

## HLPAS Specific Information: Further Procurement

This document contains:

1. acts of assistance for In-Court Duty Schemes
2. corresponding and neighbouring Housing and Debt Procurement Areas
3. ITT questions and assessment
4. HLPAS Area Guides

### 1. ACTS OF ASSISTANCE FOR IN COURT DUTY SCHEMES

ITT No.	HLPAS area	Courts Covered in HLPAS	Acts of assistance available for In Court Duty Scheme for 12 months
ITT_1028	Barnstaple, Torquay & Newton Abbot	Barnstaple Magistrates', County and Family Court	108
		Torquay and Newton Abbot County and Family Court	
ITT_1029	Boston, Lincoln	Boston County Court and Family Court	192
		Lincoln County and Family Court	

## 2. CORRESPONDING AND NEIGHBOURING HOUSING AND DEBT PROCUREMENT AREAS

ITT No.	HLPAS area	Corresponding LAA Housing and Debt Procurement Area	Local Authorities included in the Procurement Area	Neighbouring Housing and Debt Procurement Areas
ITT_1028	Barnstaple, Torquay & Newton Abbot	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	Cornwall  City of Plymouth  Somerset  Dorset

ITT_1029	Boston, Lincoln	Lincolnshire  Boston	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 East Lincolnshire & North Lincolnshire  Cambridgeshire  Norfolk  North Nottinghamshire  Leicestershire & Rutland
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### 3. HLPAS ITT

#### Section A – Quality Award Criteria and Proximity Award Criterion

Note	<p><b>Applicants wishing to bid for a HLPAS Contract must submit a response to each relevant HLPAS ITT. Applicants must ensure that they also complete and submit a response to the SQ ITT FURTHER (ITT_1026) and where required, the Award ITT FURTHER in the Housing and Debt Category of Law (ITT_1027). Applicants must bid for and subsequently obtain and hold a 2024 Contract for the delivery of Housing and Debt work at each Office from which they are bidding to deliver HLPAS.</b></p>
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Note	<p>Before submitting your HLPAS ITT Response, please carefully read the HLPAS ITT. This can be downloaded from the 'Buyer Attachments' section at the top of this page. This ITT gives information about the HLPAS Contract Work stage of the procurement process, including how to complete a HLPAS ITT Response.</p> <p>When completing your HLPAS 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>	
	<b>Question</b>	<b>Response Type</b>
	<b>Quality Award Criteria</b>	
N.1	<p>Please provide your Staff Organogram showing all staff that will be deployed to implement and deliver the Contract Work in the applicable HLPAS area which includes information about how the Applicant will staff the HLPAS Contract Work in the applicable HLPAS area. Applicants should use their own templates. However, the Staff Organogram must as a minimum show:</p> <ul style="list-style-type: none"> <li>• all roles that will be used in delivering the HLPAS Contract Work, including the HLPAS Manager. This should include the title of the role and the main duties that will be performed; and</li> </ul>	Attachment

	<ul style="list-style-type: none"> <li>• names of individual staff members fulfilling those roles (unless a vacant position), including whether they are currently employed, where there is a Signed Engagement Agreement and where they are employed as Agents; and</li> <li>• the qualifications and experience of staff members fulfilling roles; and</li> <li>• roles which are currently vacant; and</li> <li>• whether staff members and/or roles are permanent or temporary. Where temporary, the Applicant should stipulate how long the position will last; and</li> <li>• whether the staff member and/or role is full time or part time. Where part time, the Applicant should stipulate the proportion of an FTE the role comprises.</li> </ul>	
<p>1.i Skills and experience of staff delivering specialist legal advice in Housing and Debt Categories of Law</p>	<p>Using the Named Individuals in your Staff Organogram in question N.1, please explain how the Caseworkers, Supervisor(s) and Authorised Litigator(s) have the skills and experience needed to provide specialist legal advice in Housing and Debt Categories of Law, to effectively deliver legal advice to Clients using the HLPAS.</p> <p>The answer <b>MUST</b> include a description of the relevant breadth and depth of the skills and experience of Named Individuals who will be providing legal advice in Housing and Debt matters. Where the Applicant has current vacancies for posts which will deliver advice, the response must set out the skills and experience required.</p> <p>Higher scores may be awarded if your response demonstrates that you have significant experience in delivering advice on possession matters and/or a high ratio of Caseworkers who also meet the requirements of a Supervisor in the Housing and Debt Categories of law.</p>	<p>Text Box (x2)</p>
<p>1.ii Skills and experience of staff delivering specialist legal advice- Ability to provide Early Legal Advice</p>	<p>To assess the ability of the Applicant to deliver Early Legal Advice, please set out your delivery plan to provide Early Legal Advice to Clients, in accordance with Paragraph 10.34 of the Specification.</p> <p>The answer <b>MUST</b> include details of how you intend to deliver Early Legal Advice, including:</p> <ul style="list-style-type: none"> <li>- the specific steps you will take to promote the service to Clients.</li> <li>- how Early Legal Advice will be delivered (both face to face and remotely) depending on client location and need</li> </ul>	<p>Text Box (x2)</p>

	<p>- who will be delivering Early Legal Advice and their relevant skills and experience (for example how work will be delivered by Named Individuals, third-party organisations etc).</p> <p>Higher scores may be awarded if your response demonstrates that HLPAS Contract Work will be delivered by those with relevant skills and experience of the <i>full extent</i> of Early Legal Advice.</p>	
<p>1.2 Skills and experience of staff in delivering an In-Court Duty Scheme or a comparable service</p>	<p>Using the Named Individuals in your Staff Organogram in question N.1, please explain how the Caseworkers, Supervisors and Authorised Litigators have relevant skills and experience in delivering representation at court to cover the requirements of Paragraph 10.55 of the Specification.</p> <p>The answer <b>MUST</b> include a description of the skills and experience of Named Individuals in:-</p> <ul style="list-style-type: none"> <li>• delivering and managing advice to Clients through an In-Court Duty Scheme or a comparable service.</li> <li>• identifying and advising potential Clients in an in-court environment</li> <li>• responding to the needs of those Clients and the Court</li> </ul> <p>Where the Applicant has current vacancies for posts which will deliver advice, the response must set out</p>	<p>Text Box (x2)</p>
	<p>the skills and experience required. Applicants must also demonstrate how they will organise the delivery of services where Agents are used.</p> <p>Higher scores may be awarded if your response demonstrates that the majority of Caseworkers and Supervisors have experience in delivering an In-Court Duty Scheme or a comparable service.</p>	

<p>1.3 Supervision of staff delivering HLPAS Contract Work</p>	<p>To assess the quality of the service being provided, please outline how you will ensure high quality supervision of Caseworkers and Agents deployed on the service to ensure the delivery of HLPAS Contract Work. The answer <b>MUST</b> include:</p> <ul style="list-style-type: none"><li>- Details of how supervision will take place for Contract Work delivered under both Early Legal Advice and In Court Duty Scheme work. This should include the file review process, setting out the frequency and Named Individual(s) undertaking the reviews and should also include other ways in which the Contract Work will be supervised.</li><li>- Where you have stated that you intend to use Agents or third parties, descriptions of how both directly employed Caseworkers and Agents will be supervised to ensure contract compliance in accordance with Paragraph 2.5-2.7 of the Specification.</li></ul> <p>Higher scores may be awarded if your response demonstrates how your approach to supervision has been successfully used by you in supervising an In-Court Duty Scheme or equivalent service in the past <i>and/or</i> evidences how direct court supervision will take place.</p>	<p>Text Box (x2)</p>
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2.1 Resourcing Plan	<p>With reference to the roles in your Staff Organogram, given in answer to question N.1, please outline how the HLPAS will be fully resourced throughout the entire Contract Period (including any extension periods) including the measures that you will take to motivate and retain all staff.</p> <p>The answer <b>MUST</b> include:</p> <ul style="list-style-type: none"><li>- evidence of a succession plan for an individual/s to fulfil the position of Supervisor(s) beyond the temporary supervision provisions in the 2024 Standard Civil Contract, should this be required</li><li>- an outline of the approach to succession planning i.e. how you will identify and grow talent in your organisation to fulfil key roles deployed to HLPAS and the replacement of outgoing staff deployed to HLPAS</li><li>- the approach that you will take to motivate and retain staff</li></ul> <p>Higher scores may be awarded if your response demonstrates your process(es) to attract, select and appoint sufficiently skilled and experienced staff are likely to lead to successful and timely recruitment <i>and/or</i> evidence that the succession planning processes have been used successfully by you in the past.</p>	Text Box (x2)
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<p>2.2. Management of an effective service</p>	<p>To assess the effectiveness of the Applicant’s plans to manage the Early Legal Advice service and ensure that all court listings where advisers are required are resourced, please outline how you will have the skills and experience necessary to manage the service and measure the effectiveness of the service.</p> <p>The answer <b>MUST</b> include:</p> <ul style="list-style-type: none"> <li>- How referrals of Early Legal Advice will be allocated and managed and your plans for liaising with Courts and other relevant local links to ensure effective delivery of service to clients for HLPAS Contract Work.</li> <li>- Details of how you will ensure Caseworkers are available at each Court to deliver HLPAS Contract Work</li> <li>- Details about the processes that will be used to monitor service capacity and plan for changes in caseloads, including future Sessions, to allow you to forecast demand.</li> <li>- Details of the processes you will follow to adjust resources where there is an increase in demand, staff absences or deal with an unexpected additional Session or any emergency warrants at short notice where you are delivering the Contract Work.</li> <li>- The Named Individual(s) with responsibility for monitoring service capacity and forecasting future demand, engaging with Courts and resourcing the HLPAS Contract Work.</li> </ul>	<p>Text Box (x2)</p>
	<p>Higher scores may be awarded if your response demonstrates a flexible staffing approach including significant capacity to meet increases in demand, evidence of previous successful management of a similar service that required similar forecasting and resourcing activities and/or evidence of striving for continuous improvement of service delivery through the Contract Period.</p>	

<p>3.1. Sustainability of the service.</p>	<p>To assess that the Applicant has considered the factors that might affect the sustainability of the HLPAS Contract Work, please explain what risks you have identified in managing the ongoing sustainability of the service and give a brief summary of any plans that might provide effective mitigation of these risks throughout the Contract Period.</p> <p>The answer <b>MUST</b> include:</p> <ul style="list-style-type: none"> <li>- Financial risk</li> <li>- Resources and any increase of staff required to provide services</li> <li>- Reduction in work</li> <li>- Details of the Named Individual(s) with responsibility for the actions to ensure sustainability of the contract</li> </ul> <p>Higher scores may be awarded if your response indicates you have undertaken a thorough and detailed risk analysis and have devised potential contingency solutions that would ensure ongoing provision of the Contract Work.</p>	<p>Text Box (x2)</p>
<p>Note</p>	<p>The <a href="#">Social Value Model</a> sets out government’s social value priorities for procurement, it includes a ‘menu’ of social value options and provides detailed information relating to each policy outcome. This procurement process focuses on:</p> <p><b>Theme 2: Tackling economic inequality: Policy Outcome: Create new businesses, new jobs and new skills</b></p>	

<p>4.1 Social Value Question</p>	<p>Please describe the commitment your organisation will make to ensure that opportunities under the contract deliver the Social Value Policy Outcome and Award Criteria, in creating new jobs and skills to increase capacity in the legal aid market.</p> <p>Effective measures to deliver any/all of the following benefits through the contract:</p> <ul style="list-style-type: none"> <li>● Create employment and training opportunities particularly for those who face barriers to employment and/or who are located in deprived areas, and for people in industries with known skills shortages or in high growth sectors.</li> <li>● Support educational attainment relevant to the contract, including training schemes that address skills gaps and result in recognised qualifications.</li> </ul> <p>Your response should include the following:</p> <ul style="list-style-type: none"> <li>● your 'Method Statement', stating how you will achieve this and how your commitment meets the Award Criteria, and</li> <li>● a timed project plan and process, including how you will implement your commitment and by when. Also, how you will monitor, measure and report on your commitments/the impact of your proposals. You should include but not be limited to: <ul style="list-style-type: none"> <li>○ timed action plan</li> <li>○ use of metrics</li> <li>○ tools/processes used to gather data</li> <li>○ reporting</li> <li>○ feedback and improvement</li> <li>○ transparency</li> </ul> </li> </ul>	<p>Text Box (x2)</p>
	<p><b>Proximity Award Criterion</b></p>	

5.1.i	Please enter the Office address, where known, (excluding postcode) from which you intend to deliver the HLPAS.	Free text
	If you do not yet know the address of the Office, please enter 'TBC'. Compliant verification information, including Office addresses must be provided by 23.59 on 18 August 2024.	
5.1.ii	<p>Please enter the Office postcode for the Office from which you intend to deliver the HLPAS.</p> <p>If you do not yet know the address of the Office, please enter 'TBC'. Compliant verification information, including Office addresses must be provided by 23:59 on 18 August 2024.</p>	Free text
5.1.iii	<p>If the Applicant currently delivers legal aid contract work from the Office from which it intends to deliver the HLPAS 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> <p>Where you do not currently have a LAA Account Number for this Office please enter 'N/A'.</p>	Free text

5.2	Is the Office from which you are bidding to deliver Contract Work in this HLPAS area located in a corresponding or neighbouring Housing & Debt Procurement Area (as set out in Section 2 of the Standard Civil Contract 2024: Housing Loss Prevention Advice Service- Specific Information document)?	Options list: a. In the corresponding Housing and Debt Procurement Area – 5 points  b. In the neighbouring Housing and Debt Procurement Area – 3 points  c. In neither the corresponding or neighbouring Housing and Debt Procurement Area – 0 points
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### Section C - Warranties and Declaration

By completing and submitting this HLPAS ITT Response the Applicant confirms that it will meet the following Minimum Requirements by the relevant latest date specified at paragraph 2.6 of the HLPAS ITT:

- i. Must have successfully concluded the verification of their Housing and Debt tender by 23:59 on 18 August 2024; and
- ii. Must deliver HLPAS Contract Work in accordance with Paragraphs 10.18 to 10.79 of the Specification; and
- iii. Have a Housing and Debt Supervisor who is actively engaged in supervising your delivery of the service; and
- iv. Employ an Authorised Litigator; and
- v. All individuals delivering HLPAS Contract Work must meet the definition of Caseworker as defined in Paragraph 2.27 of the Specification; and
- vi. Have a nominated individual to undertake the role of HLPAS Manager.

By completing and submitting this HLPAS Individual Bid I give my undertaking that I am authorised to make this submission on behalf of the Applicant and that the answers submitted in this HLPAS Individual Bid are correct. I understand that the information will be used in the process to assess the Applicant's suitability to be offered a HLPAS Schedule I understand that the LAA may conduct verification checks and may reject this HLPAS Individual Bid or the Applicant's Tender 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 including this HLPAS Individual Bid and I will be required to evidence the information and warranties, by the latest deadlines specified by the LAA.

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

#### 4. HLPAS AREA GUIDES

##### **Barnstaple, Torquay & Newton Abbott HLPAS Area Guide**

This HLPAS Area Guide provides information on the In-Court Duty Scheme stage of the Barnstaple, Torquay & Newton Abbott HLPAS from September 2024.

Applicants should note that Early Legal Advice is a new service and the LAA is, therefore, unable to provide historic data on the volumes of this aspect of HLPAS.

##### **About the court location(s) in this HLPAS Area**

The court location(s) to be served in this HLPAS Area:

<b>Courts covered by the HLPAS Area</b>	<b>Address</b>	<b>Current Possession Listing Days</b>
Barnstaple Magistrates', County and Family Court	Barnstaple Law Courts North Walk Barnstaple EX31 1DX	Every other Wednesday
Torquay and Newton Abbot County and Family Court	The Willows Nicholson Road Torquay TQ2 7AZ	Tuesdays

Details of the volume of Matter Starts which will be issued to Providers to deliver Early Legal Advice is set out at paragraph 1.7 of the HLPAS ITT.

Details of the acts of assistance which will be issued to Providers to deliver the In-Court Duty Scheme for this HLPAS is set out in Section 1 of this HLPAS Specific Information.

##### **HPCDS volumes in this HLPAS Area<sup>1</sup>**

The tables below indicate historical data for Barnstaple, Torquay & Newton Abbott:

**acts of assistance are numbers of Clients advised by the HPCDS Provider:**

<b>Scheme</b>	<b>acts of assistance undertaken by the previous HPCDS</b>		
<b>Time Period</b>	Oct 2020 – Sep 2021	Oct 2021 – Sep 2022	Oct 2022 – Sep 2023
<b>Barnstaple Magistrates', County and Family Court</b>	30	21	12
<b>Torquay and Newton Abbot County and Family Court</b>	58	112	73

<sup>1</sup> Acts of Assistance data is drawn from the Legal Aid Agency's internal Management Information. Listing information is taken from HMCTS court listing data available at [Mortgage and landlord possession statistics - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/mortgage-and-landlord-possession-statistics)

**Historic Listing Information is the number of possession cases listed and represents the maximum number of Clients potentially eligible for HLPAS advice: <sup>2</sup>**

Court	Time period	Total number of Listings <sup>3</sup>	Listing Information – Types of Hearing			
			Mortgage	Accelerated Landlord	Private Landlord	Social Landlord
Barnstaple Magistrates', County and Family Court	Jan 2020 – Dec 2020	105	20	24	22	39
Barnstaple Magistrates', County and Family Court	Jan 2021 – Dec 2021	114	21	28	36	29
Barnstaple Magistrates', County and Family Court	Jan 2022 – Dec 2022	261	42	99	58	62
Barnstaple Magistrates', County and Family Court	Jan 2023 – March 2023	71	16	29	13	13
Torquay and Newton Abbot County and Family Court	Jan 2020 – Dec 2020	248	39	64	77	68
Torquay and Newton Abbot County and Family Court	Jan 2021 – Dec 2021	318	51	99	111	57
Torquay and Newton Abbot County and Family Court	Jan 2022 – Dec 2022	723	89	356	191	87
Torquay and Newton Abbot County and Family Court	Jan 2023 – March 2023	174	25	85	31	33

*All information relating to the volume and value of work included within this HLPAS Area Guide is based on information available to the LAA including information that has been reported by HPCDS Providers. This information should not be relied upon by prospective bidders. The LAA gives no guarantees or warranties regarding the accuracy of any information or regarding the actual volume or value of any HLPAS Contract Work during the contract term.*

<sup>2</sup> The number of matters is indicative of footfall in the court and clients eligible for the HLPAS service. However, clients may opt to not utilise the HLPAS Service for a variety of reasons.

<sup>3</sup> Claims listed and warrants



## **Boston, Lincoln HLPAS Area Guide**

This HLPAS Area Guide provides information on the In-Court Duty Scheme stage of the Boston, Lincoln HLPAS from September 2024.

Applicants should note that Early Legal Advice is a new service and the LAA is, therefore, unable to provide historic data on the volumes of this aspect of HLPAS.

### **About the court location(s) in this HLPAS Area**

The court location(s) to be served in this HLPAS Area:

<b>Court covered by the HLPAS Area</b>	<b>Address</b>	<b>Current Possession Listing Days</b>
Boston County Court	55 Norfolk Street Boston PE21 6PE	Second Thursday of the month
Lincoln County Court	360 High Street Lincoln LN5 7PS	Tuesdays (not every but no pattern)

Details of the volume of Matter Starts which will be issued to Providers to deliver Early Legal Advice is set out at paragraph 1.7 of the HLPAS ITT.

Details of the acts of assistance which will be issued to Providers to deliver the In-Court Duty Scheme for this HLPAS Area is set out in Section 1 of this HLPAS Specific Information.

### **HPCDS volumes in this HLPAS Area<sup>4</sup>**

The tables below indicate historical data for Boston, Lincoln:

**acts of assistance are numbers of Clients advised by the HPCDS Provider:**

<b>Scheme</b>	<b>acts of assistance undertaken by the previous HPCDS</b>		
	<b>Oct 2020 – Sep 2021</b>	<b>Oct 2021 – Sep 2022</b>	<b>Oct 2022 – Sep 2023</b>
<b>Boston County Court</b>	17	67	51
<b>Lincoln County Court</b>	34	110	81

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<sup>4</sup> Acts of Assistance data is drawn from the Legal Aid Agency's internal Management Information. Listing information is taken from HMCTS court listing data available at [Mortgage and landlord possession statistics - GOV.UK \(www.gov.uk\)](https://www.gov.uk/government/statistics/mortgage-and-landlord-possession-statistics)

**Historic Listing Information is the number of possession cases listed and represents the maximum number of Clients potentially eligible for HLPAS advice: <sup>5</sup>**

Court	Time period	Total number of Listings <sup>6</sup>	Listing Information – Types of Hearing			
			Mortgage	Accelerated Landlord	Private Landlord	Social Landlord
Boston County Court	Jan 2020 – Dec 2020	178	37	4	49	88
Boston County Court	Jan 2021 – Dec 2021	162	48	0	33	81
Boston County Court	Jan 2022 – Dec 2022	418	111	53	115	139
Boston County Court	Jan 2023 – March 2023	88	24	0	31	33
Lincoln County Court	Jan 2020 – Dec 2020	328	60	85	86	97
Lincoln County Court	Jan 2021 – Dec 2021	492	70	116	181	125
Lincoln County Court	Jan 2022 – Dec 2022	773	144	212	181	236
Lincoln County Court	Jan 2023 – March 2023	196	42	70	34	50

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<sup>5</sup> The number of matters is indicative of footfall in the court and clients eligible for the HLPAS service. However, clients may opt to not utilise the HLPAS Service for a variety of reasons.

<sup>6</sup> Claims listed and warrants