

Agenda

Notice of a meeting held in private

**Community Development
Directorate - Executive Members
and Corporate Director Meetings**

To: Councillor Simon Myers.

Date: Friday, 19 December 2025

Time: 10.30 am

Venue: Microsoft Teams

The meeting will be available to view once the meeting commences, via the following link - www.northyorks.gov.uk/livemeetings Recordings of previous live broadcast meetings are also available there.

Business

Items for Corporate Director Decision

1. Procurement of for the supply, installation, servicing, and recycling of lifting equipment funded by Disabled Facilities Grants (*Pages 3 - 12*)

Barry Khan
Assistant Chief Executive
(Legal and Democratic Services)

County Hall
Northallerton

Thursday, 11 December 2025

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North Yorkshire Council

Corporate Director

19 December 2025

Procurement for the supply, installation, servicing, and recycling of lifting equipment funded by Disabled Facilities Grants

Report of the Assistant Director of Housing, Community Development

1.0 PURPOSE OF REPORT

- 1.1 For the Corporate Director of Community Development in consultation with the Executive Member for Culture, Arts and Housing to approve the commencement of the procurement and award contracts for stairlifts and through-floor lifts, appointing one provider for each lot. This will enable the Council to deliver consistent standards, improve resilience, and achieve better outcomes for residents, while meeting all regulatory and contractual requirements.

2.0 BACKGROUND

- 2.1 The Council has a statutory duty to provide adaptations that enable residents to live safely and independently in their homes. Stairlifts and lifting equipment are essential components of this provision, particularly for residents with mobility impairments.

3.0 ISSUES

- 3.1 The provision of stairlifts and lifting equipment are currently delivered through multiple suppliers. This fragmented approach has led to inconsistent standards, increased administrative burden, and longer lead times for installations. It has also limited the Council's ability to monitor performance effectively, making it difficult to ensure quality and accountability across providers.
- 3.2 The new procurement will address these challenges by consolidating services under a single provider contract. This will deliver consistency in quality and compliance with occupational therapy specifications, streamline processes for installation and emergency repairs, and improve resilience through clear KPIs and robust performance monitoring. Importantly, the contract will include provisions for recycling and reusing equipment, reducing waste and supporting the Council's sustainability objectives.
- 3.3 The arrangement will apply across the Council's Housing Service, ensuring a consistent approach to the provision of stairlifts and lifting equipment when adapting residents' homes in both social and private sectors.
- 3.4 The scope of the procurement will include:
- Supply and installation of stairlifts (straight and curved) and through-floor lifts.
 - Associated preparation works, such as asbestos surveys where required.
 - Ongoing inspection and servicing as necessary.
 - Recycling or refurbishment of stairlifts wherever feasible.

- 3.5 The tender will be divided into two lots to reflect distinct technical requirements and market specialisms:
- **Lot 1:** Supply, Installation, Inspection, and Maintenance of Stairlifts (including refurbishment and recycling from Year 3 onward).
 - **Lot 2:** Supply, Installation, Inspection, and Maintenance of Through-Floor Lifts (including associated building works and structural alterations).

The nature of works differs significantly between stairlifts and through-floor lifts in terms of design, installation complexity, and compliance requirements. Market engagement confirmed that some suppliers specialise in one category but not both, so dividing into lots maximises competition and encourages participation from small and medium-sized enterprises. This structure also allows flexibility for the Council to appoint different providers for each lot if advantageous.

- 3.6 The specification will include refurbishment and reuse of stairlifts from Year 3, reducing reliance on new equipment and lowering lifecycle costs. Standardisation of installation requirements (such as electrical works and safety features) will avoid bespoke solutions and ensure consistency.

- 3.7 To ensure effective delivery, Housing Renewals will lead on contract management for the Housing Service. Quarterly performance reviews will be undertaken, with clear escalation routes for non-compliance.

4.0 CONTRIBUTION TO COUNCIL PRIORITIES

- 4.1 This procurement supports the Council's strategic priorities by promoting independence and wellbeing for vulnerable residents, ensuring timely and safe adaptations that enable people to remain in their homes. It aligns with the Council's commitment to delivering high-quality, cost-effective services, reducing inequalities, and improving health outcomes.

- 4.2 The inclusion of recycling and sustainability requirements contributes to the Council's climate change and environmental objectives, while the joint approach with Housing Standards enhances efficiency and collaboration across services.

- 4.3 By embedding social value within the contract, the procurement also supports local economic growth and skills development, reinforcing the Council's ambition to create thriving communities.

5.0 ALTERNATIVE OPTIONS CONSIDERED

- 5.1 A "do nothing" approach was deemed unviable, as the Council must comply with procurement regulations and fulfil its statutory duty to deliver adaptations for residents. The option of procuring multiple providers was considered; however, this would introduce significant complexity, increase administrative burden, and heighten the risk of inconsistent standards across installations and ongoing maintenance.

- 5.2 Similarly, a framework call-off was rejected due to the limited availability of suitable frameworks for this niche requirement. This approach would likely reduce competition and lead to higher costs.

- 5.3 The recommended option is to appoint a single provider to each lot through an open tender process via YORtender. This ensures full compliance, maximises competition, and enables robust performance management through KPIs and social value commitments. It offers clear advantages in terms of resilience, sustainability, and value for money. By streamlining processes and ensuring consistent quality and accountability, this approach delivers better outcomes for residents while supporting the Council's strategic objectives.

6.0 IMPACT ON OTHER SERVICES/ORGANISATIONS

6.1 The proposed single-provider arrangement will support our Occupational Therapy services by creating a single point of contact for all stairlift and lifting equipment adaptations. This will simplify communication and reduce delays, enabling therapists to work to clear timescales from the provision of quotations through to installation. The provider will also offer specialist advice and technical support on complex solutions such as curved stairlifts and through-floor lifts, ensuring that adaptations meet the needs of our disabled residents effectively. By streamlining processes and providing consistent standards, this approach will enhance collaboration between Housing Renewals, Housing Standards, and Occupational Therapy teams, improving outcomes for vulnerable residents and reducing administrative burden.

7.0 FINANCIAL IMPLICATIONS

7.1 The total estimated value of the contract is approximately £6,000,000. It will run for an initial term of 24 months, with the option to extend for a further 24 months. Recycling activities will commence in year three, following the contract extension, to ensure the incumbent provider consistently meets the required service levels and to allow sufficient stock for recycling purposes.

7.2 This procurement approach will deliver cost efficiencies by reducing duplication and leveraging economies of scale, ensuring better value for money and improved operational effectiveness.

8.0 LEGAL IMPLICATIONS

8.1 The procurement process will be conducted in full compliance with the Council's Procurement and Contract Procedure Rules and the Procurement Act 2023. Legal Services will review and draft the contracts to ensure they include robust terms and conditions covering performance obligations, safeguarding requirements, data protection compliance, and dispute resolution mechanisms.

9.0 EQUALITIES IMPLICATIONS

9.1 An Equality Impact Assessment screening has been completed; no significant impacts identified. The contract will require the provider(s) to demonstrate commitment to equality, diversity, and inclusion. See Appendix A.

10.0 CLIMATE CHANGE IMPLICATIONS

10.1 A Climate Change Impact Assessment screening has been completed (see Appendix B). The appointed provider will be required to adopt sustainable practices, including recycling equipment, minimising travel-related emissions, and reducing waste.

10.2 Sustainability Targets:

- Recycling and refurbishment of stairlifts during later years of the contract.
- Compliance with waste disposal requirements under the Waste Electrical and Electronic Equipment (WEEE) Regulations and the Environmental Protection Act.

10.3 These measures will ensure the contract supports the Council's environmental objectives and contributes to long-term sustainability.

11.0 PERFORMANCE IMPLICATIONS

- 11.1 The contract will embed clear Key Performance Indicators (KPIs) to ensure high standards of delivery. These will include installation timescales and completion targets, response times and emergency call-out performance, customer satisfaction and complaint resolution, and recycling and reuse targets for equipment.
- 11.2 Social value will be incorporated through commitments to local employment opportunities and apprenticeships, supporting skills development within the community. The contract will underpin the effective delivery of this area of work, with the Housing Renewals team (Home Improvement Agency) taking the lead in managing the contract in accordance with the Council's contract management guidance.

12.0 RISK MANAGEMENT IMPLICATIONS

- 12.1 The key risks associated with this procurement have been identified, along with appropriate mitigations.
- **Provider failure:** This risk will be addressed through robust financial checks during the tender process and contingency plans for engaging alternative providers if required.
 - **Supply chain delays:** Mitigated by incorporating contractual obligations for maintaining adequate stock levels and meeting agreed lead times.
 - **Compliance risk:** Managed through regular audits, ongoing performance monitoring, and clear escalation procedures to ensure adherence to contractual and regulatory requirements.

13.0 REASONS FOR RECOMMENDATIONS

- 13.1 The procurement will appoint one provider for each lot: one for stairlifts and one for through-floor lifts. This approach will eliminate service fragmentation, strengthen resilience, and deliver improved outcomes for residents. It is sustainable, fully compliant, and aligned with the Council's strategic priorities.

14.0 RECOMMENDATION

- 14.1 For the Corporate Director of Community Development in consultation with the Executive Member for Culture, Arts and Housing to approve the commencement of the procurement and award contracts for stairlifts and through-floor lifts, appointing one provider for each lot. This will enable the Council to deliver consistent standards, improve resilience, and achieve better outcomes for residents, while meeting all regulatory and contractual requirements.

APPENDICES:

Appendix A – Equalities Impact Assessment
Appendix B – Climate Change Impact Assessment

Andrew Rowe
Assistant Director – Housing – Community Development
08 December 2025

Report Author & Presenter – Lynn Williams

Note: Members are invited to contact the author in advance of the meeting with any detailed queries or questions.

Initial equality impact assessment screening form			
This form records an equality screening process to determine the relevance of equality to a proposal, and a decision whether or not a full EIA would be appropriate or proportionate.			
Directorate	Community Development		
Service area	Housing Services		
Proposal being screened	Procurement for the supply, installation, servicing, and recycling of lifting equipment		
Officer(s) carrying out screening	Lynn Williams		
What are you proposing to do?	Undertaken a procurement and award contracts for the installation of stairlifts and through-floor lifts in domestic properties.		
Why are you proposing this? What are the desired outcomes?	<p>The procurement will appoint one provider for each lot: one for stairlifts and one for through-floor lifts.</p> <p>This approach will eliminate service fragmentation, strengthen resilience, and deliver improved outcomes for residents. It is sustainable, fully compliant, and aligned with the Council's strategic priorities.</p>		
Does the proposal involve a significant commitment or removal of resources? Please give details.	No		
Impact on people with any of the following protected characteristics as defined by the Equality Act 2010, or NYC's additional agreed characteristics			
As part of this assessment, please consider the following questions:			
<ul style="list-style-type: none"> To what extent is this service used by particular groups of people with protected characteristics? Does the proposal relate to functions that previous consultation has identified as important? Do different groups have different needs or experiences in the area the proposal relates to? 			
If for any characteristic it is considered that there is likely to be an adverse impact or you have ticked 'Don't know/no info available', then a full EIA should be carried out where this is proportionate. You are advised to speak to your directorate representative for advice if you are in any doubt.			
Protected characteristic	Potential for adverse impact		Don't know/No info available
	Yes	No	
Age		X	
Disability		X	
Sex		X	
Race		X	
Sexual orientation		X	
Gender reassignment		X	
Religion or belief		X	
Pregnancy or maternity		X	
Marriage or civil partnership		X	
People in rural areas		X	
People on a low income		X	
Carer (unpaid family or friend)		X	
Are from the Armed Forces Community		X	
Does the proposal relate to an area where there are known inequalities/probable	The proposal will support the delivery of adaptations in residents' homes. The intention of the procurement is to		

APPENDIX A

<p>impacts (for example, disabled people's access to public transport)? Please give details.</p>	<p>speed up the process for residents and NYC and Health Staff, during the assessment process.</p>			
<p>Will the proposal have a significant effect on how other organisations operate? (for example, partners, funding criteria, etc.). Do any of these organisations support people with protected characteristics? Please explain why you have reached this conclusion.</p>	<p>No, the proposal will have no significant effect on how other organisations work.</p>			
<p>Decision (Please tick one option)</p>	<p>EIA not relevant or proportionate:</p>	<p>✓</p>	<p>Continue to full EIA:</p>	
<p>Reason for decision</p>	<p>No adverse impact is anticipated.</p>			
<p>Signed (Assistant Director or equivalent)</p>	<p>Andrew Rowe</p>			
<p>Date</p>	<p>9/12/25</p>			

Initial Climate Change Impact Assessment (Form created August 2021)

The intention of this document is to help the council to gain an initial understanding of the impact of a project or decision on the environment. This document should be completed in consultation with the supporting guidance. Dependent on this initial assessment you may need to go on to complete a full Climate Change Impact Assessment. The final document will be published as part of the decision-making process.

If you have any additional queries, which are not covered by the guidance please email climatechange@northyorks.gov.uk

Title of proposal	Procurement for the supply, installation, servicing, and recycling of lifting equipment funded by Disabled Facilities Grants
Brief description of proposal	This decision seeks to procure a single contract to deliver services for starlifts and lifting equipment, replacing the current arrangement where services are delivered through multiple suppliers.
Directorate	Community Development
Service area	Housing
Lead officer	Lynn Williams
Names and roles of other people involved in carrying out the impact assessment	Hannah Nutsey

The chart below contains the main environmental factors to consider in your initial assessment – choose the appropriate option from the drop-down list for each one.

Remember to think about the following;

- Travel
- Construction
- Data storage
- Use of buildings
- Change of land use
- Opportunities for recycling and reuse

Environmental factor to consider	For the council	For the county	Overall
Greenhouse gas emissions	No effect on emissions	Decreases emissions	Decreases emissions
Waste	Decreases waste	Decreases waste	Decreases waste
Water use	No effect on water usage	No effect on water usage	No effect on water usage
Pollution (air, land, water, noise, light)	No effect on pollution	No effect on pollution	No effect on pollution
Resilience to adverse weather/climate events (flooding, drought etc)	No effect on resilience	No effect on resilience	No effect on resilience
Ecological effects (biodiversity, loss of habitat etc)	No effect on ecology	No effect on ecology	No effect on ecology
Heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape	No effect on heritage and landscape

APPENDIX B

If any of these factors are likely to result in a negative or positive environmental impact then a full climate change impact assessment will be required. It is important that we capture information about both positive and negative impacts to aid the council in calculating its carbon footprint and environmental impact.

Decision (Please tick one option)	Full CCIA not relevant or proportionate:	X	Continue to full CCIA:	
Reason for decision	A full CCIA is not appropriate as the report seeks to procure a single supplier. Sustainability has been considered in the decision and it is hoped that by utilising a single supplier, waste will be reduced. Similarly, a single supplier may lead to a reduction in greenhouse gas emissions, as they can carry out efficient journey routes across the region.			
Signed (Assistant Director or equivalent)	A Rowe			
Date	11 December 2025			

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