**Clarification Questions**

**Q. Who will be responsible for voids in the properties?**

A. B&NES Council have nominations rights and will have void agreements in place with both Landlords for empty properties

**Q. Is it four flats for people supported plus one for staff or five for people plus one for staff?**

A. Five flats for tenants and plus one for staff to have use of a room and 6th flat for a communal hub so tenants can socialise in together should they choose

**Q. What happens if there is an emergency in the night in a situation where a client has to be supported to access the hospital, given there is no waking night?**

A. The core support provider would respond as required making use of on-call /contingency arrangements. A discussion can then be had with the Council at the earliest opportunity to discuss remuneration if additional care and support was provided.

**Q. Will the tender price submitted be for 23/24, with annual uplifts thereafter?**

A. The Council will review fees on an annual basis

**Q. Do you plan a mix of lower and higher needs within the schemes?**

A. Referrals will be reviewed in terms of compatibility – want to ensure the setting is right for the individuals and it is likely to be a mix of need.

**Q. Will the sleep-in period be 8 or 9 hours or something else?**

A. 9 hours, 10pm – 7am.

**Q. Can we have the actual addresses of the two schemes to check public transport for staff?**

A. Hygge Park: Off Fairfield Way, Keynsham, Bristol, BS31 1GD

Sulis Down: Harrison Down, Southstoke, Bath BA2 2FT

**Q. Is there dedicated outside space for each scheme?**

A. No dedicated space but there are communal areas for both schemes.

**Q. Are there any costs for the provider for office space etc?**

A. Any fee for the provider for office space will be clarified during the tender period.

**Q. The period for completing the tender is a main holiday time, so providers a likely to have key staff on leave. Is there a possibility of a slightly longer period?**

A. No there is no flexibility in the timescales.

**Q. Has any market research been carried out around recruitment in each area?**

A. Nationally recruitment is an issue. We have given as much information as we can to help providers consider the core staffing team requirements.

**Q. Will you be appointing one provider for both services?**

A. Yes

**Q. When do you expect both buildings to be ready for individuals to move into? When do you expect all individuals to have moved in by?**

A. Hygge Park is likely to be ready before the anticipated contract start date. Provider could be working with individuals ahead of January and move in dates will be scheduled.

**Q. For the individuals with Behavioural Support Plans, will local specialist input be available from community teams, or will the provider be expected to lead on this?**

A. If people have particular complex needs we would be liaising with the complex health needs teams. Social Care and commissioners will be working in partnership to support individuals with multi-disciplinary teams as required.

**Q. What is the ratio between quality and price evaluation?**

A. 70% quality and 30% price

**Q. Without pen pictures, it can be difficult to understand the level of support complexity which we will need to consider for staff pay rates. Will it be possible to provide example pen pictures within the tender documents to show the range of support needs expected?**

A. We can’t do that yet – we are keen to work with the awarded provider to undertake assessment process. Referral process is robust and we need agreement from landlords to accept referral for tenants.

**Q. Are there any bank holiday rates included in the pricing?**

A. The rates applied are blended rates and those are our ceiling rates.

**Q. At what point will the provider be involved in referrals?**

A. At the earliest opportunity. We do need to begin to work on a shortlist of potential referrals given the timescales, but we would look to work with the awarded provider at the earliest opportunity to input into that process to think about what a good life looks like for each individual; what additional support they may need, and what outcomes do they want to work towards.

**Q. Will SLA from Housing Associations be shared through the procurement process?**

A. Yes, we will provide an indicative Partnership Agreement between the awarded provider and the Landlord as part of the tender pack.

**Q. Can floorplans of the flats be shared as part of the ITT please?**

A. Yes

**Q. Are there any expectations in terms of staff being paid the Real Living Wage or having specific qualifications that we would need to factor into our pricing?**

A. This Council recognises the significant workforce challenges currently facing many of you locally. Given this, the Council is expecting B&NES providers to pay their staff a minimum of £10.90 an hour.

Whilst we cannot enforce this, we will discuss and monitor this through our regular contract management meetings with our local providers.

Expectations for staff training are set out in the specification.

**Q. Is the accommodation a permanent offer to tenants so long as they need to continue to need the core support?**

A. Yes, these will be people’s homes so long as the tenant doesn’t breach the tenancy agreement and it is the right environment for them with the right support.

**Q. Will the housing provider complete any aids and adaptation for individuals through their own funding prior to the individual moving in?**

A. If there is anything specific that would usually follow an assessment by an Occupational Therapist and may be organised through Community Equipment or potentially the Disabled Facilities Grant.

**Q. What type of tenancy will the new resident have? Is it single person’s accommodation only?**

A. It will be a starter tenancy converting to lifetime / Assured tenancy on the basis that the tenant continues to need the support. They are all one-bedroom properties.

**Q. Who will sign tenancies depending on capacity? Have you considered easy-read?**

A. Yes there are easy read tenancy agreements. If people don’t have capacity the individual may have an LPA, or social care will support an application for a court appointed deputy.

**Q. Will you expect everyone to move in on same date or will there be a phased approach to that?**

A. We will work with the awarded provider on a transitions plan for each individual to meet their needs and ensure that this is planned and supported.

**Q. For referrals coming in, will some of them be experiencing their first time living away from family home? Sometimes we have individuals who may be more complex and may require positive behaviour support assessed as suitable for a scheme, but unknowns arise when moving out of home for first time. Will we be working with the LA to find more suitable accommodation if it doesn’t work?**

A. Yes, we will work in partnership to react when people’s needs change or if the environment isn’t fit for their needs.

**Q. What happens in a situation where a client becomes very challenging, will there be a consideration for additional 1:1 hours?**

A. We will look at individuals needs and if needs change, they will be reviewed and we will work with the core provider and social care to see if anything different needs to be provided for them.