

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

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