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Planning

## **The Provision of Housing Fuel Poverty Services**

London Borough of Waltham Forest

F01: Prior information notice

Prior information only

Notice identifier: 2023/S 000-032405

Procurement identifier (OCID): ocids-h6vhtk-04112d

Published 2 November 2023, 10:50am

### **Section I: Contracting authority**

#### **I.1) Name and addresses**

London Borough of Waltham Forest

Waltham Forest Town Hall, Forest Road

London

E17 4JF

#### **Contact**

Mr Joe Creasey

#### **Email**

[joe.creasey@walthamforest.gov.uk](mailto:joe.creasey@walthamforest.gov.uk)

#### **Telephone**

+44 2084964825

#### **Country**

United Kingdom

**Region code**

UKI53 - Redbridge and Waltham Forest

**Internet address(es)**

Main address

<http://www.walthamforest.gov.uk/>

Buyer's address

<http://www.walthamforest.gov.uk/>

**I.3) Communication**

The procurement documents are available for unrestricted and full direct access, free of charge, at

[www.londntenders.org](http://www.londntenders.org)

Additional information can be obtained from the above-mentioned address

**I.4) Type of the contracting authority**

Regional or local authority

**I.5) Main activity**

General public services

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## **Section II: Object**

### **II.1) Scope of the procurement**

#### **II.1.1) Title**

The Provision of Housing Fuel Poverty Services

Reference number

DN697486

#### **II.1.2) Main CPV code**

- 98000000 - Other community, social and personal services

#### **II.1.3) Type of contract**

Services

#### **II.1.4) Short description**

London Borough of Waltham Forest are seeking to determine market options for the provision of a Fuel Poverty Provider over the long term.

We are also seeking to determine the market capacity for outreach and engagement during the Winter period of 2023/24, including capacity building in the voluntary sector to support ongoing resilience to rising fuel costs.

We are seeking providers with a track record of proven knowledge and experience in all areas of Fuel Poverty including but not limited to from the list below;

- Energy Company Obligation Scheme, Great British Insulation Scheme, Boiler Upgrade Scheme, Priority Services Register, and other government schemes to support retrofit and other home upgrades

#### **II.1.5) Estimated total value**

Value excluding VAT: £393,000

#### **II.1.6) Information about lots**

This contract is divided into lots: No

### **II.2) Description**

### **II.2.3) Place of performance**

NUTS codes

- UKI53 - Redbridge and Waltham Forest

### **II.2.4) Description of the procurement**

London Borough of Waltham Forest are seeking to determine market options for the provision of a Fuel Poverty Provider over the long term (advertised value for a 3 year contract).

We are also seeking to determine the market capacity for outreach and engagement during the Winter period of 2023/24, including capacity building in the voluntary sector to support ongoing resilience to rising fuel costs (approx value £65,500).

Providers from across the market are invited to submit details on what they are able to provide in this sector. The range of services that we are reviewing are as follows:

London Borough of Waltham Forest is looking for a supplier/suppliers to provide Fuel Poverty support and outreach to vulnerable residents, particularly those without an EPC rating or an EPC rating of D-G.

The Fuel Poverty Provider is required to assist 260 vulnerable households in Waltham Forest to save an average of £300 or more on their annual energy bill as a result of receiving a package of interventions. At least 70% of households must have an existing health condition as defined by the National Institute for Health and Care Excellence (NICE) 2015 guidance on excess winter deaths and illness caused by cold homes.

For social and private tenants experiencing damp and disrepair, the provider will follow the agreed pathways (see attached) and will provide damp and disrepair reports only when those pathways are exhausted.

The provider is expected to provide additional support to at least 30 residents receiving large energy efficiency measures in their home (for example boiler replacement), it is expected that if the provider is not able to reach these targets they should inform the Council as soon as possible and agree alternative work to be carried out in place of these outputs.

The Provider is expected to target and prioritise households most in need.

To qualify, households must be living in Waltham Forest and will be either:

- Owner occupiers living in energy inefficient housing with high energy costs

- Living in an energy inefficient property with high energy costs in the private rented sector
- A Social tenant of the Council or a housing association. This work will be limited to advice and support [small measures]. The provider may not carry out any improvement works on these properties.

The Provider should provide a package of interventions tailored to the individual household's needs following an assessment. Interventions can include a mixture of advice and support and energy efficiency improvement measures installed in the property. This can also include case work support for residents applying for Council initiatives or Council supported schemes such as ECO4, GBIS or future variations of these schemes.

The Provider should act as an Energy Efficiency Advisor and be NEA/City & Guilds 6281-01 Level 3 Award in Energy Awareness qualified or equivalent. The Provider will also be able to work with the Council to provide EPC ratings to homes without an existing certificate that are likely to be eligible for funding schemes once this is in place.

The improvements that can be installed in a property will depend on many things, including age and size of the property; condition of the property; and available funding. For each home, the Provider is required to undertake a survey to identify what improvements can be installed and funded. The works should deliver value for money and be effective.

Larger energy efficiency improvement works are applicable provided the Provider and / or the Council secure significant additional external funding to deliver them. Where funding allows, the provider should prioritise the installation of zero-carbon heating systems and the use of sustainable materials, ensuring that materials and installations always fully comply with safety regulations. Embodied carbon should be considered and minimised wherever possible.

Within the Winter Support 23/24 variation to this contract, the provider is expected to undertake a scheduled of outreach events (proposed at 6 sessions a week for 20 weeks) in collaboration with the Council to identify vulnerable residents to support with energy efficiency measures and completing support applications (e.g. to Council schemes or ECO4. The Provider should be willing to attend Community Living Rooms, Faith Groups and other engagement opportunities and be flexible to meet the needs of the community. We would expect the provider to support at least 100 residents to make an application via the Council's winter support form.

This is an opportunity to ensure the most vulnerable are being supported and can access the services on offer from both the Provider and the Council. Those that are digitally excluded or have limited contact with the Council should be provided with an opportunity.

Ideally the Provider should be able to attend outreach events and home visits using the

most sustainable mode of transport available to them, or by reducing the miles travelled by carbon intensive modes (e.g. cars). We are seeking social value from local based provider/providers who have a likeminded ethos and can work in partnership with us to deliver the best possible outcomes for our citizens.

#### **II.2.6) Estimated value**

Value excluding VAT: £393,000

#### **II.3) Estimated date of publication of contract notice**

23 November 2023

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## **Section IV. Procedure**

### **IV.1) Description**

#### **IV.1.8) Information about the Government Procurement Agreement (GPA)**

The procurement is covered by the Government Procurement Agreement: No