective.

### **When will the new service commence?**

The new service is proposed to commence on the 1 October 2021.

**Who do I contact about the current service providers?**

To contact your local housing caretaker or concierge operator during normal office hours contact us on 020 7926 6000.