

# Members Briefing Pack



Thursday 18 January 2024

<b>Title</b>	<i>MTVH White House &amp; Harper House Contract Performance Summary Report 2021-23</i>
<b>Purpose of the report</b>	To note
<b>Report Author</b>	<i>Gareth Richards – Housing Strategy Team Leader, Contract Management and Reporting</i>
<b>Ward(s) Affected</b>	All Wards
<b>Exempt</b>	No
<b>Exemption Reason</b>	<i>Not Applicable</i>
<b>Corporate Priority</b>	Community Affordable housing Service delivery
<b>Recommendations</b>	<i>Not Applicable – For information only</i>
<b>Reason for Recommendation</b>	<i>Not Applicable – For information only</i>

## 1. Summary of the report

What is the situation	Why we want to do something
<ul style="list-style-type: none"> <li>Ongoing contract performance management for the management of White House and Harper House.</li> </ul>	<ul style="list-style-type: none"> <li>To summarise any concerns and proposed resolutions, and to inform future contract management, renewal, and procurement.</li> </ul>
This is what we want to do about it	These are the next steps
<ul style="list-style-type: none"> <li>To continue with contract performance management, working with our partners at MTVH to address any concerns.</li> </ul>	<ul style="list-style-type: none"> <li>To receive responses from our partners at MTVH to queries where appropriate, and await the outcome of proposed resolutions to any issues.</li> </ul>

- 1.1 The report seeks to assess MTVH’s current contract performance for the management of White House and Harper House, to summarise any concerns and proposed resolutions, and to inform future contract management, renewal, and procurement.

## **2. Key issues**

- 2.1 This report summarises the performance of our partners and colleagues at Metropolitan Thames Valley Housing against the Key Performance Indicators and other requirements for the White House and Harper House contract since 2021/22 to date, in line with The Council's procurement policies and procedures relating to Contract Management.

## **3. Options analysis and proposal**

- 3.1 To work with our partners at MTVH to address any concerns, and to continue with contract performance management, renewal, and procurement for White House and Harper House in line with The Council's policies and procedures.

## **4. Financial management comments**

- 4.1 The cost of property management and support for residents at White House and Harper House. There are service charges to cover some costs, plus additional rental income for The Council. The advice and support provided also represents a saving to The Council through the provision of resources.

## **5. Risk management comments**

- 5.1 Risk assessments are completed by the service providers and / or The Council for both services. The ongoing contract performance management alleviates the risk of poor service provision, and health & safety and safeguarding matters are addressed in regular meetings.

## **6. Procurement comments**

- 6.1 The contract is awarded in line with The Council's procurement policies and procedures.

## **7. Legal comments**

- 7.1 The Contract sets out the Target KPIs, the reporting requirements on the achievement of the set KPIs, and contract management procedures for monitoring performance of the service delivery. The contract further defines a consistent failure for the purposes of the target KPIs. Where a failure results in a consistent failure, the Council has a contractual right to terminate the contract in whole or in part with immediate effect if the Service Provider fails to remedy the failure within 28 days of service of a remediation notice. The Council has an additional recourse to terminate the contract on the provision of 3 months written notice for any reasons. The dispute resolution procedure allows for the Parties to meet and resolve disputes on performance, validity, and enforceability of the contract. Legal has provided advice on the service of remediation notice. The outcome of the meeting with the Service Provider shall be reviewed and further advised on over time.

## **8. Other considerations**

- 8.1 With the same service provider remaining in place over time, there are considerations of MTVH's experience in providing these particular services, and with their familiarity with the client groups, when the contract performance is assessed or when the contract is due for renewal.
- 8.2 Whilst this knowledge and experience is extremely valuable, and there are difficulties associated with training and "bedding in" new service providers, The Council should not become over-reliant on particular partners and should be prepared to consider alternative providers.

## **9. Equality and Diversity**

- 9.1 An Equality and Diversity Impact Assessment was carried out when the contract was drawn up, and also when it is due for renewal, in line with The Council's policies and procedures.

## **10. Sustainability/Climate Change Implications**

- 10.1 There were sustainability and climate concerns when the contract was drawn up, in terms of the design and operation of the sites and the buildings. However, the contract performance management process itself does not directly impact on the Council's sustainability / climate change position.

## **11. Timetable for implementation**

- 11.1 Contract performance management is ongoing. This report summarises the contract performance to date.

## **12. Contact**

- 12.1 Gareth Richards, Housing Strategy Team Leader, Contract Management and Reporting: [g.richards2@spelthorne.gov.uk](mailto:g.richards2@spelthorne.gov.uk).

**Background papers:** There are none.

**Appendices:** There are none.