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| Meeting Title: | Market Engagement event |
| Date: | 22 October 2019 |
| Time: | 9.30am |
| Location: | St Johns Hall Penzance |

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| Question | Answer |
| Would Lot 2 Accommodation for Applicants who are 16 and 17 years old have different pricing to reflect the different specification | There are specific requirements for this Lot so the Council is looking to block purchase accommodation for this Lot. |
| Is the temporary accommodation that the Council is purchasing unfurnished | The Council has made the decision to purchase 250 homes for use as temporary accommodation As far as we are currently aware the accommodation within this other project will be unfurnished |
| Will pre-qualified Providers be able to bid to provide accommodation | Yes once a Provider has passed pre-qualification in Stage 1 they can enter the Dynamic Purchasing System (DPS) |
| What information would the accommodation provider have about the applicant when they bid | Individual cases are risk assessed by Cornwall Housing to support the most appropriate placements  The service works within Data Protection and GDPR already and will continue to do so, information is shared that is necessary and appropriate |
| Are there particular areas that have a greater need for accommodation | Main towns in the county are particularly needed, however we are aiming to have enough providers to enable Applicants to be placed near their family, work, school and networks |
| What would demand for accommodation be like through the DPS | There isn’t enough capacity within the current framework which is resulting in purchasing outside of the framework agreement. The DPS will provide flexibility for both the Provider and Cornwall Council |
| How will requests for accommodation be advertised | Within office hours accommodation requirements will be posted electronically through the DPS and alerts sent to pre-qualified Providers. Out of hours Providers may be contacted via telephone to meet the accommodation needs of the Applicant. |
| How will the advertising work when accommodation is required immediately | Adverts for accommodation can be placed and accommodation placements arranged within the same day |
| Will there be different pricing for different geographical areas | Local Housing Allowance is set and fluctuating prices can cause issues when Housing Benefit are assessing claims |
| Is the pricing based on a nightly rate | Yes a nightly rate |
| If there is a ceiling price and then bidding to provide accommodation would the lowest price win | Price is only one element, suitability of accommodation for the Applicant will be important |
| Have ceiling room rates been decided | Room rates are currently being investigated and benchmarked |
| Will the room rates reflect seasonality as some Providers have additional pressures during the summer | The current pricing strategy is looking at different options which include the possibility of a balance across seasons or a reflection of seasonality. |
| What happens if an Applicant causes damage, is there any support for Providers | Applicants are provided with terms and conditions for their stay  In the current framework it advised Providers that Cornwall Council does not cover damages  Providers would be expected to hold adequate insurance |
| What would happen if an Applicant did not wish to leave | This happens very rarely. Support is provided by Officers to the Applicant and Provider. Applicants are supported to move should they need to and plans are made with them  Applicants are booked on a nightly basis and therefore have no legal right to occupy so can be asked to leave should it become necessary |
| How do Providers register on Supplying the South West | Register onto the Supplying the South West site at [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk) This will ensure any alerts relating to this project are communicated |
| Is the Council looking to rent whole houses over a longer term | The Council has already made the decision to purchase 250 homes for use as temporary accommodation  This project is looking at shorter term emergency accommodation through a Dynamic Purchasing System |
| What happens if an Applicant has furniture | The Council may have a duty to protect belongings and would undertake steps to do so |
| Are there terms and conditions for Applicant’s stay in accommodation | Yes all Applicants are issued with terms and conditions for their stay in accommodation |