

Woodberry Down Independent Tenant and Leaseholder Adviser (ITLA)

Introduction

In common with other Hackney estate regeneration schemes, the Council employs an Independent Tenant and Leaseholder Adviser (ITLA), to support residents and businesses on the estate, who are affected by the regeneration.

In Woodberry Down, Public Voice is currently the ITLA. Although the Council is happy with the service it has and is receiving, this company has been in place since 2020, so in order to comply with its procurement and value for money guidelines, the Council is now required to procure a new ITLA contract.

As the representative resident organisation, the Council would like to involve WDCO in the procurement process. This will involve the Board nominating two representatives to be part of the procurement scoring process.

ITLA Service

The ITLA service in Woodberry Down has three main areas of activity:

- Providing independent advice and support for social tenants and leaseholders who are impacted by regeneration activities, such as allocations and decant, and the Compulsory Purchase Order (CPO) processes;
- Supporting WDCO with its administration - for example helping to arrange meetings, providing minutes, and supporting the AGM;
- Supporting residents and WDCO in their involvement in the wider regeneration process, for example attending strategic regeneration meetings including the Partnership Board, and Design Committee, including working with WDCO to prepare and build capacity for their attendance/involvement in these meetings.

Procurement process

The contract with Public Voice is due to expire in the Autumn, and the Council has begun procurement for a new contract. This process has/will follow the following steps.

1. Woodberry Down Regeneration Team to finalise brief describing the proposed activities ('scope of service') of the contract;
2. Publish a tender, to invite companies to submit responses;
3. Score responses - price / quality (NB WDCO would review only the quality element of the tender responses). Each party scores individually, then attends a moderating meeting to discuss and agree a final score;
4. Agree on a company to award a contract;
5. Award the contract and commence activities.

The Council has recently carried out an initial procurement process which resulted in a number of companies that deliver ITLA services being admitted to a framework. The framework simplifies subsequent procurement by ensuring that we select from a pool of companies that have been pre-vetted in terms of capacity, and expertise. This means that when the Woodberry Down ITLA tender is published, it will only be advertised to companies that have already demonstrated their suitability. Public Voice has been appointed to the procurement framework. In total there are three companies on the framework, therefore the maximum number of responses to the Woodberry Down ITLA tender is three.

WDCO involvement

As the delivery of ITLA services directly impacts on residents, WDCO is invited to participate in the procurement process. This will involve the following commitments (approximate time commitment is in brackets):

- Two WDCO representatives to participate in the procurement (to be appointed by the WDCO Board) - if possible WDCO reps to be reflective of different resident/tenure groups which benefit from ITLA services (at WDCO Board meeting)
- Review of and scoring responses to the quality part of the procurement, along with other panel members (up to three responses) (3 - 5 hours, depending on the number of tender responses)
- Time required to attend a moderation meeting to agree final scores (2 hours)
- Feedback to the Woodberry Down Regeneration Team, as part of monitoring the contract - the details to be discussed with the reps, likely to be a meeting or email exchange 3 - 4 times during the year (approximately 1 hour each time).

The activities of the contract, which will be set out in a brief and 'scope of services', which is prepared by Hackney, based on our existing ITLA framework. This will be shared with the WDCO Representatives with a follow up meeting if needed, to discuss and understand the scope of the work.

Timeline

July	WDCO nomination of representatives (17 July) Meeting with Hackney to answer queries about the procurement and provide any WDCO Board feedback about the current ITLA service
July/August	Hackney to circulate brief and specification Follow up meeting with WDCO reps and Chair for any discussion/queries
August	Tender process
September	Review of submissions Scoring Moderation meeting Finalise recommended contract award