**Soft Market Testing Engagement Questionnaire**

**FOR THE PROVISION OF**

**‘Day Opportunities Support Service for Adults with Mental Health Issues’**

**1. Service Contract**

The London Borough of Redbridge (“the Authority”) is seeking expressions of interest and information for the provision of a **‘Day Opportunities Support Service for Adults with Mental Health Issues’.**

The new contract is scheduled to commence on **1st October 2024**. It is anticipated that the contract will be for a period of two years with possible extensions, dependent on performance but that is yet to be confirmed.

**2. Market Engagement & Soft Market Testing**

**Please note that this is not a call for competition.**

We are undertaking this market engagement exercise to understand and determine current interest and expertise levels and innovative models of practice in the market for this type of service. The Soft Market Test is intended to allow interested organisations to outline their views and provide information with no commitment to themselves or the Council.

During the Soft Market Test, we would like to gauge the level of interest. We encourage your participation in this soft market testing exercise but **must** emphasise that your involvement in this exercise will **not** carry any commercial advantage in any ensuing procurement process. No information provided in response to this soft market testing exercise will be used in any evaluation of any subsequent response to a procurement exercise.

Please note that this exercise is intended to assess the level of interest from potential providers, to provide the services outlined above and help inform the service. Your responses **are not** evaluated or scored as this exercise is not part of a procurement process, as it is for engagement and development purposes only.

Thank you.

**ALL RESPONSES MUST BE COMPLETED AND RETURNED VIA THE LONDON TENDERS PORTAL MESSAGE FUNCTION BY:**

**THURSDAY 25TH APRIL 2024, MIDDAY (12 NOON)**

**3. About the Service**

The overall aim of the Service is to provide inclusive and holistic support to Service Users with medium to high level Mental Health conditions who are referred by the Social Care Mental Health teams. The service aims to support people to maintain their quality of life and enhance their capacity to maintain their health and wellbeing through the provision of a range of person centred, coordinated and outcome focused service.

The service is commissioned to provide:

* Client centred and aims focused recovery from mental health problems, encourage social inclusion and for a person to identify goals they wish to pursue in order to enhance their lives and encourage them on their recovery journey.
* Individualised support and linking individuals with resources and activities that are integrated within the wider community.
* A Hub Specialist Resource Centre.
* Provision of a drop-in service including evenings and weekends.
* Outreach work to promote social inclusion through a range of group activities that are community-based moving towards making Service Users more independent and encouraging them to develop their own social networks.
* Flexible, short-term, and focused support for adults with mental health issues to develop and achieve their independence.
* Information, advice, guidance and signposting to help adults with mental health issues to make more informed choices.

**4. Engagement Questions**

**Section A: Organisation Overview**

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| **1. Organisation Name** |
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| **2. What kind of services do you provide? Do you provide any specialist services related to complexity of need for Mental Health?** |
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| **3. What is your organisations track record in providing this type of service?** |
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| **4. What other local authorities do you currently work with to deliver a service?** |
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| **5. Are these services provided by block contracts, Framework/DPV or Spot purchasing?** **(Please indicate all that apply)** |
| **Block** |  | **Framework/DPV** |  | **Spot** |  | **Other:** |  |

**Section B: Market Information**

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| **1. What are the key challenges that are impacting on the market and your service delivery?** |
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| **2. What key of changes have you seen in relation to your service and service users?** |
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| **3. How have you responded to these changes within your service?** |
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**Section 3: Service Delivery & Engagement**

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| **1. Does your organisation operate a specific model or approach to support service users? If so, could you provide a brief overview and any benefits.** |
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| **2. How would you or do you evidence the impact that service delivery has had on service users?** |
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| **3. What approaches do you use /or would you use to target service users who are hard to engage with and reduce inequalities?** |
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| **4. Would you be interested in bidding for this Contract and working with Redbridge Council?** * **If yes, why?**
* **If no, why not?**
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| **As this is an existing service TUPE could apply.** |