

STANDARD CIVIL CONTRACT 2024: FAMILY CATEGORY-SPECIFIC INFORMATION

This document contains:

1. Procurement Areas
2. Lots
3. Category-Specific Requirements
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1. Procurement Areas

Applicants should check that they tender in the correct Procurement Area for their Office(s). To do this, Applicants must enter the postcode for their Office (or intended Office) into the 'Find your local council' tool on the Gov.uk website: <https://www.gov.uk/find-local-council>

Procurement Area	Local Authorities included in the Procurement Area
Birmingham	Birmingham City Council
City of Stoke-on-Trent	Stoke-on-Trent City Council
City of Wolverhampton	Wolverhampton City Council
Coventry	Coventry City Council
Dudley	Dudley Metropolitan Borough Council
Herefordshire & Worcestershire	Bromsgrove District Council Herefordshire Council Malvern Hills District Council Redditch Borough Council Worcester City Council Wychavon District Council Wyre Forest District Council

Sandwell	Sandwell Metropolitan Borough Council
Shropshire	Shropshire Council Telford & Wrekin Council
Solihull	Solihull Metropolitan Borough Council
Staffordshire	Cannock Chase District Council East Staffordshire Borough Council Lichfield District Council Newcastle under Lyme Borough Council South Staffordshire District Council Stafford Borough Council Staffordshire Moorlands District Council Tamworth Borough Council
Walsall	Walsall Metropolitan Borough Council
Warwickshire	North Warwickshire Borough Council Nuneaton and Bedworth Borough Council Rugby Borough Council Stratford-on-Avon District Council Warwick District Council
Bedfordshire	Bedford Borough Council Central Bedfordshire Council Luton Borough Council
Cambridgeshire	Cambridge City Council East Cambridgeshire District Council Fenland District Council Huntingdonshire District Council Peterborough City Council South Cambridgeshire District Council
East Essex	Castle Point Borough Council Colchester Borough Council Colchester City Council Maldon District Council Rochford District Council Southend-on-Sea City Council

	Tendring District Council
Norfolk	Breckland District Council Broadland and South Norfolk District Council Great Yarmouth Borough Council King's Lynn and West Norfolk Borough Council North Norfolk District Council Norwich City Council
North Hertfordshire	East Hertfordshire District Council North Hertfordshire District Council Stevenage Borough Council Welwyn Hatfield Borough Council
South Hertfordshire	Broxbourne Borough Council Dacorum Borough Council Hertsmere Borough Council St Albans City Council Three Rivers District Council Watford Borough Council
Suffolk	Babergh District Council East Suffolk Council Ipswich City Council West Suffolk Council
West Essex	Basildon Borough Council Braintree District Council Brentwood Borough Council Chelmsford City Council Epping Forest District Council Harlow Council Thurrock Council Uttlesford District Council
City of Derby	Derby City Council
City of Leicester	Leicester City Council
Greater Nottingham	Broxtowe Borough Council Gedling Borough Council

	Nottingham City Council Rushcliffe Borough Council
Leicestershire & Rutland	Blaby District Council Charnwood Borough Council Harborough District Council Hinckley and Bosworth Borough Council Melton Borough Council North West Leicestershire District Council Oadby and Wigston Borough Council
Lincolnshire	Boston Borough Council City of Lincoln Council East Lindsey District Council North Kesteven District Council South Holland District Council South Kesteven District Council West Lindsey District Council
North Derbyshire	Bolsover District Council Chesterfield Borough Council Derbyshire Dales District Council High Peak Borough Council North East Derbyshire District Council
North Nottinghamshire	Ashfield District Council Bassetlaw District Council Mansfield District Council Newark and Sherwood District Council
Northamptonshire	North Northamptonshire Council West Northamptonshire Council
South Derbyshire	Amber Valley Borough Council Erewash Borough Council South Derbyshire District Council
Bournemouth, Christchurch and Poole	Bournemouth, Christchurch and Poole Council
City of Bristol, South Gloucestershire and North Somerset	Bristol City Council North Somerset Council South Gloucestershire Council

City of Plymouth	Plymouth City Council
Cornwall	Cornwall Council Council of the Isle of Scilly
Devon	East Devon District Council Exeter City Council Mid Devon District Council North Devon Council South Hams District Council Teignbridge District Council Torbay Council Torridge District Council West Devon Borough Council
Dorset	Dorset Council
Gloucestershire	Cheltenham Borough Council Cotswold District Council Forest of Dean District Council Gloucester City Council Stroud District Council Tewkesbury Borough Council
Somerset	Bath and North East Somerset Council Somerset Council
Wiltshire	Swindon Borough Council Wiltshire County Council
Bridgend, Cardiff and the Vale	Bridgend County Borough Council City of Cardiff Council Vale of Glamorgan Council
Central Wales	Ceredigion County Council Powys County Council
Neath Port Talbot and Swansea	Swansea Council Neath Port Talbot County Borough Council
North East Wales	Denbighshire County Council Flintshire County Council Wrexham County Borough Council

North West Wales	Conwy County Borough Council Gwynedd County Council Isle of Anglesey County Council
Rhondda Cynon Taff & Merthyr Tydfil	Merthyr Tydfil County Borough Council Rhondda Cynon Taff County Borough Council
South East Wales	Blaenau Gwent County Borough Council Caerphilly County Borough Council Monmouthshire County Council Newport City Council Torfaen County Borough Council
South West Wales	Carmarthenshire County Council Pembrokeshire County Council
Barnsley	Barnsley Metropolitan Borough Council
Bradford	City of Bradford Metropolitan District Council
Calderdale	Calderdale Metropolitan Borough Council
City of Kingston upon Hull	Hull City Council
Doncaster	Doncaster Metropolitan Borough Council
East Riding of Yorkshire	East Riding of Yorkshire Council
Kirklees	Kirklees Metropolitan Borough Council
Leeds	Leeds City Council
North East Lincolnshire & North Lincolnshire	East Lincolnshire Council North Lincolnshire Council
North Yorkshire	City of York Council North Yorkshire Council
Rotherham	Rotherham Metropolitan Borough Council

Sheffield	Sheffield City Council
Wakefield	Wakefield Metropolitan District Council
Darlington	Darlington Borough Council
Durham	Durham County Council
Gateshead	Gateshead Borough Council
Hartlepool	Hartlepool Borough Council
Middlesbrough	Middlesbrough Borough Council
Newcastle upon Tyne	Newcastle Upon Tyne City Council
North Tyneside	North Tyneside Borough Council
Northumberland	Northumberland County Council
Redcar and Cleveland	Redcar & Cleveland Council
South Tyneside	South Tyneside Borough Council
Stockton-on-Tees	Stockton- on-Tees Council
Sunderland	Sunderland City Council
Knowsley	Knowsley Metropolitan Borough Council
Liverpool	Liverpool City Council
Sefton	Sefton Metropolitan Borough Council
St. Helens	St Helens Metropolitan Borough Council
Wirral	Wirral Borough Council

Bolton	Bolton Metropolitan Borough Council
Bury	Bury Metropolitan Borough Council
Cheshire	Cheshire East Council Cheshire West and Chester Council
Cumbria	Cumberland Council Westmorland and Furness council
East Lancashire	Blackburn with Darwen Council Burnley Borough Council Hyndburn Borough Council Pendle Borough Council Ribble Valley Borough Council Rossendale Borough Council
Manchester	Manchester City Council
Oldham	Oldham Metropolitan Borough Council
Rochdale	Rochdale Metropolitan Borough Council
Salford	Salford City Council
Stockport	Stockport Metropolitan Borough Council
Tameside	Tameside Metropolitan Borough Council
Trafford	Trafford Metropolitan Borough Council
Warrington & Halton	Halton Borough Council Warrington Borough Council
West Lancashire	Blackpool Council Chorley Borough Council Fylde Borough Council Lancaster City Council Preston City Council South Ribble Borough Council

	West Lancashire Borough Council Wyre Council
Wigan	Wigan Metropolitan Borough Council
Inner London	Camden London Borough Council City of London Corporation Hackney London Borough Council Hammersmith & Fulham London Borough Council Islington London Borough Council Kensington & Chelsea London Borough Council Lambeth London Borough Council Southwark London Borough Council Wandsworth London Borough Council Westminster City Council
West London	Barnet London Borough Council Brent London Borough Council Ealing London Borough Council Enfield London Borough Council Harrow London Borough Council Haringey London Borough Council Hillingdon London Borough Council Hounslow London Borough Council Kingston upon Thames London Borough Council Merton London Borough Council Richmond upon Thames London Borough Council
East London	Barking and Dagenham London Borough Council Bexley London Borough Council Bromley London Borough Council Croydon London Borough Council Greenwich London Borough Council Havering London Borough Council Lewisham London Borough Council Newham London Borough Council Redbridge London Borough Council Sutton London Borough Council Tower Hamlets London Borough Council Waltham Forest London Borough Council

Berkshire	Bracknell Forest Borough Council Reading Borough Council Slough Borough Council West Berkshire Council Windsor and Maidenhead Borough Council Wokingham Borough Council
Buckinghamshire	Buckinghamshire County Council Milton Keynes Council
Hampshire	Basingstoke and Deane Borough Council East Hampshire District Council Eastleigh Borough Council Fareham Borough Council Gosport Borough Council Hart District Council Havant Borough Council Mid Suffolk District Council New Forest District Council Rushmoor Borough Council Test Valley Borough Council Winchester City Council
Oxfordshire	Cherwell District Council Oxford City Council South Oxfordshire District Council Vale of White Horse District Council West Oxfordshire District Council
Portsmouth & Isle of Wight	Isle of Wight Council Portsmouth City Council
Southampton	Southampton City Council
East Sussex	Eastbourne Borough Council Hastings Borough Council Lewes District Council Rother District Council Wealden District Council
Mid and South West Kent	Ashford Borough Council

	Maidstone Borough Council Sevenoaks District Council Tonbridge and Malling Borough Council Tunbridge Wells Borough Council
North Kent and Medway	Dartford Borough Council Gravesham Borough Council Medway Council Swale Borough Council
Surrey	Elmbridge Borough Council Epsom and Ewell Borough Council Guildford Borough Council Mole Valley District Council Reigate and Banstead Borough Council Runnymede District Council Spelthorne Borough Council Surrey Heath Borough Council Tandridge District Council Waverley Borough Council Woking Borough Council
The City of Brighton and Hove	Brighton and Hove City Council
The Kent Coast	Dover District Council Canterbury City Council Folkestone & Hythe District Council Thanet District Council
West Sussex	Adur District Council Arun District Council Chichester District Council Crawley Borough Council Horsham District Council Mid Sussex District Council Worthing Borough Council

2. Lots

Lot	Lot value (MS)	Lot-specific additional quality requirements/ powers
License Only	0	N/A
Lot 1	20	N/A
Lot 2	100	N/A
Lot 3	250	<p>Must employ on at least a PTE basis, by the Contract Start Date, an individual who is either:</p> <ul style="list-style-type: none"> - an advanced member of the Law Society's Family Law Accreditation Scheme (having passed the 'violence in the home' module or previously held adult party representative status on the Children Panel); <p>or</p> <ul style="list-style-type: none"> - a Resolution Accredited Specialist in Domestic Abuse. <p>The individual must be based and regularly working at the office.</p>

3. Category-Specific Requirements

Applicants responding to the Family ITT must commit to meeting the following requirements by the Contract Start Date as applicable:

Requirements which all Applicants responding to the Family ITT must meet by the Contract Start Date
Supervisor
By Contract Start Date the Applicant will employ Full Time Equivalent (FTE) Supervisors who will actively supervise the Services tendered for in the Family Category of Law.
By Contract Start Date the Applicant will employ one FTE Supervisor: four FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Family Category of Law.
Office Presence
By Contract Start Date the Applicant will have an Office in every Procurement Area tendered for that meets the Permanent Presence definition.
Requirements which Applicants submitting Individual Bids for Lot 3 only must meet by the Contract Start Date
Accreditation
The Applicant will employ, on at least a PTE basis, by the Contract Start Date an individual who is:

- an advanced member of the Law Society’s Family Law Accreditation Scheme (having passed the ‘violence in the home’ module or previously held adult party representative status on the Children Panel); or
- is a Resolution Accredited Specialist in Domestic Abuse.

The individual must be based and regularly working at the Office.

4. Verification Requirements

Applicants should note that the LAA may seek evidence of employment where the same individual is named by different Applicants. This is to determine that the conditions of tender and the Contract are met. For example, if two Applicants were reliant on the same FTE Supervisor to meet the Tender requirements the LAA may seek evidence of the basis upon which each individual organisation employs this individual. The LAA reserves the right to request this evidence during verification and after the Contract Start Date.

An Applicant which is notified of our intention to award them a 2024 Contract to conduct Contract Work in the Family Category of Law must be able to demonstrate it meets the following minimum 2024 Contract requirements by 23:59 on 15 March 2024:

Verification which will be requested from all Applicants who are successful in tendering to deliver Family Contract Work	
What the LAA will verify	What evidence will be required
<p>By Contract Start Date the Applicant will have been granted appropriate authorisation by a relevant legal sector regulator where required under the Legal Services Act 2007.</p> <p>See paragraph 2.27 of the Award ITT for further information.</p>	<p>Confirmation of the Applicant’s SRA or BSB number or CILEx Regulation ID</p> <p>Where, in accordance with paragraph 2.27 of the Award ITT, transitional provisions apply to an Applicant, they must confirm this in their verification response</p>
<p>By Contract Start Date the Applicant comply with the requirements set out in paragraph 2.22 of the Award ITT in relation to Quality Standards.</p> <p>See paragraph 2.17 – 2.26 of the Award ITT for further information on Quality Standards.</p>	<p>Lexcel Certificate or SQM Certificate, valid at 1 September 2024.</p> <p>Where the Applicant has passed the desktop SQM audit only, a copy of the relevant letter of confirmation must be provided.</p> <p>Where the Quality Standard is in place but due to expire prior to the Contract Start Date, the LAA will accept the current Quality Standard Certificate, along with confirmation in writing from the Quality Standard provider of the date of the scheduled re-audit and that the Certificate will remain in force until the re-audit is complete.</p>

By Contract Start Date the Applicant will employ FTE Supervisors who will actively supervise the Family Category of Law.	Compliant Supervisor Declaration Forms for each Supervisor in the Family Category of Law.
By Contract Start Date the Applicant will employ one FTE Supervisor: four FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Family Category of Law.	A LAA Contract Management visit will be conducted to confirm compliance within six months of the Contract Start Date.
By Contract Start Date the Applicant will have an Office in every Procurement Area tendered for that meets the Permanent Presence definition.	Full address including postcode for the Office and, if applicable, the Office's current LAA account number.
Verification which will be requested from Applicants' successful Individual Bids for Lot 3	
What the LAA will verify	What evidence will be required
<p>The Applicant will employ, on at least a PTE basis, by the Contract Start Date an individual who is:</p> <ul style="list-style-type: none"> - An Advanced Member of the Law Society's Family Law Accreditation Scheme (having passed the 'violence in the home' module or previously held adult party representative status on the Children Panel); or - A Resolution Accredited Specialist in Domestic Abuse <p>The individual must be based and regularly working at the Office.</p>	<p>Certificate of accreditation which is valid at 1 September 2024 for the individual(s) that comprise the PTE at each Office.</p>

5. ITT Questions and Assessment

Section A – Bid details

	Question	Response Type
Note	<p>Applicants tendering to deliver Family Contract Work under a 2024 Contract must submit a response to the Selection Questionnaire (ITT_887) for 2024 Standard Civil Contracts in addition to this ITT.</p> <p>When completing your ITT Response you should save your work regularly.</p>	

	<p>If you are logged onto the eTendering system but do not use it for 15 minutes, the eTendering system will notify you through a 'pop up'. So that you can see this and click the 'Refresh' link in this 'pop up', please ensure that 'pop ups' are NOT blocked on your browser so you are not disconnected from the eTendering system and do not lose any unsaved information.</p> <p>Do not use the 'Back' or 'Forward' buttons on your browser; you could potentially lose your work. Please use the links on the eTendering system to navigate.</p>	
A.1.i	Please confirm the Procurement Area in which Office 1 is (or will be) based.	Options List:
Note	<p>Where the Applicant indicates that it is tendering to deliver Contract Work from multiple Offices, it will then be required to enter the relevant details as applicable for a second Office. It will then be asked to indicate whether it wishes to deliver Contract Work from another Office and give the details, and so on for up to 15 Offices. Where an Applicant wishes to tender from more than 10 Offices, it must contact the LAA in accordance with paragraph 3.8 of the Award ITT.</p>	
A.1.ii	Is the Applicant intending to deliver Contract Work in this Category of Law from another Office?	Options List: Yes No
A.1.iii	Please enter the Office address (excluding postcode) from which you intend to deliver Contract Work in this Procurement Area. Applicants are not required to have operational Offices at the point of submitting a Tender. If you do not yet know the address of the Office from which you intend to deliver Contract Work in this Procurement Area, please enter 'TBC'. This information must be provided by 23.59 on 15 March 2024.	Free text
A.1.iv	Please enter the Office postcode for the Office from which you intend to deliver Contract Work in this Procurement Area. Applicants are not required to have operational Offices at the point of submitting a Tender. If you do not yet know the postcode of the Office from which you intend to deliver Contract Work in this Procurement Area, please enter 'TBC' This information must be provided by 23.59 on 15 March 2024.	Free text
A.1.v	<p>If the Applicant currently delivers legal aid contract work from Office 1 please enter the LAA Account Number for this Office.</p> <p>LAA Account Numbers are alphanumeric and are 6 characters long, e.g. 1A234B and can be found on the Applicant's current LAA Contract Schedule documentation.</p>	Free text

	Where you do not currently have LAA Account Number for this Office please enter 'N/A'.	
A.2.i	Please confirm the Lot the Applicant wishes to deliver from this Office.	Options List: Licensed Work only Lot 1 - 20 Matter Starts Lot 2 - 100 Matter Starts Lot 3 - 250 Matter Starts

Section B – Miscellaneous Contract Work

	Question	Response Type
NOTE	In this section the Applicant may tender for Matter Starts to undertake compensation claims for victims of human trafficking and/or modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO.	
B.1.i	Does the Applicant wish to receive an allocation of Matter Starts to undertake compensation claims for victims of human trafficking and modern slavery, under paragraphs 32(2) and (3) and 32A (2) and (3) of Part 1 of Schedule 1 of LASPO?	Options List: Yes No (please go to Section C)

Section C – Warranties and Declaration

By completing and submitting this ITT Response, the Applicant confirms that it will meet the following requirements by the Contract Start Date to be awarded a 2024 Contract:

- by Contract Start Date will have been granted appropriate authorisation by a relevant legal sector regulator where required under the Legal Services Act 2007. For the avoidance of doubt this does not preclude non-solicitor entities from applying. Individuals applying to hold the 2024 Contract must have all necessary licences and authorisations to conduct Contract Work by the Contract Start Date; and
- by Contract Start Date will comply with the requirements set out in paragraph 2.22 of the Award ITT in relation to Quality Standards; and

- by Contract Start Date will employ FTE Supervisors who will actively supervise the Services tendered for in the Family Category of Law; and
- by Contract Start Date will employ one FTE Supervisor: four FTE Caseworkers ratio at each Office from which it is tendering to deliver Services in the Family Category of Law; and
- by Contract Start Date will have an Office in every Procurement Area tendered for that meets the Permanent Presence definition; and
- where tendering for Lot 3 will employ, at least on a PTE basis, by the Contract Start Date an individual who is:
 - an advanced member of the Law Society’s Family Law Advanced Accreditation Scheme (having passed the ‘violence in the home’ module or previously held adult party representative status on the Children Panel); or
 - a Resolution Accredited Specialist in Domestic Abuse, who must be based and regularly working at the Office.

By completing and submitting this ITT Response I give my undertaking that I am an individual authorised to make this submission on behalf of the Applicant and that the answers submitted in this ITT Response are correct. I understand that the information will be used in the process to assess the Applicant’s suitability to be offered Contract Work.

I understand that the LAA may conduct verification checks and may reject this ITT Response if there is a failure to answer all relevant questions fully or the information provided is inaccurate in any material way. I understand the LAA will verify my Tender and I will be required to evidence the information and warranties in this ITT Response by 23.59 on 15 March 2024.

	Question	Response Type
C.1	Name of the individual making declaration on behalf of the Applicant	Free text
C.2	Status within the Applicant organisation	Free text