**Social Prescribing and Community Navigation Market Engagement Questions**

City and Hackney Clinical Commissioning Group and the London Borough of Hackney is seeking expressions of interest and feedback as part of this market engagement exercise ahead of a potential competitive procurement process to award a new joint contract for the provision of a Social Prescribing and Community Navigation Service in the City and Hackney area.

You are invited to complete this Market Engagement Questionnaire and return it promptly so that we can use your response to inform our commissioning and procurement intentions and approach.

Please submit your completed questionnaire to:

**Through the messaging service of the Pro Contract portal.**

**Timeline**

The approximate planned timeline for a future procurement is:

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| **Engagement and Service Specification Development** | **October and November 2019** |
| **Call for Competition Published** | **2nd January 2020** |
| **Deadline for Tender Submission** | **End February 2020** |
| **Bidder Presentations and panel decision** | **April 2020** |
| **Contract Award** | **June 2020** |
| **Mobilisation** | **July-September 2020** |
| **Service Commencement** | **1st October 2020** |

**Disclaimers**

Organisations considering whether to respond to this information request should note the following:

* City and Hackney Clinical Commissioning Group (the Commissioner) is in the process of finalising its decision in regard to the most appropriate approach to commissioning this contract and is undertaking market engagement in order to seek the views and opinions of those organisations that may be interested in helping to deliver the service;
* The Commissioner is working with the London Borough of Hackney (LBH) and the City of London Corporation (CoL) to commission a joint Social Prescribing and Community Navigation Service which in funded by both the NHS and the Unitary Authorities;
* This Market Engagement Questionnaire (MEQ), and any subsequent information provided in response to it, does **not** form an integral part of any potential future procurement exercise and should therefore not be considered a call for competition, it is an attempt by the Commissioner to engage with the potential market for delivering services to inform procurement planning;
* This MEQ, the accompanying draft documentation and the responses received arising from it are in no way legally binding on any party;
* Participation in the engagement exercise is not a mandatory requirement for participating in any potential future procurement; however, responses received will assist to inform the Commissioner as to the level of interest from the market and will be used to evidence a decision as to whether or not to undertake a competitive procurement;
* Interested parties will not be prejudiced by any response or failure to respond to this market engagement exercise and a response to this notice does not guarantee any invitation to participate in any future public procurement process that the Commissioner may conduct;
* Any responses provided will **not** be treated as commercially confidential and may be used in the final service specifications used for the contracts and / or to influence the shape of the procurement in the future however no responses will be attributed to any organisation nor will any organisation be individually identified.

You are invited to express your potential interest to provide future Social Prescribing and Community Navigation Service by responding to the following questions as much as you are able and willing.

Thank you for your interest.

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| 1. **About your organisation:** | |
| Organisation Name: |  |
| Registered address of organisation: |  |
| Type of organisation  (please tick one box) | NHS Trust/Foundation Trust  Private Limited Company  Public Limited Company  Company Limited by Guarantee  Limited Liability Partnership  Social Enterprise  Registered Charity  Community Benefit Society  Other - please state: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |
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| 1. **About the individual completing this questionnaire:** | |
| Name |  |
| Position |  |
| Email |  |
| Telephone no. |  |
| May we contact you about this opportunity in future? |  |

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| 1. **About your organisation’s current position**: | |
| Currently providing services (through contracts or grant funding) to City and Hackney CCG (please list these) |  |
| Currently providing services (through contracts or grant funding) to London Borough of Hackney or City of London Corporation (please list these) |  |
| Currently providing social prescribing or community navigation services to different commissioner (please list these) |  |
| Has previous experience of providing social prescribing or community navigation services not covered above (please list these) |  |
| None of the above |  |

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| 1. **About your interest in the City and Hackney joint social prescribing and community navigation contract** | |
| Please provide a brief outline of your organisation and any relevant experience in the provision of Social Prescribing, Community Navigation or similar services where relevant and applicable. |  |
| If the Service were to be competitively tendered as a single contract, would you have an interest in bidding?  Please include the reasons for your response – why you are interested or not. |  |
| If the Service were to be competitively tendered in lots, would you have an interest in bidding to provide part of the service?  Please include the reasons for your response. Why are you are interested or not and if so, what parts of the service you would be interested in delivering? |  |
| If you were to propose a solution to delivering the service, would this be through your own organisation alone, or through some form of partnership with one or more other providers, or by subcontracting to another party? |  |
| If you were to be awarded the contract, what would you consider to be a reasonable mobilisation period?  Please explain your response. |  |
| If the new service were to include an element of supporting local VCSE organisations to receive referrals (through funding and/or other sources of support), how do you think this would be best arranged and delivered? |  |
| If the new service were to include tiered provision, how do you think this would be best arranged and delivered?  (N.B. while we are still developing our vision for this element of the service, this would likely include varying levels of support - both in terms of content and duration - depending on the needs of the client referred. It is possible that some clients would receive one telephone-based signposting appointment, whereas others may receive a much longer term and more intensive service.) |  |
| If the new service were to include a single point of access, how do you think this would be best arranged and delivered?  (N.B. while we are still developing our vision for this function, this would likely be a single assessment and triaging process for social prescribing - and possibly other community navigation services - across the borough. It would therefore include PCN social prescribing provision as well as this commissioned service.) |  |
| How best do you think this service would be evaluated, and what service user outcomes and performance indicators would you propose we measure? |  |
| The new service should engage with those furthest from services in order to address inequalities in health outcomes and ensure equitable access.  How would you propose to achieve this, including through outreach and other activities? |  |
| How would you proposed to ensure that the service addresses the needs of the diverse population of City and Hackney that has significant religious and ethnic diversity? |  |
| How would you propose to create robust feedback mechanisms to ensure those who refer clients into the service are kept updated on progress and outcomes? |  |
| How would you propose to manage demand for the service, particularly if self-referral were encouraged as a pathway into service provision? |  |
| Digital solutions – Do you see any opportunities for a digital social prescribing offer for clients and if so what might that look like? |  |
| Do you have any other feedback or input that would be helpful for us in designing and commissioning the new service? |  |