

Part B Document **Service Profile and Specification Document**

1. Service Profile

- 1.1. Broadland District Council, (the Council) has been awarded grant funding through the Warm Homes Fund to deliver first time central heating systems to fuel poor residents in Norfolk. The Council is working in partnership with Breckland District Council, South Norfolk District Council, North Norfolk District Council, Borough Council of Kings Lynn and West Norfolk, Norwich City Council, and Great Yarmouth Borough Council to deliver the programme across Norfolk.
- 1.2. Measures anticipated to be completed with grants from the Warm Homes Fund are shown in Table 1.

Table1

Installs	Number of grant funded installations to be completed	Total grant	Average spend per install
New gas Boilers	115	£402,500	£3,500
New oil boilers	235	£1,057,500	£4,500
Boiler Repairs/ replacements	100	£150,000	£500-3,000

1.3 The above anticipated quantities are based on the measures the Council is aiming to achieve under the grant from the Warm Homes Fund. The number of installations achieved is dependent on the Council receiving requests for the grants, therefore, the Council cannot guarantee the volume level stated, or values ongoing.

1.4 The Council will endeavour to ensure that all Vetted Contractors on the Register have a similar number of offers of work; by offering each of them in turn the opportunity to quote.

2. Service Specification

2.1 When invited by the Council to quote for grant funded work, the Contractor shall within 5 (five) working days inform the Council if they are interested in quoting for the work. The Contractor has the right to decline the offer without prudence to being offered further invitations to quote.

2.2 If no response is made within 5 (five) working days to an invitation to quote, it shall be deemed by the Council that the Contractor has declined the invitation. The offer will then be made to the next Contractor on the Register.

2.3 The Contractor shall only quote for work as specified on the schedule of works provided by the Council, unless the Contractor identifies essential other work that will be

required in order to install a heating system. In such a case the Contractor shall clearly state what additional work is required, why it is required and the cost of such work. All additional work requires approval by the Council prior to delivery.

2.4 It is essential that the Contractor visits the property where the works are to be carried out before submitting a quote. This is because the homeowner or occupier, here-after referred to as the Applicant, will not be expected to award the contract for the works to a Contractor they have not met. No works shall be undertaken prior to approval by the Council.

2.5 Except in circumstances agreed by the Council, all quotes must be submitted in writing. Approval for starting any work must be agreed in writing by the Council. Following approval of the grant funding by the Council, the Applicant shall confirm they agree to the grant assisted works and that they would be prepared to engage the Contractor.

2.6 The Contractor shall be responsible for advising the Applicant of a date for commencing the works and the duration making all allowances for sub-contractor's work. With the approval of the Applicant, the Contractor will initiate works at the property no later than 20 (twenty) working days following approval of the grant by the Council. The Contractor shall commence on the agreed date following notification to the Council and then shall proceed diligently and expeditiously to completion of the work.

2.7 The Contractor shall make all necessary allowances for working in an occupied dwelling. The work must therefore be suitably phased to cause as little disturbance as possible for the occupants, and in such a way as to maintain basic services for use of the occupants at all times.

2.8 The Schedule of Rates (included in Part C) is not a full specification and does not pretend to itemise in detail each and every small item of work which could be seen as necessary, using trade knowledge and experience. Any work that might reasonably be inferred as necessary to the proper completion of the project is deemed to be included by the Contractor.

2.9 All boiler installations and replacements shall be at a minimum A Rated for energy efficiency and come with a minimum of 5 year warranty.

2.10 The Contractor shall dispose of all waste to meet the legal requirements detailed in the Environmental Protection Act 1990.

2.11 The Council shall at no time acquire any liability or responsibility for any rights or ownership of any equipment or premises used by the Contractor in connection with the provision of the services.

2.12 The Contractor shall provide the services in accordance with this specification and the conditions to the satisfaction of the Council.

2.13 The Contractor shall not sub-contract the responsibility for the provision of works to any person without the previous written consent of the Council and (if given) this shall not relieve the Contractor from any liability or obligation under the contract.

3. Service Quality & Due Diligence

3.1 The Contractor shall have in place a system for assuring quality of the service and compliance with the agreed works.

3.2 The Contractor shall work around any special needs of the Applicant e.g. start and finish times, the need for privacy at certain times of the day.

3.3 The Contractor shall be courteous and polite to the Applicant and will not be unnecessarily intrusive whilst working e.g. playing loud music.

3.4 The Contractor shall use suitable and clean covering for furniture, soft furnishings, carpets etc. to minimise the risk of soiling and damage.

3.5 The Contractor shall use suitable measures to suppress and contain dust from and during structural work.

3.6 The Contractor shall remove all waste on completion of the work and leave those areas where work has been carried out in a clean and tidy condition.

3.7 All work must be carried out by competent persons to an acceptable workman like standard and where necessary it must comply with current Building Regulations. It is the responsibility of the Contractor to gain the necessary Building Regulation approval before works commence by way of a Full Plans Applications or a Building Notice Submission. Documents confirming that such an approach has been made may be required to be submitted with final invoices. Building Regulations fees will NOT be allowed for grant funded aid.

3.8 At all times during the works, the Contractor shall use safe systems of work to safeguard the health, safety and welfare of the Applicant and any other persons living at, or visiting the Applicant's home.

3.9 The Contractor shall take all necessary measures to comply with the requirements of the Health and Safety at Work etc Act 1974 and any other Acts, orders, regulations and Codes of Practice relating to Health and Safety which may apply to all personnel in the delivery of the Work.

3.10 All persons employed on work, including sub-contractors must have appropriate qualifications and competencies and be acceptable to the Council in all respects. Where requested full particulars of all personnel to be used shall be forwarded by the Contractor in advance to the Council for confirmation of their acceptability.

3.11 The Contractor shall prevent discrimination and comply with the regulations detailed in the Equality Act 2010. There are nine protected characteristics contained within the Act; Age, Disability, Gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation, marriage and civil partnership.

3.12 The Contractor shall provide all guarantees and completion certificates to the Applicant as soon as reasonably practical after completion.

3.13 The Contractor shall establish processes and/or practices to ensure that they do not employ or use the services of any person who is barred from working with, or whose previous conduct or records indicate that he or she may present a risk to children and/or vulnerable adults. Where requested full particulars of all personnel to be used shall be forwarded by the Contractor in advance to the Council for confirmation of their acceptability.

4. Service Standards

4.1 The Contractor shall within 10 (ten) working days of accepting a notification from the Council visit the Applicant's property to assess the required works to be carried out.

4.2 The Contractor shall within 5 (five) working days from visiting the Applicant's property provide the Council with a written quote for the agreed works.

4.3 Following approval of the quote by the Council the Contractor shall sign a small works agreement with the Applicant confirming a start date which should be within the next 20 (twenty) working days from the date the quote was approved by the Council or otherwise agreed with the Applicant. The Contractor will inform the Council when the works are completed.

4.4 The works shall be organised and managed to keep to the agreed dates for start and finish.

4.5 If it is possible that the start or finish date will be delayed, the Contractor shall immediately inform the Applicant and the Council to explain the reason for the delay, what will be done to minimise the delay and the anticipated start or finish date.

4.6 The Council will not be held liable for any financial loss that may be incurred by the Contractor if the works are no longer required because of a material change of circumstances. E.g. the death of the Applicant prior to the commencement date of the scheme of works.

4.7 The Contractor shall adhere to the Key Performance Indicators listed in Table 2

Table 2

Key Performance Indicator	Working Days
Number of days to respond to a request to quote by Council	5 days
Number of days to visit Applicant	10 days after accepting invitation to quote
Number of days to provide quote to Council	5 days after visiting applicants property
Number of days to start work with Applicant	20 days except as otherwise agreed by Applicant
Submission of invoice to Council	Within 30 days of completion of the works

See sections 9 and 10 below for monitoring and inspection procedures.

5. Capacity

5.1 The Contractor must have the capacity and resources necessary to deliver the requirements of the Service Profile and Specification as detailed in Part B.

6. Administration

6.1 The Contractor shall provide suitable telephone, mobile communication facilities, and any other relevant communication facilities. In addition, the Contractor will be required to have the facility to exchange emails with the Council.

6.2 The Contractor shall maintain an up to date database to be able to assist the Council with monitoring individual enquiries and the progress of any and all grant funded works.

7. Invoicing

7.1 After completion of the works, the Contractor shall submit an invoice to the Council on behalf of the Applicant within 30 (thirty) days.

7.2 After confirmation from the Applicant to the Council that the works have been carried out to their satisfaction, the Council shall arrange within 30 (thirty) days for the payment of the grant funded work to be made direct to the Contractor.

8. Complaints procedure

8.1 The Contractor shall have and implement a procedure for dealing with Applicant complaints and shall ensure that all their employees are aware of the procedure to be followed.

8.2 The Contractor shall inform the Applicant and the Council of the procedure for making a complaint.

8.3 A written record of complaints and the action taken in response to complaints shall be kept by the Contractor and made available to the Council if requested.

8.4 The Council will investigate complaints about service standards and service quality concerning grant funded work but will not investigate or become involved in any matters that are not directly associated with the grant funded work.

9. Monitoring and Inspection Procedures

9.1 The Council will periodically monitor and assess the Contractor's performance and quality of work against the requirements of Part B document.

9.2 The Council shall have the right to request an inspection of the premises, equipment and services used in by the Contractor and the Contractors register of complaints.

10. Removal from the Register of Vetted Contractors.

10.1 The Council may remove a Vetted Contractor from the Register by written notice which shall have immediate effect; if there has been a proven flagrant and serious disregard to abide by the requirements of the Service Specification, Due Diligence including the Key Performance as specified in the Part B Document.

10.2 The Council may remove a Vetted Contractor from the Register if the Contractor has not remedied with 30 days to the satisfaction of the Council a specified item of non-compliance with the Service Specification or Service Quality and Due Diligence.

10.3 The Contractor may appeal a decision to be removed from the Register by written representation made to the Private Sector Housing Manager within 5 (five) working days of having received a written notice.

11. Disputes

11.1 If a dispute arises between the Council and an approved Contractor which it has not been possible to resolve by informal negotiation, either party may in writing request that a formal meeting is held within 10 (ten) working days to discuss the issue and to seek a satisfactory resolution. The Council reserves the right to remove Contractors from the scheme, this decision will be made by an Assistant Director of the Council.