# Pre Tender Market Engagement Questionnaire for the Commissioning of a Community Supported Living Open Select List for provision of Accommodation, Care and Support.

## What we currently do

Lincolnshire County Council currently has an Open Select List in operation for the commissioning of Community Supported Living for Adults with a range of different needs including Learning Disabilities, Physical Disabilities and Mental Health. This contract is due to come to an end in May 2020.

The service operates in linewith the principles of Valuing People (DOH 2001), Our Health Our Care Our Say (DOH 2006) and Valuing People Now (DOH 2009), Health and Social Care Act 2012 and the Care Act 2014. The service supports vulnerable individuals of 18 years and above who require commissioned care and support or accommodation, care and support services to live in the community.Individuals requiring care and support live in a variety of settings including dedicated single or shared supported living schemes, rented accommodation, owner occupied property, extra care schemes or live with family, carers or friends.

## The purpose of the service is to enable vulnerable adults to develop existing skills or acquire new skills to increase their independence in daily living through appropriate risk taking, identify and enable opportunities for education and employment, and ultimately meet their desired outcomes as detailed within their Personal Plan. In addition services focus on keeping individuals healthy and safe.

## Support is purchased flexibly based on assessed need so that it can be reviewed to meet any fluctuations in individual needs. The number of support hours commissioned is based on assessment of need by the commissioner.

**What we are planning to do**

In May 2020 Lincolnshire County Councils existing Open Select List contract comes to an end. The Council wishes to continue to commission accommodation and support through an Open Select List and as part of the preparatory work, a project team has been established and is in the process of conducting a review of the specification for the service, as well as assessing the best way in which to progress with the new version of the contract and framework.

To inform this work, we are undertaking a pre-tender market engagement exercise. This will help the Council develop the service specification and inform decisions around how this may be developed going forward. We hope to gather the views of providers on what they think a good service would look like and key factors surrounding the delivery of this type of service.

## The pre-tender market engagement process

This pre-tender market engagementquestionnaire does not constitute a formal tender or other competitive bidding process, and will not result in the letting of a Contract. The Council is using this process solely to gather relevant information to inform project development and decision making, and to ascertain the level of interest in this particular service. We are keen to take into account the views of potential service providers even if you are not currently providing a similar service; your answers will not affect any further participation in this process, and all responses will be treated as confidential and commercially sensitive.

**Indicative Project Timescales**

Issue Specification and ITT – January 2020

Tender Process – January 2020 to February 2020

Provider Mobilisation – March 2020 to May 2020

Contract Commencement – 1 June 2020

We are seeking responses to the Questionnaire by **5pm on Friday 23rd September**. We may also have some follow up questions, if so an appointment will be made to speak with you by telephone.

**Market Engagement Event**

In addition to this questionnaire, and as part of our market engagement phase, we are planning to hold a market engagement event. Therefore, please express your interest in this contract by sending an email to [eilidh.french@lincolnshire.gov.uk](mailto:eilidh.french@lincolnshire.gov.uk) and we will ensure that you are notified of any further events that may take place.

**The Questionnaire**

**SECTION 1 – For All Providers**

**Please complete this section if you are interested in this contract, both if you are an existing provider or a potential new provider.**

We would like to re-iterate that at this stage the Council is merely wishing to test the current market. Any information you provide will be treated in confidence and will not be shared with any third party.

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| **Q1** | **YOUR SERVICES**  We are keen to understand the following from you:-   1. What type of services do you currently deliver? 2. Is the service(s) you deliver commissioned by the Local Authority? |
| **A1(a)** |  |
| **A1(b)** |  |
| **Q2** | **WHAT DOES GOOD LOOK LIKE?**   1. What would a good community supported living provider look like? 2. Do you think there are any barriers to providing a good quality service and/or other services that support the individual that you have experienced or that you could foresee? |

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| **A2(a)** |  |
| **A2(b)** |  |
| **Q3** | **CONTRACT DURATION**  The authority would like to understand the views of the prospective providers in relation to contract duration. Please indicate what you would consider to be:   1. The minimum reasonable duration to let a contract for bearing in mind your organisation's particular circumstances (for example, current service delivery areas, geographical base), and why? 2. If different, what you would consider to be an optimal contract term and why? |
| **A3(a)** |  |
| **A3(b)** |  |
| **Q4** | **CONTRACT ATTRACTIVENESS**  What are the key factors influencing the attractiveness of this type of contract for your organisation? (for example, contract term, any other commercial factors?) |
| **A4** |  |
| **Q5** | **PERFORMANCE MANAGEMENT**  We currently use Key Performance Indicators to monitor the existing contract. Are there any alternatives that you think could support an outcomes focussed delivery model? And what key outcomes might be incorporated to measure the impact of the service on the individual and family? |
| **A5** |  |
| **Q6** | **INNOVATION**  Have you any examples of innovation or good practice in this area? If so please provide details |
| **A6** |  |
| **Q8** | Are you aware of how other community supported living services work in other areas (local authorities) that you think are worth considering for our review? |
| **A8** |  |
| **Q9** | What do you think are the top 5 challenges for community supported living in the future? |
| **A9** |  |
| **Q10** | What would you change about how community supported living works regardless of cost of difficulty to implement |
| **A10** |  |
| **Q11** | **OTHER INFORMATION**  Are there any other suggestions or issues the Council should take into account when developing the service specification and contract for a Community Supported Living service in order to achieve best value from its delivery?  For example   * Specific information you would want to see in the tender documentation to enable you to prepare your response * Provision of services for different client groups ie mental health, physical disability, learning disability and any issues that you can foresee in supporting these different client groups |
| **A11** |  |

**SECTION 2 – For Existing Providers**

**Please complete this section if you are CURRENT PROVIDER on our existing Community Supported Living Open Select List.**

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| **Q1** | In your view how have services performed since 2015? |
| **A1** |  |
| **Q2** | What specifically has worked well? |
| **A2** |  |
| **Q3** | What hasn't worked well? |
| **A3** |  |
| **Q4** | What has caused you the most problems over the lift of the contract? |
| **A4** |  |
| **Q5** | What are you most proud of? |
| **A5** |  |
| **Q6** | Do current geographical areas work for your organisation? |
| **A6** |  |
| **Q7** | How well do you think we have dealt with performance issues over the life of the contract? |
| **A7** |  |

Thank you for your time to complete this questionnaire.

We may have some follow up questions; it would be appreciated if you provide contact details below:

|  |  |
| --- | --- |
| **Contact Name** |  |
| **Company** |  |
| **Telephone** |  |
| **Email** |  |

Equally, if you would like further information to assist you in responding to this questionnaire, please contact Eilidh French [eilidh.french@lincolnshire.gov.uk](mailto:eilidh.french@lincolnshire.gov.uk) Senior Commercial and Procurement Officer Tel: 01522 553670 or Karley Beck [karley.beck@lincolnshire.gov.uk](mailto:karley.beck@lincolnshire.gov.uk) Senior Commercial and Procurement Officer Tel: 01522 553695