Customer Services Directorate

No First Night Out

Method Statements

This document is to be completed in accordance with the Invitation and Instructions for Tendering for receipt, via the London Tenders Portal, with all relevant documentation by no later than **noon on Friday 1 September 2017.**

No First Night Out

Homelessness Service

Method Statements

# 1. LIST OF METHOD STATEMENTS REQUIRED

1.1 The Council requires Method Statements to be given so that it can see the way in which a Tenderer will provide the Service. This is one of the main ways in which the Council will assess the quality of the Service which the Tenderer is going to provide, and the successful Tenderer will have to provide the Service in the way set out in their Method Statements, once they have been agreed with the Council.

1.2 It is important that the Method Statements you provide are clear, concise and full. Explain your methodologies, processes, and time frames and cost calculations, where appropriate.

1.3 The Method Statements cover these main issues:

MS1 Mobilisation

MS2 Project Management and Delivery

MS3 Methodology

MS4 Support for Landlords

MS5 Support for Clients

MS6 Recruitment and Staffing

1.4 Set out on the following pages are the particular areas of the Services that the Council wishes to see covered by each of the Method Statements. Your Method Statements should be provided on the following sheets provided, and should be completed using a minimum of font size 11.

1.5 As the questions and issues within each statement are essential to the evaluation process, please ensure that they are all answered. If they are not, your tender bid may not be considered further.

1.6 If separate attachments are included, to supplement your Method Statements, please clearly mark which Method Statements they refer to.

# MS1 Mobilisation (1,000 word limit)

What practical steps will you take to ensure that this service is ready to start 6 weeks after contract award?

In your response you should cover:

* Practical resourcing in place to enable this
* At least one example of successful mobilisation in a previous contract

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# MS2 Project Management and Delivery (1,000 word limit)

The key objective of this service is to identify and procure private rented sector accommodation, managing a shared accommodation scheme for 324 clients. How will you achieve this?

In your response you should cover:

* Your proposed actions to identify and procure shared private accommodation as well as how the accommodation is to be managed when procured
* How will you ensure that the staff working on this service have the skills needed to build relationships with private rented landlords in order to procure the accommodation?
* At least one example of where you have procured this type of accommodation in the past
* Your expectations around how many units you will be able to procure

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**MS3 Methodology (800 word limit)**

What tools will you use to oversee performance against the objectives in the contract specification?

In your response you should cover:

* Your performance monitoring and management approach
* Your proposed reporting approach and comments on suggested KPI’s in the specification
* How you will identify learning objectives and develop throughout delivery

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## MS4 Support for Landlords (800 word limit)

How will you ensure that landlords are supported in letting shared accommodation?

Please give examples of how you intend to do this.

In your response you should cover:

* How you will encourage landlords to rent to shared households
* How you will develop and maintain relationships with private sector landlords
* How you will support landlords in positively navigating challenges to tenancy sustainment

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## MS5 Support for Clients (800 word limit)

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How will you ensure that clients are supported in maintaining their accommodation?

In your response you should cover:

* How you will support tenants in sustaining shared accommodation
* How you will provide pre-tenancy training
* How you will link clients in to other agencies to build their resilience

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MS6 Recruitment and Staffing (800 word limit)

How will you ensure that there will be sufficient staff working on this service during the Contract Period that have the necessary skills needed?

In your response you should cover:

* How you will ensure you’re recruiting, training and developing staff to be prepared for this service
* Any skills or experience your current workforce have which are relevant to this work
* How you are upholding a commitment to equality and diversity, health and safety and safeguarding
* Please also provide your proposed core personnel structure

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**Signed for Tenderer:**

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| --- | --- | --- |
| **Signature** | **Print name(s) in full** | **Position held by each signatory** (in the case of a company) |
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Dated this \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ day of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ 20\_\_

Full name of Organisation \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Address for correspondence \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Registered Address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(if different from above) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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Telephone No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Fax No \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail address \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

State whether sole proprietor YES/NO\* (delete as appropriate)

In case of partnership the full names and address of each partner:

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| --- | --- |
| **Name** | **Address** |
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