

1617-0039 Mental Health Supported Housing Service

Islington Council invites suitable expressions of interest from organisations to provide housing support services in shared and or self-contained supported housing for clients with Mental Health support needs.

Current status / Background

The housing support service will be provided in eleven (11) Lots. Accommodation will be delivered from various locations within Islington for a minimum of 185 people who have mental health support needs from 01 December 2017.

The requirement

The service will provide short term accommodation and a high quality housing support service for homeless people with mental health needs aged 18 years and over. The Service will provide service users with the required intensity of support to enable them to gain the skills to live independently and move-on to appropriate accommodation within eighteen months, as agreed with the Referrals Co-ordinator. The target length of stay will differ depending on individual needs. However, for the majority the maximum length of stay will be eighteen months. The Service will work with the private sector and partner agencies to identify appropriate move-on accommodation.

The Service will:

- Provide short-term accommodation and housing-related support for vulnerable people with mental health support needs;
- Provide the intensity of support as detailed for each service;
- Provide a safe, welcoming, good standard of supported accommodation;
- Provide appropriate and flexible services that will enable service users to develop skills to live independently in the community and promote active engagement in meaningful activities including employment, education and training;
- Work to maintain a stable staffing structure with minimal changes to support worker arrangements to aid the delivery of sustainable outcomes
- Work in partnership with statutory agencies in Social Care, Health and Housing such as CMHT, Probation Services and Community Safety;
- Carry out joint assessments with relevant agencies where possible;
- Develop and review Support Plans and Risk Assessments with agencies that are involved in the client's care;
- Support service users to maintain or develop skills to live successfully in their accommodation including: budgeting, rent payments, dealing with landlords, neighbour disputes, and anti-social behaviour;
- Promote optimum health, wellbeing and quality of life to maximise independence;
- Support service users to manage risks in a way that reduces the likelihood of harm without reducing opportunities or impairing quality of life;
- Make frequent and persistent efforts to engage while respecting individual choices;
- Support service users in the development and management of positive relationships with others;
- Support service users to gain a sense of well being and present themselves in a positive and effective manner;

- Provide support for service users to identify and address any physical health needs and/or social care needs through health promotion, access to health and social care services;
- Assist people to access appropriate specialist services, such as drug and/or alcohol treatment and/or statutory mental health services, and
- Develop a move-on plan for each service user within three months of residence; working with both statutory and private agencies to identify the most appropriate move-on options.

Organisations wishing to tender for this service will need to provide evidence of successful operation of contracts for services:

- Managing housing support services for Mental Health and
- Delivering services as a Registered provider or as a Support Provider

The 11 Lots are divided into three (3) levels of support: High, Medium and Low, the purpose of which is to enable people to access and step down to the appropriate accommodation and level of support that best meets their needs.

Service Summary - Lots

- 1 - High level support – Lot A, B, C, D
- 2 - Medium level support – Lot E, F, G, H, I
- 3 - Low level support – Lot J, K

SUPPORT LEVEL	LOT	SERVICE DESCRIPTION	NO. OF HOURS CONTRACT PRICE
1 - High	A	Minimum required capacity: 22 Minimum required cover arrangements - 24 hours, 7 day weekly on-site support and either night concierge or night support, t with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories. The building is available. The Housing Management Agreement is available in the tender documentation.	Minimum weekly support: 319 hours Indicative maximum annual budget: £316,687
1 – High	B	Minimum required capacity: 12 Minimum required cover arrangements - 24 hours, 7 day weekly on-site support and either night concierge or night support, t with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories. Bidder must have access to a suitable property consisting of shared or self-contained accommodation, located in Islington.	Minimum weekly support: 174hours Indicative maximum annual budget: £297,825* <i>*NB. This service is currently staffed by night support workers</i>
1-High	C	Minimum required capacity: 10 Minimum required cover arrangements - 24 hours, 7 day weekly on-site support and either night concierge or night support, with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories.	Minimum weekly support: 145 hours Indicative maximum annual budget: £143,949

		Bidder must have access to a suitable property consisting of shared or self-contained accommodation, located in Islington.	
1 – High	D	<p>Minimum required capacity: 21 Minimum required cover arrangements - 24 hours, 7 day weekly on-site support and either night concierge or night support, with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories. Bidder must have access to a suitable property consisting of shared or self-contained accommodation, located in Islington.</p>	<p>Minimum weekly support: 304.5 hours Indicative maximum annual budget: £302,292</p>
2 - Medium	E	<p>Minimum required capacity: 12 Minimum 5 days per week, working flexibly daytime cover, with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories. Bidder must have access to a suitable property consisting of shared or self-contained accommodation, located in Islington.</p>	<p>Minimum weekly support : 90 hours Indicative maximum annual budget: £84,645</p>
2 - Medium	F	<p>Minimum required capacity: 7 Minimum 5 days per week, working flexibly daytime cover, with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories. Bidder must have access to a suitable property consisting of shared or self-contained accommodation, located in Islington.</p>	<p>Minimum weekly support: 52.5 hours Indicative maximum annual budget: £49,376</p>
2 - Medium	G	<p>Minimum required capacity: 8 Minimum 5 days per week, working flexibly daytime cover, with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories. The building is available. The Service Level Agreement is available in the tender documentation.</p>	<p>Minimum weekly support: 60 hours Indicative maximum annual budget: £56,430</p>
2 – Medium	H	<p>Minimum required capacity: 6 Minimum 5 days per week, working flexibly daytime cover, with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories. The building is available. The Service Level Agreement is available in the tender documentation.</p>	<p>Minimum support hours: 45 Indicative maximum annual budget: £42,323</p>
2 – Medium	I	<p>Minimum required capacity: 6 Minimum 5 days per week, working flexibly daytime cover, with out of hours emergency on-call responsive support service. There may be occasions that the service will take people with forensic histories. The building is available. The Service Level Agreement is available in the tender documentation.</p>	<p>Minimum support hours: 45 Indicative maximum annual budget: £42,323</p>

3 – Low	J	<p>Minimum required capacity: 73</p> <p>Visiting support, which is delivered flexibly meeting a service user's needs, with out of hours emergency on-call responsive support service.</p> <p>There may be occasions that the service will take people with forensic histories.</p> <p>Bidder must have access to suitable properties consisting of shared or self-contained accommodation, located in Islington.</p>	<p>Minimum support hours: 292</p> <p>Indicative maximum annual budget: £244,112</p>
3 – Low	K	<p>Minimum required capacity: 8</p> <p>Visiting support, which is delivered flexibly meeting a service user's needs, with out of hours emergency on-call responsive support service.</p> <p>There may be occasions that the service will take people with forensic histories.</p> <p>The service consists of 8 self-contained flats which are available. The Service Level Agreement is available in the tender documentation.</p>	<p>Minimum support hours: 32</p> <p>Indicative maximum annual budget: £26,752</p>

Please Note:

Each Lot in Support level 1 (high), where 24 hour support is provided within the accommodation must have communal facilities and offices on site to facilitate key working by the support provider.

Each Lot in Support level 2 (medium) should, as a minimum, have offices on site to facilitate key working by the support provider.

Each Lot in Support level 3 (low) should have access to an office within Islington to facilitate key working.

Lots

The housing support service will be provided in eleven (11) Lots. The 11 Lots are divided into three (3) levels of support: High, Medium and Low, the purpose of which is to enable people to access and step down to the appropriate accommodation and level of support that best meets their needs.

Organisations may apply for any number of Lots. Tenders will be considered from a single provider, however, we would also encourage providers to consider joint bids in order to deliver the required number of units within a particular Lot, with Lead contractor arrangements in place in delivering the support element of the contract as appropriate. Any joint bid for a Lot must add up to meet the total minimum capacity required for that Lot.

Contractors will be awarded to the highest scoring organisation for each Lot. Therefore a provider may be awarded more than one contract if they are the highest scoring organisation in more than one (1) Lot.

TUPE [Transfer of Undertakings (Protection of Employment) Regulations]

This is a re-tender of existing services. Potential providers must be aware that TUPE may or may not apply to this service. Further details will be available in the invitation to tender.

Contract Period

The contract period will be for 24 months (2 years) from an estimated start date 01 December 2017. The contract will have three (3) options to extend for a period of twelve (12) months each depending on an assessment of performance against outcomes, standards of service provided and available funding.

Contract Value

The estimated total value of this service for all eleven (11) Lots is £8,033,570 over the maximum 60 months term of the contract. This is based on an estimated annual budget of £1,606,714 for all eleven (11) Lots. The indicative service values stated above will be subject to regular funding reviews over the lifetime of the contract.

Award criteria

The contract will be awarded to the Most Economically Advantageous Tender (MEAT) in accordance with the Public Contracts Regulations. MEAT for this contract is quality 70% and cost 30%. Further details will be provided in the invitation to tender.

Cost 30 % - made up of:

15% - Unit Cost

10% - Contract Cost

5% - Direct/Indirect Costs

Quality 70% - made up of:

10% - Proposed approach to mobilisation and implementation/change management

15% - Proposed approach to service model

10% - Proposed approach to workforce management

10% - Proposed approach to partnership Working

15% - Proposed approach to managing performance and outcomes

10% - Proposed approach to client engagement and involvement

Total 100%

Tenderers should be aware that we reserve the right to hold site visits and/or presentations and/or interviews during the tender process. Site visits and/or presentations and/or interviews will be for verification/clarification purposes of the written submission. We reserve the right to interview leading bidders.

Procurement Process

This contract is over the Official Journal of the European Union (OJEU) threshold. This contract will be procured using the Open Procedure. The Open Procedure means that all bidders who successfully express an interest will automatically be invited to tender and have access to the tender documents. Those who submit a tender and meet the minimum requirements will have their full tender, method statements and pricing evaluated

How to express an interest

If you wish to apply for this contract please follow the steps below:

Register your company free of charge via the **London Tenders Portal**.

Link: <https://procontract.due-north.com>

Await acceptance. You will receive an email confirming your username and password.

Use your username and password to log into the London Tenders Portal and express your interest in <insert contract number, title/name - category here>

Shortly after you have expressed interest, you will receive a second email containing a link to access the selection questionnaire/tender documents.

Deadlines

The deadline for expressions of interest is: **12 noon, Thursday 06 April 2017**

Submission of tender documents by: **12 noon, Thursday 06 April 2017**

Late submissions will not be accepted.

Additional information

Additional information

- Islington Council and its partners are committed to work towards a 'Fairer Islington', for more information see www.islington.gov.uk.
- Please **do not** include any publicity material with your submissions.
- Islington Council aims to provide equality of opportunity and welcomes applicants who meet the qualitative selection criteria from black and minority ethnic communities and disabled groups.
- The Council encourages all types of organisation who meet the qualitative selection criteria including Voluntary and Community Sector (VCS) organisations, Social Enterprises or not for profit enterprises and small to medium enterprises (SME) to tender.
- Your submission will be marked in stages. Only applicants who meet the requirements at each stage will progress to the next stage. Further details will be contained in the tender documents.
- Please include the Contract Number of this tender process when communicating with the Council in any way.
- All questions relating to this contract should be raised via the question and answer section of the relevant contract on the London Tenders Portal. Please do not contact any officer of the council directly.
- Applicants are advised that all costs incurred either directly or indirectly in preparation, submission or otherwise related to this advertisement will be borne by them, and in no circumstances will the council be responsible for any such costs. Applicants are also advised that the council at its sole discretion acting reasonably and in good faith reserves the right to abandon the procurement at any stage prior to contract award.
- As part of a commitment to transparency the council is now publishing all spend over £500 each month. This includes spend on contracts, so the successful contractor should

expect details of spend against the contract to appear on the council website [Islington Council: Council contracts](#). The council is also committed to publishing tender and contract documentation after contract award stage. Commercially sensitive information will be redacted from documentation. What constitutes commercially sensitive information is a matter for the council's sole discretion. However, tenderers will be invited to identify information they consider to be commercially sensitive in their tender return and this will be taken into account in the council forming a view.

