

2021-0138 Supported Housing Support Services for Adults with Multiple Needs (HRS)

Islington Council invites suitable expressions of interest from organisations to provide housing support services in shared and/or self-contained supported housing for adults with multiple needs. "Multiple needs" in this context describes people who present with any combination of the following needs: homelessness (including rough sleeping); substance misuse (including alcohol, legal and illegal substances); mental ill health (including those with and without a diagnosed condition); offending.

Current status / Background

Following a 2016 review of all of Islington Council's commissioned supported housing, further consultation has been undertaken with our providers and key stakeholders (including our referrals team, community safety, probation, housing needs and service users) with a consensus emerging on recommendations for service re-configuration and re-design, as set out in the Service Specification.

The requirement

The service will provide a high quality housing related support service for adults with multiple needs.

The service will provide adults with multiple needs with the required intensity of support to enable them to gain the skills to live independently, and move-on to appropriate accommodation.

The service will work with Islington Council, the private sector and partner agencies to identify appropriate move-on accommodation, with a move-on plan and conversation built into the intervention from its early stages.

The housing support service will be provided in four (4) Lots. Details of the expected number of units, the expected levels of support, the expected referrals and the indicative budget available for each of the Lots is included in the tender documents.

While we expect that the support offered by each Lot will have a degree of differentiation (as noted by the different expected levels of support and expected referrals), we would like to move away from assigning Lots as providing 'High', 'Medium' or 'Low' support.

While we recognise that some properties will lend themselves to greater or lesser intensities of support due to their configuration (e.g. the presence of an office or lack thereof), Islington Council encourages providers to think flexibly about how outcomes are achieved for residents and how staff are allocated and split across sites to enable support services to be responsive to changing needs and circumstances as and when they arise.

The Council seeks to procure supported accommodation for a minimum of 228 units of supported housing (including emergency beds) for adults with multiple needs, from an estimated start date of 01 April 2021.

All prospective providers will have experience of:

- Managing housing support services for adults with multiple needs;
- Delivering services as a Registered Provider or as a Support Provider.

All prospective providers bidding for any Lot should evidence that they can and will:

- Provide housing related support and accommodation for adults with multiple needs.
- Provide this support in a nurturing, psychologically informed environment.
- Provide support that is consistent with the “Expected support level” cell in ITT 06.
- Accept referrals consistent with the “Expected referrals” cell in ITT 06.
- Provide a safe, welcoming, good standard of supported housing.
- 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.
- Provide timely access to the service.
- Maintain a stable staffing structure with good staff retention in order to facilitate sustainable outcomes.
- Work with statutory agencies and community partners / services as relevant, e.g. health, housing, probation, substance misuse services, mental health services, the voluntary and community sector, employment services.
- Support residents to maintain or develop skills to live successfully in their own accommodation, including: emotional intelligence, resilience, employment, training, education, budgeting, rent payments, registering for welfare payments, dealing with landlords, neighbour disputes, anti-social behaviour.
- Support residents with their recovery.
- Promote health, wellbeing and quality of life to maximise independence, and reflect this with nurturing, caring and patient staff.
- Support services 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 harder to engage residents, without losing sight of respect for individual choices and reasons behind disengagement (e.g. trauma, distrust of institutions).
- Support residents in the development and management of positive relationships with others.
- Support residents to gain a sense of wellbeing and present themselves in a positive and effective manner.
- Provide support for residents to identify and address any physical health needs and or social care needs through health promotion and access to health and social care assessments and services if applicable.
- Assist residents in receiving support from specialist services, e.g. drug and alcohol services, mental health services.
- Develop a move-on conversation and plan with each resident, working with relevant agencies to identify the most appropriate and suitable options.

Organisations will be asked to provide evidence of successful operation of contracts for these services.

Lots

Providers will have the option of applying for any number of Lots. To do so, providers should have access to the minimum units required for the Lot. In addition, providers will need to present ideas for running the service within a Lot that do not exceed the indicative maximum budget for the Lot.

The council seeks to move away from the designation of services as providing “High”, “Medium” or “Low” support. Therefore, rather than designating a number of support hours per client per week, or a support level for each Lot, the council have outlined its expectations of support levels and expected referrals for each Lot.

As a minimum, all providers should have access to offices within Islington to facilitate key working and staff presence.

List of Lots and Contract Values

The estimated annual value for all four Lots is £2,140,000 over the six-year maximum term of these services, the total value will be a maximum of £12,840,000.

The indicative annual value of each Lot will be subject to regular review during the lifetime of the contract.

Lot 1:

Requirement of minimum 46 units.

Minimum expected support to include: 24-hour on-site support; specialist staff; clinical provision.

Minimum expected referrals to service to include: Multiple needs (as defined in specification); pre-contemplative, contemplative, preparing, action stages of Cycle of Change; willingness to accommodate pets on a case-by-case basis; emergency bed provision when applicable.

Indicative maximum annual budget available: £870,000

Lot 2:

Requirement of minimum 46 units.

Minimum expected support to include: Mixture of 24-hour on-site support and flexible provision; face to face access to staff for minimum 14 hours per day; specialist staff.

Minimum expected referrals to service to include: Multiple needs (as defined in specification); pre-contemplative, contemplative, preparing, action stages of Cycle of Change; willingness to accommodate pets on a case-by-case basis; willingness to accommodate couples on a case-by-case basis; emergency bed provision when applicable.

Indicative maximum annual budget available: £350,000

Lot 3:

Requirement of minimum 75 units.

Minimum expected support to include: Flexible support; night concierge; face to face access to staff for minimum of 14 hours per day; specialist staff.

Minimum expected referrals to include: Multiple needs (as defined in specification); contemplative, preparing, action stages of Cycle of Change; willingness to accommodate pets on a case by case basis; inclusion of women-only site; emergency bed provision when applicable.

Indicative maximum annual budget available: £640,000

Lot 4:

Requirement of minimum 60 units.

Minimum expected support to include: Mixture of 24-hour support and flexible support; face to face access to staff for minimum of 14 hours per day; specialist staff.

Minimum expected referrals to include: Multiple needs (as defined in specification); contemplative, preparing, action stages of Cycle of Change; women-only provision; emergency bed provision when available.

Indicative maximum annual budget available: £280,000

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

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 for all Lots will be for 24 months from an estimated start date 01 April 2021 with an option to extend up to a further 24 months, plus another 24 months. The maximum length of contracts will be up to 72 months subject to satisfactory performance and available funding.

Contract Value

The estimated total value of these contracts is £12,840,000 over the maximum six year term of the contract. This is based on £2,140,000 per annum. However the Council is confident the bids received will be lower than the estimated value for each Lot.

Award criteria

Contracts for all Lots will be awarded to the Most Economically Advantageous Tender (MEAT) in accordance with the Public Contracts Regulations. MEAT for this contract is 60% quality and 40% cost.

Tender submissions will be subject to minimum quality thresholds. Further details will be provided in the invitation to tender.

Quality 60%

Cost 40%

Quality 60% - made up of proposals on:

20% Proposal to meet service outcomes and aims of the specification.

20% Social Value

5% Safeguarding and relationship with risk

5% Meeting principles of Trauma Informed Practice and Psychologically Informed Environments

5% Co-production

5% Partnership working

Cost 40% - made up of:

20% contract cost

15% unit cost

5% direct / indirect costs

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 purposes of the written submission.

We reserve the right to interview leading bidders.

Procurement Process

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 2021-0138 Supported Housing Support Services for Adults with Multiple Needs (HRS) - category 85000000

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

Deadlines

The deadline for expressions of interest is: **11:59am, November 6 2020.**

Submission of Tender documents by: **12 noon, November 6 2020.**

Late submissions will not be accepted.

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](http://www.islington.gov.uk/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.

