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| Meeting Title: | Market Engagement event |
| Date: | 23 October 2019 |
| Time: | 9.30am |
| Location: | New County Hall Truro |

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| Question | Answer |
| Some accommodation isn’t accessible some have stairs and communal entrances | Applicants requirements are assessed on a case by case basis and Officers consider the suitability of accommodation to meet the Applicants needs It would be clear in the accommodation advert the accommodation requirements to meet the Applicants needs |
| Would Lot 2 Accommodation for Applicants who are 16 and 17 years old have different pricing to reflect the different specification | There are specific requirements for this Lot so the Council is looking to block purchase accommodation for this Lot |
| Is the Council purchasing homes for temporary accommodation | The Council has already made the decision to purchase 250 homes for use as temporary accommodation This project is looking at shorter term emergency accommodation through a Dynamic Purchasing System |
| What would demand for accommodation be like through the DPS | There isn’t enough capacity within the current framework which is resulting in purchasing outside of the framework agreement. The DPS will provide flexibility for both the Provider and Cornwall Council |
| Will Providers still get phone calls to make accommodation placements | Within office hours accommodation requirements will be posted electronically through the DPS and alerts sent to pre-qualified Providers  Out of hours there will be a protocol to contact pre-qualified Providers |
| How much financial information is required to be submitted by Providers during pre-qualification | Financial information is a standard question in all tenders. The Council ask for the last 2 years of Profit & Loss and Balance Sheets to be submitted |
| Some Providers may not have 2 years accounts | The Finance Team would ask for other information to support the submission such as cash flow forecasts and a bank letter outlining the cash and credit position. |
| How is the financial information that is submitted assessed | The Finance Team undertake four financial tests on the submissions, gearing, liquidity, turnover and profitability. Providers must pass three out of four of the tests |
| Is there deadline dates and how would Providers be aware of the deadlines | There will be deadline dates for the initial round of pre-qualification, alerts will be provided from Supplying the South West to Providers who have registered on the system  Once the Dynamic Purchasing system has commenced there will be further opportunity for Providers to undertake pre-qualification and join the system |
| Up until the new arrangements are in place will the Council continue to use the current arrangements | Yes |
| What would happen if the Applicant doesn’t take up the accommodation placement would there be a payment to the Provider | Should the Applicant for whom the Individual Call Off was made not take up the accommodation placement, the Provider may be eligible to a Placement Cancellation fee |
| Under the current arrangements some accommodation bookings are made in advance for 4 weeks at a time, would this be the case in the future | Individual Applicants needs will be evaluated and this will be reflected when a service request is made, the service request will identify the anticipated placement length |
| Through the Dynamic Purchasing System (DPS) could placements be extended if the need arose | Officers work to understand Applicants housing need at the beginning of the process  Where there is a requirement to extend we would look to extend with the existing Provider, through a direct award, to minimise any moves that the Applicant has to undertake unless they are necessary. |
| Will the room rates reflect seasonality as some Providers have additional pressures during the summer | The current pricing strategy is looking at different options which include the possibility of a balance across seasons or a reflection of seasonality. |
| Will it be a requirement that breakfast is provided | Not necessarily, the service is looking to provide accommodation. Cornwall Council pays the accommodation costs and looks to recover costs from the Household, this can be through Housing Benefit. Housing Benefit would consider breakfast to be a service charge |
| What information would the accommodation provider have about the applicant when they bid | Individual cases are risk assessed by Cornwall Housing to support the most appropriate placements  The service works within Data Protection and GDPR already and will continue to do so, information is shared that is necessary and appropriate |
| Would specific conditions be divulged to Providers | Providers need to have procedures and processes in place for risk management |
| What happens if a Provider wants an Applicant to leave the accommodation | Applicants have terms and conditions of their stay and do not legal rights to stay at accommodation. Different Providers may also have their own house rules. Officers want to support both Applicants and Providers and want to be aware of situations that arise and be able to manage them |
| Can Providers ask Applicants to sign house rules | It advises Applicants within the terms and conditions that applicants must follow the house rules of the accommodation in which they are staying |
| How can Providers access Local Housing Allowance rates information | Local Housing Allowance information is available on the Cornwall Council website |
| Providers who have provided accommodation through spot purchasing have been paid through card payments, how would the new arrangements work | The service will be utilising monthly Purchase Orders and Providers will submit invoices to be paid. Small, Medium Enterprises (SME) are usually paid on immediate terms |
| How do Providers register on Supplying the South West | Register onto the Supplying the South West site at [www.supplyingthesouthwest.org.uk](http://www.supplyingthesouthwest.org.uk) This will ensure any alerts relating to this project are communicated |
| What will happen next in the process | Providers can register onto Supplying the South West and complete their company profile in the system.  Alerts about the project will be sent to Providers who have registered onto Supplying the South West and have selected the applicable categories to receive the alerts. |
| Are cooking facilities required in accommodation | Details of accommodation requirements will be within the specifications |
| What would demand for accommodation be like through the DPS | There isn’t enough capacity within the current framework which is resulting in purchasing outside of the framework agreement. The DPS will provide flexibility for both the Provider and Cornwall Council |
| Some Providers are considering additional accommodation to meet demand | The Council has already made the decision to purchase 250 homes for use as temporary accommodation  This project is looking at shorter term emergency accommodation through a Dynamic Purchasing System |
| Can Providers see each other’s bid when placed through DPS | No Providers cannot see each other’s bids |
| Is there a demand for larger self-contained accommodation | The Council has already made the decision to purchase 250 homes for use as temporary accommodation  This project is looking at shorter term emergency accommodation through a Dynamic Purchasing System  The Council always look to place Applicants in accommodation that is suitable for their needs. If Providers have larger self-contained accommodation available we would encourage them to register on Supplying the South West |