Appendix 5 - Supported Living Framework Agreement

Expressions of Interest to Provide a …..

North Somerset Council is working in partnership with XXXXXX to develop supported living accommodation in XXXXXX. The proposed timescale for completion of the building work will be XXXXXXXX.

The accommodation will be XXXXXXX.

X male and X female adults with a (Add Client Group) will be moving into the accommodation and they will have individual tenancy agreements with the housing landlord.

We are looking for a Provider to provide a core support service for the X adults. At the outset this will be commissioned as a presence (add in how support model will look).

The contract for the core service will go to one of the Providers who will be authorised to the Supported Living Framework Agreement, and demonstrates a clear ability to meet the service implementation requirements and offer best value. The Provider will work with the adults and their families, the Council and housing landlord with the transition into this new service.

The Provider will support the individuals to live safely and independently within their own home, promoting choice and delivering high quality, person centred services.

The X adults will also have their own individual packages for their 1:1 support and care needs if needed. These will be commissioned separately and are not part of this expressions of interest advert. (Change if apprioiate based in 1 to 1 needs)

Further information about the adults are provided within their attached pen pictures or one page profiles. The adults will require a range of care and support at all times as outlined in their pen profile, and in accordance with their assessed need. Support plans/care plans with further details about the service users, will be sent to the successful provider once the applications have been evaluated.

The table below outlines the differences in Provider responsibilities for this service.

Supported Living Service Model – Examples of Provider responsibilities

(Change below where appropriate based on model)

Service Provider for the Core Hours (this advert)	Service Provider for the individuals 1:1 hours
Provide a liaison role between the landlord and 1:1 Provider.	Support with cooking and meal planning.
General prompting and reminders for keeping safe – security of doors and windows as well as safe places.	Support with personal care.
Oversee communal areas including risk assessments, health and safety and repairs and maintenance reporting to landlord. This could include health and safety of the tenant's appliances, for example: if tenants need checking their appliances are switched off.	Support with reading post and responding to correspondence.
Co-ordinating and leading regular Tenants Meetings.	1:1 Provider staff to attend North Somerset Council supported living training and any updates.
Community mapping.	Support with arranging appointments (medical, etc), including support to attend if required.
Core provider staff to attend North Somerset Council supported living training and any updates.	Support to find work opportunities.
Prompting to collect post and opening post if needed.	Support to arrange day and evening activities, and accompany if required.
Provide furnishing and appropriate equipment for staff in the designated sleep in accommodation.	Support with shopping and domestic tasks.
Any other relevant support identified from Support Plans.	Support with finance and budgeting.
Identifying when a tenant is becoming unwell and disengaged.	Any other relevant support identified from Support Plans.
Sign posting to alternative support agencies	Support with College and accessing courses.
Offering emotional support in times of distress and self-neglect.	Promoting self-management
Medication prompts/reminders	
Appointment reminders	
Finding ways to engage with reluctant tenants.	
Prompts regarding laundry	
Promoting self-management	

The list above is not definitive and could be subject to change depending on the needs of the tenants.

Service Implementation Requirements

If you wish to apply for this service please provide a response to all of the following areas. Your application should be clearly marked **(Name of scheme to be inserted)** and sent for the attention (add brokerage name) by email to brokerage.team@n-somerset.gov.uk, by no later than (time and date to be added).

1 At the outset the core service to be commissioned will be a (add in what is being commissioned in terms of hours). Please provide a proposal for how the core service would look at the outset and a proposal for the service by the end of the first year to show hours and responsibilities. Consideration should be given to offering an on-call service and exploring telecare/assistive technology opportunities, which will enhance independence and may replace staffing levels.

2 Please provide an outline/structure of the proposed management arrangements for the service and the staffing structure that would be in place.

3 Please provide a short story to describe your experience with supporting adults in similar types of supported living service models.

The questions below are an example of what may be asked they could be subject to change depending on the Supported Living Scheme and the people identified moving in:

4 Please provide information on how you would support a tenant who was reluctant, found it difficult or not engaging. How would you promote and encourage tenants to become more independent and self-supporting.

5 Each person may have their own 1:1 support and care hours commissioned separately to the core service. This type of supported living model means that there will be several different Providers needing to work together and communication will be key. Please describe any potential constraints there could be between different Providers and your proposals to both avoid and overcome them.

6 The service will commence when the individuals move in (Insert Date), and there may be a need to commence a transition service a few weeks before the moves. Please provide a proposed plan for recruitment.

7 Please provide details of staff training, which shows when this will be completed within the timescales. The training plan should reflect meeting the needs of the individuals.

8 Please submit a proposed breakdown of hourly rates, including day and night cover. A breakdown of how these costs are calculated must also be submitted. All costs associated with this service must be included within the hourly rates submitted. All other set up/initial costs, including recruitment, training and transitions will be absorbed within the Provider's organisation. Please confirm this in your application.

Please answer each question fully and separately.

Evaluation criteria

Questions 1-7 Are scored for quality and will be scored as below:

Question 8 is scored for best value.

Scoring:

Score	Marking Guidelines
0	Fails to meet requirements or response entirely unsatisfactory to the scope of the requirement
1	Inadequate where response meets very few aspects of the requirement, but in the min is unsatisfactory
2	Limited meets requirements in most respects but missing some key elements. Lacking in detail and/or examples
3	Acceptable meets basic requirements with minor reservations (to be documented)
4	Good answer that meets full requirements

The price quality split for scoring will be X/X (percentage to be determined by North Somerset Council)

Any others to be added

What happens next.

The proposed timetable for setting up this service is as follows:

Expressions of Interest – 4 weeks – Closing date (add date)
Panel meeting to evaluate Provider applications – (add date)
Funding Panel decision to select Provider – (add date)
Contact successful Provider and arrange to meet – (add date)